

Al-Anon Family Groups 2000 World Service Conference

One Purpose: Many Faces, Many Voices, Many Ways

Virginia Beach, Virginia

April 26-30, 2000

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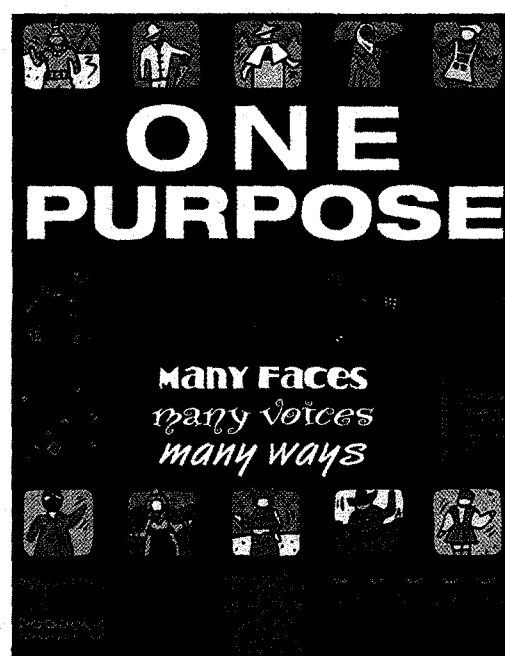
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Concept II

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

"Our World Service Conference is the active voice and the effective group conscience of our society in world affairs."

—1998-2000 Al-Anon/Alateen Service Manual, page 153



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CONFERENCE THEME:

One Purpose:

Many Faces, Many Voices, Many Ways

This year's Conference theme highlighted diversity amidst our fellowship's remarkable singleness of purpose. Every outgoing delegate's sharing, every breakout session, every department, and every committee contributed ideas for reaching, welcoming, and serving special populations. "Many Voices From the Past" were read throughout this year's Conference. Each Conference member received a 40th Conference Booklet which contained quotations from past *Conference Summaries*. These quotations are inserted throughout this year's *Summary* to celebrate our ongoing commitment to offering hope to families and friends of alcoholics.

The 40th Al-Anon World Service Conference opened Wednesday morning, April 26, at the Holiday Inn Executive Center in Virginia Beach, VA. Conference Chairperson Pat S. asked all members to join in a moment of silence followed by the Serenity Prayer.

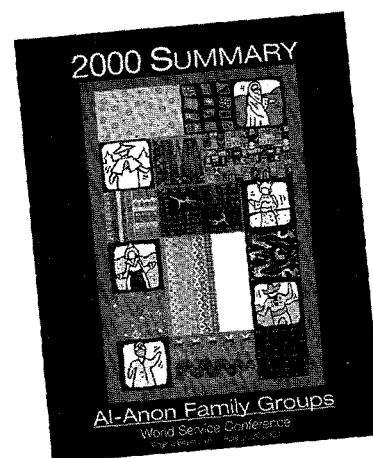
The first order of business was a motion from the Admissions/Handbook Committee requesting that the following people be seated with voice but no vote:

- Helen W., Chairperson, Executive Committee for Real Property Management (ECRPM)

- David Zach, Director of Business Services (non-member)
- Sang Sook P., Overseas Representative from Korea
- Aurora G. O., Overseas Representative from Mexico
- Helen A., Overseas Representative from New Zealand
- Carole P., Public Outreach Service Manager for Canada

By a show of hands, the motion was carried. It was also agreed by consensus that still photographs could be taken during the Conference.

Voting procedures were then reviewed, and it was approved by a show of hands that subsequent votes would be taken by closed ballot, with "substantial unanimity" defined as 2/3 of the votes cast.



Note: Quotations from the past 40 Conferences were read throughout the week.

1994: New Book Release

From Survival to Recovery: Growing Up in an Alcoholic Home has been approved and a third quarter publishing date is expected.

GREETINGS

Helen R.,
Chairperson, Board of Trustees

Helen opened by welcoming returning Conference members, international representatives, and those who are attending their first World Service Conference as Panel 40 delegates. She went on to state:

"As I stand here and look at you, the members of this World Service Conference, I see looking back at me the many faces of Al-Anon. As we enter into discussion this week, we will hear the many voices of Al-Anon; as we bring motions and as we reach decisions, our work will reflect the many ways that Al-Anon's purpose is carried out. While we respect each

other's individuality, we will, as a Conference, place the common welfare of Al-Anon first. We can only do this through the atmosphere of trust in our Higher Power that exists here."

She thanked each Conference member for their individual service over the past year, expressing hope that they would gain encouragement and knowledge from each other this week. She closed her remarks by saying, "May our time together give each of us personal inspiration and joy as we work for the growth and unity of our fellowship."

CLEARING THE AIR

A handout of concerns raised following the 1999 WSC was used as the springboard for this discussion, the purpose of which was to raise concerns that might have been "left over" from last year. Using (but not limited to) the handout they were provided, Conference delegates were invited to share any uncomfortable feelings or issues that might block their full participation during this year's WSC. There were very few comments this year, basically amounting to these two:

- It was suggested that a decision needs to be made regarding use of AA books at Al-Anon meetings. It was strongly felt that use of outside publications including emphasis on the alcoholic can distort the Al-Anon focus, especially for the newcomer. Some members of the fellowship have expressed an unwillingness to accept the wording change by the 1999 WSC. Conference members expressed that the voice of the

minority has been heard on this issue and it was suggested that members accept the group conscience of the Conference.

- There was a request for a list of the Policy Committee's actions which do not need Conference approval. It was felt that delegates need to know the actions the Policy Committee can take without Conference action.

The handout itself mentioned several suggestions for improving the Conference, namely the desires to (1) pass the basket during Conference, (2) relocate the smoking area further from Conference meeting rooms, (3) shorten the last night of Conference, and (4) receive written background information summarizing the history behind certain sections of the *Service Manual*. In addition, there were suggestions about the annual audit, CAL, service tools, Tradition Five, and Operation Alateen.

Margaret M.,
Trustee

AREA HIGHLIGHTS

Each year, delegates gather on the evening prior to the official Conference opening for the purpose of sharing area successes and concerns. The history of this annual tradition is the "delegates only" session that was established in 1966. Today, this meeting is open to all Conference members; only delegates, however, have voice and vote.

This year, many delegates shared about progress (particularly with Operation Alateen) and about their success with their revised service structures. Other common threads that were mentioned frequently:

- Many areas are concerned about decreasing numbers of volunteers and are developing creative solutions using the new trial structure, which brings related workers into contact with one another at area assemblies and AWSCs.
- Success is being reported wherever action committees are being attempted, particularly in Public Outreach, where brainstorming among all concerned with Public Information (Media), contact with professional communities (CPC), and Institutions is proving fruitful. For example, *The Best of Public Outreach* was reported as a huge success.
- Interest in Adopt-a-Group is on the rise,

with one area reporting outreach to Adopt-a-District and another reporting an outreach effort to Adopt-a-Library.

- Websites are also on the increase, with many areas reporting new or already active web pages.
- Most groups are finally succeeding in breaking the buck barrier.
- History projects are unfolding in commemoration of the upcoming 50th Anniversary of Al-Anon.
- Group records are still a concern for many delegates.
- Softcover copies of *Courage to Change* were requested, as penal institutions do not allow books with hard covers.
- Good ideas abounded, from Alateen meetings for younger members that are not just crayons and crafts to events such as stress workshops, diversity days, publishing a sponsor directory listing all active and willing sponsors, and an outreach effort to contact school guidance counselors.
- Some areas reported having *Service Manual* meetings.
- Many stressed the importance of the continued service and presence of the area's past delegates.

APPROVALS

Ric B.,
Executive Director

Cecelia L.,
Treasurer, Trustee

David Zach,
Director of Business Services
(Non-Member)

1999 Annual Report

Delegates had previously submitted questions on last year's Annual Report and were invited to ask additional questions in open discussion. This year, there were no further questions from the floor, so a vote was taken, and the 1999 Annual Report was accepted.

(see page 61)

2000 Budget

The new Director of Business Services presented the budget for 2000, which projected both income and expenses at \$4 million. The

budget originally projected a deficit for the year of \$150,000. It was noted that about 50% of all groups make contributions — sometimes fewer than that. After the presentation, a motion to approve the 2000 Budget was placed on the agenda for later in the week, giving delegates a few days to review the details before voting. Later in the week, the motion was approved as submitted (see 2000 WSC Motion 4).

EXECUTIVE COMMITTEE FOR REAL PROPERTY MANAGEMENT (ECRPM) TRIENNIAL REPORT ON OWNERSHIP

Cecelia L.,
*Trustee Chairperson, Budget
Committee*

In 1994, the World Service Conference passed motion 12, which empowered the Board of Trustees to purchase property for Al-Anon Family Group Headquarters, Inc. This purchase was to encompass a trial period of fifteen years, contingent on several conditions.

One condition was that, during the trial period, the Board of Trustees establish a subsidiary corporation or a separate Executive Committee in order to ensure that the property be managed prudently and without interfering with day-to-day operations (i.e., service to groups, individuals, and Al-Anon as a whole). To fulfill this condition, a separate committee — the Executive Committee for Real Property Management (ECRPM) — was approved by the WSC in 1995. This option was preferred for its simplicity and the fact that it would not require additional returns to be filed annually with the Internal Revenue Service. The committee currently consists of three at-large Al-Anon members, the chairperson of the Budget Committee, and the Director of Business Services. The committee first met June 15, 1996 and has met twice a year since then.

Another condition was that the Board report triennially as to the financial feasibility of owning the property, the compliance with the spirit and letter of the original resolution, and the negative impacts, if any, that ownership has had on the fellowship as a whole.

To comply with the second condition, the Board of Trustees reported the following:

1. That ownership has been a very good step

financially. AFG, Inc. has received tax-exempt financing and thus pays a lower rate of interest due to our non-profit status. A savings of at least \$550,000 a year has been realized by owning property in Virginia vs. leasing it in New York City. The gap between ownership and leasing is expected to widen over the next 20 years as costs of ownership decrease and costs of leasing increase.

2. That we are in compliance with the spirit and letter of the original resolution. The Board of Trustees is concerned with ensuring that ownership would never interfere with the spirit and intent of the Steps, Traditions, and the Concepts of Service. The Board reports that the installation of the ECRPM is successfully keeping property management separate from the primary spiritual aim of Al-Anon Family Groups. The Executive Director is able to focus entirely on assisting groups in the primary spiritual aim of Al-Anon: helping families and friends of alcoholics. The need for staff to be concerned with the frequent search for office space and to deal with the day-in/day-out maintenance of commercial property has been eliminated.
3. That there are no negative impacts to report. The ECRPM is separate from all other committees — and from the work and business of WSO. It is this real separation that is allowing ownership of the property to function as well as it does.

STANDING COMMITTEE ASSIGNMENTS

Standing committees that meet during Conference are comprised of trustees, other volunteers, staff members, and delegates from each panel. Many factors determine how a delegate is placed on a committee, including (1) the committee assignment of the immedi-

ate past delegate, (2) the regional representation of delegates on each committee, (3) the committee requested by the new delegate, and (4) the timeliness of assignment requests. Below are the delegate committee assignments for this year's Conference:

Susan A.,
Associate Director, Conference

Committee	Panel 38 (1998-2000)	Panel 39 (1999-2001)	Panel 40 (2000-2002)
Admissions/ Handbook:	Dennis G., CO Linda S., GA Susia M., MS Penny H., MT	Miguel C., CT Juanita U., NM Pam C., WY	Su A., DE Suzanne C., MD/DC Diane H., TX(W) Signe L., MB
Conference Committee on Trustees	Sharon S., WI Victoria A-H., VT Linda B., NC	Sheila K., NF/LAB Julie F., SK Mirta S., NY(S)	Tammy F., PA Ann K., ON(S) Patti R., OH (alt.) Linda T., FL(N) Bill W., IL(N)
Group Services	Trudy C., PQ(E) Sandy F., OK Tim S., NJ Cindy H., MA	Robynn W., AK Debbie G., IA Ked K., UT Judy F., NV	Karen B., IN Claudette D., IA Anne F., NY(N) Shirley S., FL(S)
Literature I	Paula C., WV Cindy L., AP Bunny G., OR	Barb S., ON(N) Judy Z., NE Sue K., NH Brenda S., AR	Sue Ann B., RI Don F., TN Earldene L., HI Peggy P., KY
Literature II	Dora H., AL Lana N., ND Janet K., BC/YT Nancy K., WA	Carmelo A., PR Pam A., ID Mary Lynn J., LA Laurie K., MO	Kay D., CA(S) Bea M., KS Carol R., MN(S)
Public Outreach	Sherri S., VA Mary R., AB/NT Pam B., AZ Caroline P., MN(N)	Melanie F., ME Barbara Anne M., SC Jan L., SD Deborah H., IL(S)	Marilyn L., TX(E) Marilyn R., CA(N) Beverly S., MI

1990: Board Chairperson, John B., Speaks

Years ago I heard an AA speaker say that if you are on something it is easy to fall off, but if you are in something it's very hard to fall out. Today I feel that I am in the Al-Anon program and don't plan to fall out.

FELLOWSHIP COMMUNICATION

Wilma K.,
Chairperson, Trustee

Pat Q.,
Associate Director, Forum-Literature

Suzanne W.,
*Fellowship Communication
Coordinator*



Forum Editorial Advisory Committee

The Forum Editorial Advisory Committee includes members from Alberta, Arizona, Arkansas, Florida, and Ohio. Every three months, the Committee reviews 250 manuscripts and critiques the most recent three issues of the magazine. During 1999, the Committee volunteered to increase the number of manuscripts reviewed per quarter (from 200 to 250). Also during 1999, a frequent column was added to *The Forum* calling special attention to articles written by lifetime Al-Anon members. The column is titled "Keep Coming Back." To clear up confusion about advice-giving, the magazine's lead feature no longer bears the title "Guest Editorial."

The Committee has spent considerable time preparing for Al-Anon's 50th Anniversary. Plans include offering one historical article per issue throughout 2001, with the May 2001 Anniversary Issue possibly containing extra pages and a collage of Al-Anon/Alateen history. The Committee may request approval for a special cover on this issue to facilitate possible distribution to professionals and the public.

The Forum continues to attract enthusiastic area Forum coordinators. Ample submissions from Forum writing workshops reveal the coordinators are doing their jobs particularly well. Coordinators are currently requesting more photographs and humorous sharings. A monthly bulletin entitled *Carrying the Message* is informing readers about current or upcoming issues and is appearing in a growing number of newsletters throughout the fellow-

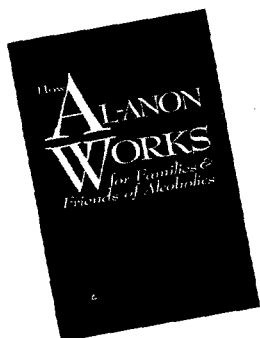
ship, thanks to area Forum coordinators who are relaying camera-ready copy to editors.

Area Forum coordinators conducted the 1999 Forum survey largely among members who are active in service. Results indicated overall satisfaction with the contents, except for the "Guest Editorial" department. This year's Forum survey will go to all subscribers. The survey occupies the centerfold position in the May 2000 issue. Readers who answer all the questions can subscribe or renew for a discount of a dollar off per year, provided they use the form in the magazine and mail it by September 30, 2000.

The Forum Business Committee includes the Executive Director and Director of Business Services, as well as the Director, Associate Director, and Coordinator of Fellowship Communication. Subscriptions declined between January 1999 and January 2000: from 31,281 subscribers (January 1999) to 30,639 (January 2000). Several options were created to attract new subscriptions. The one entitled "Baker's Dozen" led the way, offering 13 issues for the price of 12. This offer ran for three months during October, November, and December. The Forum Business Committee introduced a new discount (\$2 off) for anyone interested in directing a subscription to a particular professional. Because so many members come to Al-Anon as a result of professional referrals, this offer is intended to attract more than just subscribers.

Skip A.,
Chairperson, Trustee

Pat Q.,
Associate Director, Forum-Literature



Literature Committee I

The Chairperson extended a warm welcome to new and returning members followed by a brief reminder of the Committee's mission as defined in Concept Eleven in the 1998-2000 *Al-Anon/Alateen Service Manual*. Introductions included the new Associate Director and staff liaison for the Committee.

During the last year, both Literature Committees have continued to work on the 1997-2002 Literature Inventory. A review categorized each pamphlet as follows: needing major changes, needing minor changes, or needing housekeeping changes. With area participation completed, Phase Four will begin with each committee reviewing two books and formulating final recommendations on the

pamphlets during the next year.

How Al-Anon Works is being reprinted with a changed story beginning on page 268. AFG staff has updated the index to match the changes. All existing inventories of the book will be sold prior to distribution of the third printing.

The Committee has reviewed 363 sharings for the upcoming Alateen daily reader, whose working title is ALATEEN EVERY DAY. An additional fifty sharings will be reviewed in the next ninety days. The Committee plans to review the entire manuscript during the summer of 2000, at which point, final approval will be sought from the Executive Director and the Policy Committee. Upon their approval, copy

edits and design will begin, followed by proofing and printing. Those sharings not used in the book will be considered for possible use in *The Forum* or *Alateen Talk*. The timetable for this project remains on schedule for a publication date early in 2001.

There was a request from the Alateen Advisory Committee to incorporate more information into the new daily reader about transitioning from Alateen into Al-Anon, and many ideas were formulated that will be sent to the editor.

Throughout the last year, the Committee has discussed a strategic plan for a major revision of *Blueprint for Progress*. Writer credentials and proposals were reviewed by the both committee chairpersons, as well as staff. A writer has been contracted to begin the work. The target date for completing this project is August 15, 2001.

There are currently six different Al-Anon publications that include discussions of anonymity. None of them are considered to be comprehensive, as each individually addresses a different aspect of this spiritual principle.

The Committee has reviewed existing pieces, along with comments made by the fellowship through the Literature Inventory, and has reached consensus to recommend updating one service tool, discontinuing another, and combining two pamphlets and two media handouts.

The Alateen Advisory Committee (AAC) submitted a recommendation to discontinue the following titles of *Alateen Talks Back: On Sponsoring an Alateen Group* (P-71) and *On Higher Power* (P-72). Based on the concurrence of the Group Services Committee, the recommendation was approved and forwarded to Literature II. Current usage indicates that there are several years' worth of inventory of both booklets in the warehouse. The AAC also asked the Literature Committees to consider how Al-Anon members might better utilize these recovery pieces.

In addition, there were two announcements: The *Illustrated Twelve Traditions* with revised graphics is available. Members were also asked take note of "family formats" for like-minded pamphlets.



Literature Committee II

The meeting began with a review of the past year, during which both Literature Committees continued work on the 1997-2002 Literature Inventory. A review categorized all pamphlets as follows: those needing major changes, those needing minor changes, or those needing housekeeping changes. Now that area participation is complete, Phase Four will begin with each committee reviewing two books and formulating final recommendations on the pamphlets.

The Al-Anon Family Groups — Classic Edition (B-5) is being printed and will be available to the fellowship in early July. Committee members previewed the book during the meeting.

In addition, the committee has been working on an daily reader for adult children, *RECOVERY TODAY* (working title). Members of the fellowship have submitted over 1100 sharings for this effort, of which 173 have been approved by both the committee and the Executive Director. Sharings that are not used in the book will be submitted to the Forum Editorial Advisory Committee for possible use in *The Forum*. A preliminary goal is to have the daily reader completed by April 2002.

Three drafts of the PROFESSIONAL BOOKLET (working title) were rejected by the committee. Each version was also reviewed by

WSO Public Outreach staff, with additional concerns noted. At the January meeting, the booklet was placed on hold until the Public Outreach Committee can review the original charge to provide the Literature Committee with further guidance.

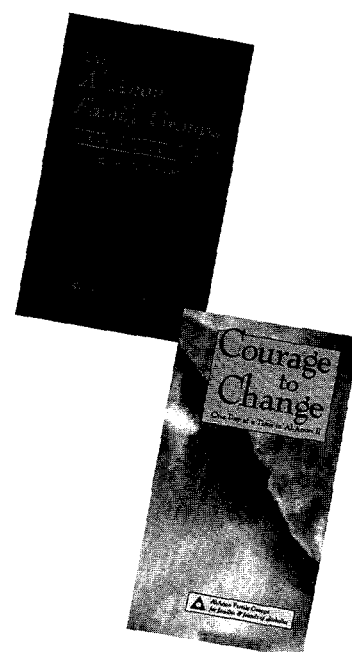
In addition, a motion was brought forth from the Alateen Advisory Committee to update the cartoons and revise some text contained in *If Your Parents Drink Too Much* (P-22). The Literature Committees reviewed the 1997-2002 Literature Inventory on this piece and concurred with the request to update its graphics, with minor changes in text. This motion was passed unanimously by the Conference (see 2000 WSC Motion 13).

After defeat of a 1999 WSC motion regarding a limited soft-cover printing of *Courage to Change* (B-16), Committee members considered options. Issues discussed included needs of the fellowship, survey results, and respect for the group conscience decision. A new motion was brought forth, requesting that at the next reprint, a specific quantity be generated with soft covers so that institution residents can have a daily reader. The full Conference affirmed this (see 2000 WSC Motion 14).

In 1999, the manuscript for *One Day at a Time* (ODAT) was re-typed and re-designed for conversion to new technology in WSOs pro-

Carolyn W.,
Chairperson, Trustee

Caryn J.
Director, Fellowship Communication



duction department. During this process, errors were discovered in the text of two pages and an issue emerged that necessitated the involvement of the full Conference. Here is a summary of the situation:

1. The question of correcting the errors was discussed at the July 1999 meeting, during which both committees were made aware of a 1978 WSC motion that "No change may be made to our book, *One Day at a Time in Al-Anon*, without majority approval of the full Conference in session."
2. The committees were also informed that staff research had revealed numerous housekeeping changes to the *ODAT* had been made throughout the 1980s and 1990s. Some of these had been reported to the Conference and some had not, but none had been presented for approval in accordance

with the 1978 motion.

3. Interpretation of the 1978 motion was therefore requested of the Policy Committee. That committee's interpretation indicates that, despite long-established practice, the changes were not in accordance with the 1978 motion.

4. The Committee, mindful of its responsibility to produce literature of high quality and wishing to remain obedient to the WSC group conscience, therefore brought this issue to the 2000 WSC for guidance and clarification on how best to proceed.

Therefore, the Committee submitted a motion regarding these "housekeeping changes," and the matter was discussed in detail (see 2000 WSC Motions 15, 16, and 22 through 39).

GROUP SERVICES

Pat L.,

*Chairperson, Executive Committee
at-large member*

Sandra F.,

Director, Group Services

Group Services Committee

The meeting opened with the Director of Group Services reporting on the progress of Operation Alateen:

- 239 groups have committed to Operation Alateen
- 64 have committed to starting new groups

In the ongoing effort to improve group records, the committee agreed that two factors are critical for success: continued education and consistency. A guideline was approved for Group Records Coordinators that will be developed to help standardize procedures and eliminate contradictory change data.

There was discussion regarding security in accessing the new Group Records Form via e-mail. A form has been developed that can be e-mailed to WSO for group record changes, and there is also a downloadable form for Alateen registrations/changes. When procedures are worked out, there will be a pilot project through selected area delegates and area Group Records Coordinators, after which the committee will consider extending the service fellowship-wide.

In addition, the following matters were reviewed:

- A six-month follow-up is in place for all who committed to a launching a new Alateen group.
- All bar codes for existing groups are now in the Laserfiche imaging system, and all new group files are being entered in it rather than file folders. Existing files are being gradually entered.
- A list of on-line groups is now available for the fellowship upon request.
- A guideline entitled Adults Involved in Alateen Service (G-35) is now available.
- A report of the findings and recommendations of the Members Only User Team (a WSO staff committee) was reviewed, with consensus to continue focusing on group records.
- Last year's questionnaire, titled Concerns about Group Records, generated results that were summarized and presented to the Committee. As this is the only way to track results, it will be repeated this year. Group Services will send a brief questionnaire to delegates asking where they want new group information (and suspended mail notifications) sent.

OPERATION ALATEEN

- A report on the New Group Questionnaire will be sent to all Conference members for their information due to time constraints. Feedback sheets will be sent to Group Services Committee on what to do with it in the future.

The Associate Director of Group Services (Alateen) presented the results of the Alateen Conference Survey, which was followed by discussion. Committee members will take the report home to consider how to proceed, and a feedback sheet will be sent to the committee members for comments. Questions raised by the findings will be addressed on future committee agendas.

The French and Spanish translations of the Alateen Sponsor Preparation Workbook have been completed and distributed to Committee members. Background and discussion was continued at a later session of the committee during Conference.

A motion was passed to have an Alateen Focus Month in October on a one-year trial basis.

Finally, the Committee completed its Getting Groups to Register Project. A packet was developed titled Let the Light Shine on Your Group: REGISTER! These will be available for reproduction and adaptation at the area level. Several committee members enacted a skit on registration that appears in the packet as a way of introducing the project.

The Group Services Committee, based on a recommendation from the Alateen Advisory Committee, brought forward a motion (see WSC Motion #20) to produce literature for

younger members. Many spoke in favor of conceptual approval for an activity book, game, or story book. It was noted that the *Alateen Talks Back* series had been intended for younger members, but appeared not to have met their needs. The WSO has received numerous requests from sponsors asking for materials that younger members could understand and use. One speaker suggested a daily reader for young people while another suggested that an Al-Anon member/writer of children's books would be best for this rather than soliciting children's sharings. Several Conference members asked for additional clarity in the wording of the motion and asked for more specifics of what was wanted. Based on floor discussion the Group Services Committee withdrew the motion to further develop the concept.

At the 1999 WSC an Alateen Sponsor Preparation Workbook was introduced as part of a Alateen sponsorship presentation. The workbook was well received by the fellowship during the last year. At the 1999 Conference there was a Conference motion (see *1999 World Service Conference Summary*, motion #19) to authorize the workbook as a service tool. When it was brought to the attention of Conference members that a motion is not needed for a service tool the motion was denied. Unfortunately, some have mistaken last year's denial to mean that this piece may not be used in training workshops even though WSO has given blanket permission for this workbook to be photocopied (see WSC motion 21)

Group Records — Or Is It Group's Record?

Since last year's WSC, at which many issues surfaced regarding group records, we have looked at how records are processed and maintained at WSO. Our conclusion: the root of the problem is the difference between "group records" as they are maintained at WSO versus "an individual group's record":

- Group Records = 30,000 Al-Anon/Alateen groups worldwide
- Group's Record = 1 of the above

The purpose of this session was to clarify who needs to do what — and where—with regard to maintaining data effectively. Powerpoint slides were shown to illustrate the most common and persistent problems, including:

- The many pieces of information that are contained in a single group's record.
- The WSO department that is responsible for each discrete piece of that information.

It became vividly clear that four sources need to be notified anytime there is an address change to the group's record: (1) district, (2) AIS, (3) area, and (4) WSO itself. Other helpful hints:

- An area benefits greatly from having a Group Records Coordinator.
- Submit changes using the WSO Registration/Change Form only.
- Establish a post office box for your group's address.

Highlighted in the presentation were WSO's new imaging system, availability of an on-line registration/change form, a departmental e-mail address for WSO Group Records, and plans for a 24-hour telephone hot line. The presentation clarified the differences among a current mailing address (CMA) and a group's meeting address and the group representative's address.

Sandra F.,
Director, Group Services

Evalynn B.,
Associate Director, Group Services,
Alateen



Reports

Sandra F.,
Director, Group Services



Service Plan for 2000

Last year, the Service Plan asked members to “stretch their outreach.” This year’s Service Plan tells us to keep ON stretching. Its title: One Purpose: Many Faces, Many Voices, Many Ways to Stretch.

As in the past, the Service Plan includes exercises for all levels of service—individuals, groups, districts, and areas. The first question in the introduction asks, “Is our group attracting the variety of potential members that exist in our community?” Delegates from the Group

Services Committee were invited to the podium, and, one by one, they reported a population toward which their own area needed to stretch in terms of outreach. Some of the groups mentioned were: Alateens (especially those transitioning into Al-Anon), retired seniors, African-Americans, Native Americans, people who are non-English speaking or foreign-born, military spouses, prisoners, families of prisoners, newcomers, and pre-teen youngsters.

MEMBERSHIP OUTREACH

Don C.,
Chairperson, Trustee

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

Admissions/Handbook Committee

There was discussion to add text to the italicized statement on page 98, which would clarify for readers (especially in other structures) that the Handbook may not necessarily reflect the most current changes occurring in the trial structure.

Committee members also reviewed results of the *Service Manual* workshops they had conducted at the area level. Some suggestions

(those that were not under the Committee’s jurisdiction) were passed along to the appropriate committee; others were discussed. The only change considered at this time concerns deletion of a sentence about voting privileges with area assemblies. Because the subject of area autonomy is an issue, the matter was tabled for the next scheduled meeting.

Mary C.,
Chairperson, Trustee

Peggy S.,
Assistant Chairperson

Marsha W.,
*Associate Director, Membership
Outreach International*

International Coordination Committee

As indicated in the Annual Report, Al-Anon internationally has been as busy as ever. To highlight the activity:

- There were requests to reprint 24 pamphlets as well as the *Service Manual* and four books.
- *How Al-Anon Works for Families & Friends of Alcoholics* is now available in Portuguese and German as well as English, Spanish, and French.
- Requests for information were received from 34 countries including Greece, Israel, Malaysia, and Turkey.

We also have the following pieces: Al-Anon: Is It for You?, *Just for Today*, *Freedom from Despair*, and *Detachment* available in Bengali, which is one of many languages spoken in India. The volunteers at the Al-Anon information service in Calcutta are responsible for this project. As a result of their efforts, Al-Anon is now be available in 32 languages. Copies of these pieces of literature were on display at the back of the room.

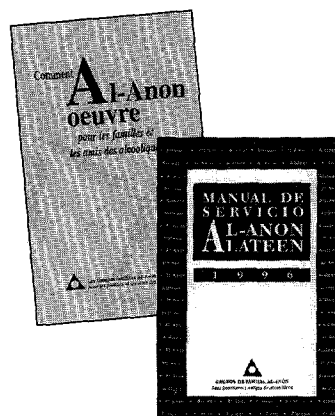
International service structures are experienc-

ing growth on all levels, and many are sending representatives to the Tenth International Al-Anon General Services Meeting in Essen, Germany, which will take place October 4 - 7th. To date, there are forty delegates, including two from the US and Canada, representing twenty-three structures. The theme is “Al-Anon’s Future: Our Responsibility.” There will be eight general sessions and six workshops as part of the agenda.

The Committee is pleased to report recent participation abroad by representatives from WSO:

- The Translation Services Manager went to Argentina to attend the first Ibero-American meeting.
- The Executive Director and the Associate Director International went to Russia to attend the second Russian service meeting.

The Committee is excited about the enthusiasm shown for doing whatever is needed to share Al-Anon’s message of hope with families and friends of problem drinkers around the world.



50th Anniversary

This year's opening remarks gave WSC delegates a sense of the longevity of planning for this event and an appreciation for the variety of members who have rotated on and off the Fiftieth Anniversary Committee. Delegates were reminded that, if every group returns their Gratitude Sheets, there will be many Gratitude binders filled with the members' feelings of thankfulness for having this program guide them through life. The Committee's plan is to display these binders at all media events surrounding our 50th Anniversary.

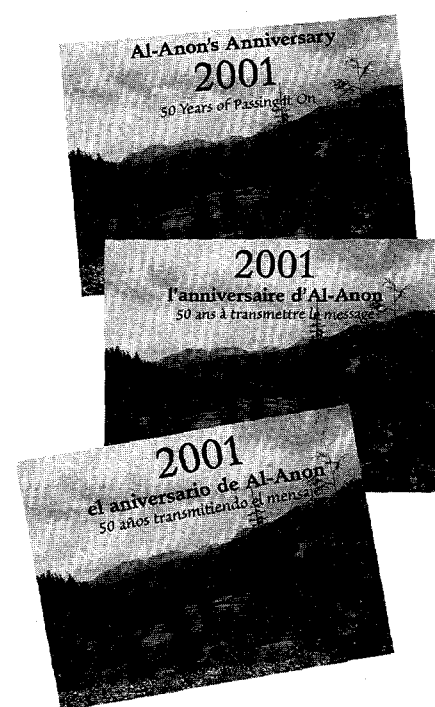
Next February (somewhere around Valentine's Day), WSO will initiate a worldwide letter-writing campaign. Letters will be sent to local papers thanking them for all their wonderful coverage of Al-Anon in the past fifty years and for printing information about our meetings. Al-Anon wants to be "friendly with our friends." This initiative will link our anniversary celebration to the positive cooperation of the press.

On Saturday, April 28, 2001 (the day after the official close of next year's WSC), WSO will host an anniversary banquet open to all

members. WSO will directly invite groups in the surrounding area, since the original intent was to keep anniversary celebrations local. The event is concurrent with the time when many delegates and trustees will be in Virginia Beach. Delegates are our link to groups, so it is fitting that this year's delegates be invited to join in the celebration. Delegates on panels 39 and 40 will be asked to serve as tour guides through the WSO that Saturday afternoon at an open house. This is your first invitation and official notice. Details will be sent later this year.

The 50th Anniversary calendar was then distributed in English (French and Spanish editions are also available). Many remarked on the beautiful landscape photos contributed by members. The calendars will sell for \$6.00 each (or two for \$10.00). Delegates were asked to take special note of March 4th (the birthday of Lois W.) when, at four o'clock in the afternoon (local time), there is a designated moment of silence which, if honored by all members, will send a wave of gratitude around the world.

Mary Ann K.,
Chairperson, Director, Membership
Outreach

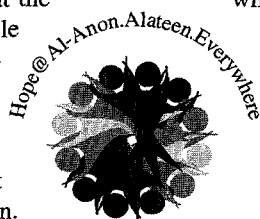


International Convention 2000

Conference members enjoyed a sneak preview of convention activities: arriving and being welcomed at the airport, attending dances, workshops and big meetings, purchasing the book *The Al-Anon Family Groups—Classic Edition* (B-5) and the 50th Anniversary calendar (M-70), and departing for home. Staff and trustees who will be working at the convention depicted the foreseeable whirlwind of activities in an amusing skit that reminded Conference attendees the tornado may still be in our midst.

AA reminds us that it is still not too late to register for the convention. Pre-registration is open until May 15,

and on-site registration will be available for any who wish to attend. Al-Anon is coordinating all-day workshops on Friday and Saturday, based on Al-Anon and Alateen Conference-Approved Literature titles. AA is holding big meetings in the stadium on Friday night, Saturday night, and Sunday morning. There will be dances Thursday, Friday, and Saturday nights for the young and young-at-heart. On Sunday morning, AA will present Al-Anon with the 20 millionth copy of the book *Alcoholics Anonymous* in recognition of the role Al-Anon plays in the recovery of the families of individual AA members.



June 30 - July 2, 2000
Minneapolis, Minnesota

Ric B.,
Chairperson

Susan A.,
Coordinator

Marsha W.,
Co-Coordinator

1963: The Message

"Carrying the message to others' is the very life blood of our program. If we sit back comfortably and enjoy our own little group without doing anything to 'attract' others to us, our groups may soon stultify through smugness and self-satisfaction and the many unknowing and hopeless mates will be still unknowing and hopeless."

Reports

Ann H.,
Chairperson, Trustee

Mary Ann K.,
Director, Membership Outreach

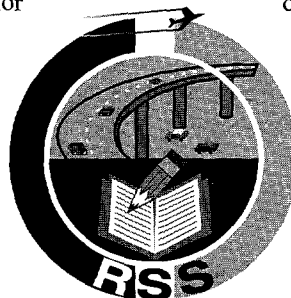
Regional Service Seminars (RSS) Committee

This committee has been discussing some innovations that have been made in RSS agendas, taking into consideration the differences in regions around the United States of America and Canada. These innovations concerned tapping, reportbacks, and timing such as when in the agenda it works best for WSO personnel to tell their stories.

Delegates have done a great job this year in returning bids on time and with complete information. There was a word

of encouragement to delegates to keep up the good work by signing off on the bids before sending them to WSO.

The only RSS that took place in this reporting period was US Northeast, which was held March 31 - April 2, with 420 in attendance. Evaluations rated it highly favorably in the following areas: (1) learning about service, (2) enthusiasm for service, and (3) learning about WSO personnel whose lives also have been affected by alcoholism.



Pat S.,
Conference Chairperson

Susan A.,
Associate Director, Membership Outreach Conference

Site for WSC 2001

The search for the 2001 WSC site began immediately after the close of last year's World Service Conference (WSC). Two hotels were visited in the Hampton Roads, Virginia region (out of nine who submitted proposals). The factors used to make the decision include: availability of meeting room space, good-tasting food, and cost.

WSC 2001 will take place at Ramada Plaza Resort Hotel on the oceanfront from Monday, April 23 through Friday, April 27. On Saturday, April 28, an open house at the WSO will follow the Annual Board Meeting. The 50th Anniversary celebration will take place in the same hotel the evening of April 28.

POLICIES AND PROCEDURES

Margaret M.,
Chairperson, Trustee

Caryn J.,
Secretary, Director, Fellowship Communication

Policy Committee

As the result of Motion #11 presented on the floor of the 2000 WSC, beginning next year, open Policy Committee meetings will be held annually during Conference, rather than in alternating years. No open Policy Committee meeting was held this year, but the following motions were submitted for Conference consideration:

- The first motion was to clarify apparent confusion regarding service positions a dual member can hold beyond the group level. Two members of the fellowship had written earlier in the year asking for specificity on pages 63 and 64 of the *1998-2000 Al-Anon/Alateen Service Manual*. Conference members did not believe the motion wording clarified the issue and defeated the motion (see 2000 WSC motion 6).

- The second motion was based on a recommendation from the Alateen Advisory Committee, followed by a proposal from the Group Services Committee to delete text and add clarifying text concerning age requirements for Alateen sponsors and AA group assistants (see 2000 WSC motion 7).
- Thirdly, the Public Outreach Department asked the Policy Committee for clarification regarding production and distribution of public service announcements (PSAs). The proposed motion added wording regarding Al-Anon use of PSAs (see 2000 WSC motion 8).
- 2000 WSC motion 9 added information on the new Canadian incorporation and 2000 WSC motion 10 revised wording specific to WSO-produced videos.

Internet Ad Hoc Committee

In the last year, the Internet Ad Hoc Committee set priorities and began working on three projects, prioritized as follows yet simultaneously ongoing:

1. The development of guidelines for district, area information services (AISs), and area web sites.
2. Registration and guidelines for area, district, and AIS sites.
3. Working toward full registration of electronic meetings.

A request for information about existing web sites was sent in July to Conference members and other interested parties. The Committee is using the responses to develop an outline for website guidelines. A first draft,

oriented toward area and AIS web sites, is currently being written.

The Committee continues to look at the issues regarding registering on-line AISs. We have received feedback from the fellowship and may ask for more in the future. The Committee also received a proposed AIS guideline which was written by a member. It is being used by a site that is currently functioning and seeking to register.

As for registering on-line meetings as groups, the committee is looking at two issues: 1) where on-line groups might best fit into Al-Anon's service structure and 2) how to ensure safety for Alateens.

Larry A.,
Chairperson, Trustee



Long Range Study Panel (LRSP)

This year, the Long Range Study Panel (LRSP) has been involved in implementing an inventory of the trial structure at the office. They are using various different methods: surveys, interviews, reports, and quantifiable data, to establish a baseline on the effectiveness of the trial structure. This body of evidence will be used to evaluate and form a conclusion about the trial structure by the end of this three-year period.

The Long Range Plan Goal #3 ("Take an inventory of our service structure and evaluate its usefulness and effectiveness.") was reflected in the 1999 inventory effort. But just as Al-Anons are never finished with Steps Four and Five, the fellowship is not finished with that goal. After the selection of the theme for WSO, it is apparent that Goal #8 ("Increase our outreach to diverse populations") is the goal for 2000.

The LRSP often is the committee that asks "the why" when studying data and presents conjectures about what may be trends or changes in needs of the fellowship. The staff is "the how" and the Board defines "the what" of

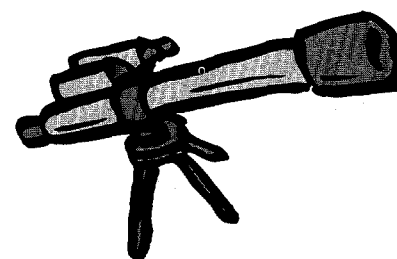
getting things done. To balance the three sides of the decision-making triangle, all accept the group decisions of the Board and trust that group conscience works so that Al-Anon can best meet the needs of families and friends affected by alcoholism. The LRSP will always ask the following questions:

- Do we need to re-examine roles and responsibilities in light of the new challenges of the 21st century?
- Are we establishing clear goals or results?
- Do we demonstrate that we are able to govern ourselves by the principles of the program?
- What is working today?

Although it is not new to say that the world as we know it has radically changed, what is new is that change is now happening with a rapidity not possible when Al-Anon was first formed. The miracle is that the basic principles of the program are as fresh and applicable today as when they were written, and Al-Anon will benefit from a "searching and fearless" inventory.

Nancy B.,
Chairperson, Trustee

Mary Ann K.,
Director, Membership Outreach



Looking Ahead

1981: First (trial) IAGSM

The International Committee discussed a plan for an International Al-Anon General Services Meeting. An invitation was sent by Myrna to all GSOs to attend the next meeting.

PUBLIC OUTREACH

Howdy R.,
Chairperson, Trustee

Claire R.,
Associate Director of Public
Outreach (Professionals)

Carole P.,
Public Outreach Service Manager
for Canada

National Public Information Canada (NPIC) subcommittee

The subcommittee, composed of WSO staff plus the regional trustees from Canada, supports the activities of the Public Outreach Committee. Its charge is to be familiar with all Public Outreach initiatives and to ensure that those intended for Canada are sensitive to Canadian ways, customs, and procedures. In this capacity, the subcommittee reviews all Public Outreach production intended for Canada, offering suggestions for improvements in wording or content.

As a part of its charter, the subcommittee identifies the national agencies, associations, and corporations in Canada that should be contacted by WSO. These contacts are intended to open to doors for future initiatives led by Canadian areas, districts, and groups.

NPIC office activities this year have included the mailing of *Al-Anon Speaks Out* Canadian Bulletin to 830 professionals and a second distribution of the "Why Be Alone?" radio and TV public service announcements. Because AFG (Canada), Inc. is a registered charitable organization, these PSAs can now be submitted to the Canadian Broadcasting Corporation (CBC) for airplay, an historic milestone for public outreach efforts in Canada.

Another first is the airing of our English and French PSAs on the new Aboriginal Peoples Network, which reaches eight million Canadian households. In addition, a pilot corporate outreach effort is being launched to

national and regional businesses located in Ottawa. Area Public Outreach coordinators have been informed and will be kept apprised of the project.

Also this year, a draft of a subcommittee guideline was developed. Members are submitting additional recommendations so that the guideline can be finalized in July.

This year's NPIC dinner during Conference included presentations by Howdy R., Chairperson; Carole P., Public Outreach Service Manager for Canada; and Claire R., Associate Director of Public Outreach (Media). A portion of the program included information about the need and availability of Al-Anon/Alateen in Canada using provincial demographics and statistics based on WSO group records. NPIC's national outreach efforts and use of Al-Anon service materials (some of which are specific to Canada) were fully described. Conference members from Canada departed well-informed that NPIC's role in opening national doors is done with the intention of making it easier for service outreach efforts within the areas. In addition, an open discussion was held which gave Canadian delegates the opportunity to request changes to the Canadian Bulletin format.

In the 21st century, there are many new opportunities, service materials, and technologies that offer enormous potential for increasing our national reach to prospective newcomers.

Margaret G.,
Chairperson, Trustee

Claire R.,
Associate Director of Public
Outreach (Professionals)

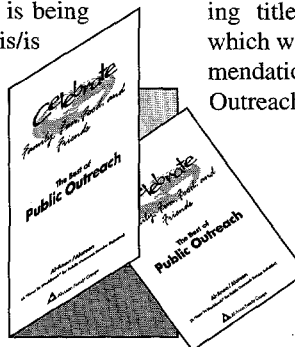
Outreach to Professionals Advisory Committee

This year's advisory committee meetings encompassed discussion of the following activities and actions:

- Development of a judicial outreach pamphlet intended primarily for family court systems in which particular emphasis is being given to (1) what Al-Anon is/is not and (2) clarification that Al-Anon is a spiritual (rather than religious) program.

- Meeting with the National Judicial College in Reno, Nevada.
- Research on treatment and recidivism.

Literature Committee II has referred the proposed PROFESSIONALS BOOKLET (working title) back to the advisory committee, which will review the project and make recommendations for consideration by the Public Outreach Committee in July.



Public Outreach Committee

The committee met twice during Conference, opening up with updates from WSO staff as to the following highlights:

- An Australian GSO will be added to the international section of the WSO website using a template provided by WSO.
- The State of New York has selected seven women who have made significant contributions in the field of alcoholism, one of whom is Lois W. This exciting news was relayed in a press release to 149 organizations via e-mail, the first time WSO has issued a press release electronically.

The new PSA, entitled "Suffocating," was previewed by the committee and well-received. In addition, the following matters were discussed and reviewed:

- *Who Are the Members of Al-Anon and Alateen?* (S-29). The leaflet reflects "the new look" of Al-Anon's service materials and contains key information about our membership from the 1999 member survey.
- The advisory committee is reviewing the results of the 1999 Membership Survey, along with recommendations from vendors, and will report back to the full Committee in July.
- A recommendation was made to recommend discontinuance of the video titled *Al-Anon Speaks for Itself*. The original intended audience was professionals and their clients (who are potential newcomers). After much discussion, it was generally agreed that the video was too long in this era of information bombardment.
- Open Letter to the Police (OP-4). Two new text versions respond to recommendations from domestic violence agencies that we focus on safety issues and clarify that crimes

may be committed by both drinkers and non-drinkers. It was also recommended that the title be broadened to include more types of law enforcement professionals.

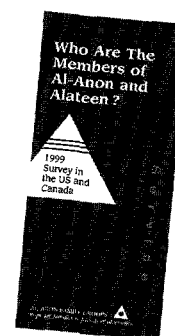
- The Committee favorably reviewed a recommendation from the Alateen Advisory Committee regarding *Is Someone's Drinking Getting to You? Alateen Is for You!* (S-20) to make it more applicable to young people, whether their parents are actively drinking or not.
- *The Best of Public Outreach* (P-90), the new "how-to" booklet, was mailed to the area Public Outreach coordinators in February as the focus of the biannual mailing. It was agreed that this new tool will be very helpful to members at all levels of service.

At every Public Outreach Committee meeting, discussion is held on Al-Anon Reaching Out to Ethnic Populations — Cultural Diversity Issues. The Committee passed a motion proposing a piece of literature on the Twelve Steps, with artwork or photographs to help people with reading challenges. The rationale was that visuals, accompanied by simple text, could help express the meaning for those who do not read well. Discussion continues regarding outreach to ethnic populations. Many ideas were raised, such as (1) focusing PSAs on one specific population at a time, (2) developing "how tos" for areas and districts to encourage more diversity days, and (3) creating guidelines to clarify what turns people away from meetings.

Al-Anon's worldwide web site continues to be updated and expanded. New features include Alateen sections in English and Spanish, information from the 1999 Membership Survey, and a media section.

Marge S.,
Chairperson, Trustee

Mary Lou M.,
Associate Director of Public
Outreach (Media)



Public Service Announcements (PSA) Presentation

We've come through a "Tornado" in our 1998 PSAs and learned that we don't have to be alone in our 1999 "Why Be Alone?" campaign. Al-Anon's PSA for the year 2000 is titled "Suffocating" and is quite different from anything done before. The approach emerged from ideas that were generated at the Public Outreach Committee meeting at last year's WSC. Before viewing the new PSA, the Conference was updated on current results:

The second release of "Why Be Alone?" was completed in January. To date, the number of airplays for these PSAs is 13,686, represent-

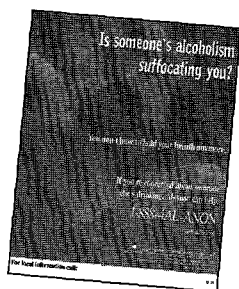
ing approximately \$8 million in air time. The Al-Anon and Alateen Spanish versions of these PSAs were part of a program that is available to all nonprofits through the Office of National Drug Control Policy (ONDCP). This program assures airing of drug and alcohol-related PSAs during prime-time evening hours. During the match period, Spanish calls to WSOs toll-free meeting line tripled.

Tornado is still being shown in many areas and is currently being aired as part of the (ONDCP) program. Both English and Spanish versions are airing, and incoming calls to WSO

Marge S.,
Trustee

Claire R.,
Associate Director of Public
Outreach (Professionals)

Julie M.,
Assistant to the Director



meeting lines are showing an increase over last year. In the first two weeks of the media match, calls showed a sharp increase and then dropped back to normal levels. We are getting reports via members from Hawaii to Virginia that they've seen "Tornado" in prime viewing times. Very few callers, however, make mention of the PSA.

In preface to previewing this year's PSA, Conference members were asked to go back a little — to recall the time before coming into Al-Anon. Most of us had an active drinker in our life, whose behavior was irrational. We may have felt we were walking on eggshells, never knowing quite what to expect. We may have felt as if we were suffocating, or holding our breath. The Public Outreach Committee agreed that this would be an effective image, a "hook" for those suffering still suffering from the effects of someone else's drinking.

The Public Outreach Committee culls suggestions into a recommended image to be conveyed. Next, scripts and storyboards are developed for an array of components that include video and radio PSAs, posters, and table-top

displays so that the message is effective whether small-scale or large. Eventually, the scripts and storyboards are processed through the full committee, then onto policy reviewers and WSO staff. Once production is complete, WSO distributes to stations, simultaneously providing Al-Anon areas with the PSA tools they need for districts, AISs, groups, and individual members to effectively play their parts.

"Suffocating" was then presented to the full Conference and received with a standing ovation. Both Al-Anon and Alateen spots were shown in English, Spanish, and French versions. The new Alateen "Suffocating" poster was also unveiled, and Conference members received their information packets. Area Public Outreach coordinators will receive their viewing copies and station distribution lists this summer.

Special thanks were extended to Julie M., Assistant to the Director of Public Outreach, who has carried the "Suffocating" campaign through to completion. She has done a marvelous job.

SELECTION OF THE TRUSTEES

Linda B.,
Chairperson, Delegate

Conference Committee on Trustees (CCT)

This committee works in conjunction with the Nominating Committee. It was formed in 1984 as a subcommittee that was made permanent in 1990 with the mission to review and evaluate resumes for all trustees-at-large (TAL). The three at-large members who serve on the Executive Committee for Real Property Management (ECRPM) were added in 1995.

Resumes are received from the Nominating Committee, then reviewed, evaluated, and for-

mally scored against pre-established criteria. Evaluation and disapproval, if any, is expressed prior to the October meeting of the Nominating Committee. In the event a disapproved candidate is submitted anyway, a member of the Conference Committee on Trustees (CCT) may file a minority appeal to the Nominating Committee and then to the Board of Trustees, if necessary.

Catherine J.,
Chairperson, Trustee

Nominating Committee

This Committee presented a slate of nominees for the Board positions: trustees-at-large (TALs), regional trustees (RTs), Board officers, and an at-large member of the Executive Committee for Real Property Management (ECRPM). The process began with a note of clarification that TALs and RTs perform identical functions within the Board, the difference only being the procedures by which they are

elected:

- The procedure for selection an area RT candidate is similar to that for electing a delegate. Anyone interested in becoming an area RT candidate submits a resume in the manner that has been accepted in their area. The area assembly or the area world service committee then selects one candidate, and the delegate submits the resume to the World Service

Ric B.,
Secretary, Executive Director

Office (WSO) by January 1st. At the World Service Conference (WSC), the RT Nominating Committee selects a nominee from the candidates submitted by closed ballot. This year, the RT Nominating Committee consisted of the region's delegates, one trustee drawn by lot, and one out-of-region delegate, also drawn by lot. The nominees are given traditional approval by the WSC as a whole and are elected by the Board at the Annual Meeting.

- Candidates for TALs do not come through the area structure, but are solicited from the membership at-large within Canada and the United States. Any AI-Anon member who thinks he/she is qualified is asked to submit a resume to the WSO no later than August 15th. The resumes are then sent to the Nominating Committee and the Conference Committee on Trustees (CCT) for rating. In October, six candidates are selected, and with the Board's approval, invited to the January Board meeting. At this time, each candidate gives a ten-minute talk about their background and service experience. Three

are then chosen by the Board to be presented at the WSC for traditional approval. Election takes place at the Annual Meeting of the Board of Trustees.

The position on the ECRPM was created in 1995, through the trial amendment to Article XII of the By-Laws. Motion Five of that Conference created the committee to oversee the maintenance and operation of the building that houses WSO in Virginia Beach, thereby separating facility management from the spiritual program of AI-Anon. The committee consists of WSO's volunteer Treasurer, the Director of Business Services, and three at-large members, each of whom may serve one three year term. The chairperson is elected on a yearly basis and is seated at the Conference with voice only. The nominating process is similar to that for TALs.

After the voting process was explained, Conference members were asked to give traditional approval for the nominees for TALs, RTs, Board officers, and one at-large member of the ECRPM. Traditional approval was given as follows:

Regional Trustees

Canada East:	Catherine J. (second three-year term)
Canada Central:	Gladys C. (first three-year term)
Canada West:	Marjorie S. (second three-year term)

Trustees At-Large

Mary C.	Second three-year term
Wilma K.	Second three-year term
Liz W.	First three-year term

Board Officers:

Catherine J.	Chairperson
Wilma K.	Vice Chairperson
Cecelia L.	Treasurer
Ric B.	Serves as Secretary of the Board by virtue of his position as Executive Director.

At-Large Member of the ECRPM:

Katharine S.	Three-year term
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Conference members were informed of the nominees to the Executive Committee for 2000-2001, who will be elected at the Annual Meeting of the Board:

Patricia L.	Second one-year term
Felix M.	Second one-year term
Helen W.	First one-year term and chairperson
Caryn J.	Staff person serving the first year of a two-year term

Pebble B. was elected as Chairperson of the ECRPM.

Reports

Helen R.,
Chairperson, Board of Trustees

Regional Trustee (RT) Selection for 2000

The process to nominate RTs for election at this WSC actually began a year ago. The nominating teams for each region electing an RT are comprised of the delegates from each of the areas within their region, one other delegate and one alternate, chosen by lot from among the first and second year delegates, and one trustee and one alternate, also chosen by lot at the January Board meeting.

The Chairperson of the Board serves as Chairperson of the RT Nominating Committee and conducts the voting procedure, assisted by a member of the Regional Nominating

Committee.

Nominees are selected at their election assemblies. The names are forwarded to the WSO after the assembly and prior to January 1st. Once all resumes have been received, the profiles are gathered for mailing to conference members for review prior to the World Service Conference.

Roll calls were taken for the three regions nominating RTs at the 2000 World Service Conference (Canada East, Canada Central, and Canada West) and the nominating process was continued.

Helen R.,
Chairperson, Board of Trustees

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

Regional Trustee (RT) Selection for 2001

RTs act as liaisons in three ways: by staying informed about dates of area assemblies in their regions; by following up with delegates in these areas; and by encouraging delegates to nominate candidates. At the 2001 WSC, RTs will be nominated from three regions: US Southwest, US Northwest, and US South Central.

Preparations for this actually started during this year's Conference, at the RSS breakout sessions that were held on Wednesday. At this time, incumbent RTs distributed packets to delegates from the regions designated above. The process continues into the year 2001 as summarized below:

- This June, each area chairperson will receive a packet identical to the one distributed to delegates during this year's Conference. This alerts them to the procedure for nomi-

nating an RT and for disseminating information to their group representatives. All areas within the designated regions are encouraged to submit a name for RT and, whenever possible, a candidate for alternate.

- Immediately following the election of a candidate at an area assembly, delegates send WSO the nominating information (or notification that there is no candidate). The deadline for submission is January 1, 2001. (Failure to meet this deadline constitutes forfeiture).
- After January 2001, when all resumes have been received, the profiles will be mailed to next year's Conference members.

The following WSC first- and second-year delegates were selected by lot to participate in the selection of RTs outside their own areas:

<u>REGION</u>	<u>VOTING</u>	<u>ALTERNATE</u>
US Southeast	Kay D., CA (S) Karen B., IN Juanita U., NM	Pam A., ID Earldene L., HI
US Northeast	Mary Kay R., OH Diane H., TX (W)	Sheila K., NFFLD/LAB Judy Z., Nebraska
US North Central	Mary Lynn J., LA Melanie F., ME Jan L., SD	Tammy F., PA Linda T., FL (N)

At the January 2001 Board meeting, three members of the Board and two alternates will be selected to vote in each region.

TREASURER'S REPORTS

Auditor's Report (Fiscal Year 1999)

The Treasurer explained that the Auditor's Report plus exhibits detail Al-Anon's three funds:

- General Fund, which pays the bills.
- Reserve Fund, which holds a reserve for one year's operating expenses.
- Building Fund, which is committed to paying down the mortgage on the WSO property.

The Auditor's Report lists our assets (which are currently above \$10 million) and liabilities (which are currently about \$3 million), making our net assets approximately \$7 million. The Budget Committee usually focuses on cash and cash flow, so delegates were referred to the pages describing income and expenses:

- This year, income was approximately \$3.6 million with an excess of income over

expenses. Overall, expenses were lower this year, and interest income was higher than usual, which explains the favorable of \$54,000 excess. The Budget Committee is always conservative in its estimating to have some protection in case revenue fails. Gross profit on literature sales and *Forum* sales are decreasing.

- Contributions this year garnered over \$1 million (down a little from projections, but they are continuing to increase). The fellowship did receive a bequest for \$100,000 this year.
- Investment income is up. Interest earned on all funds goes into the General Fund. It was \$128,000 last year.
- Occupancy costs are slightly over \$300,000—and each department is allocated per square foot for its occupancy.

Cecelia L.,
Treasurer, Trustee

David Zach,
Director of Business Services
(Non-Member)

Budget Report (Fiscal year - 2000)

We are projecting both income and expenses at \$4 million, for a break-even budget. About 50% of the groups contribute—sometimes fewer. From the floor of the Conference, there was a request for WSO to provide “expenses per

group” so that each group has the opportunity to become truly self-supporting. The cost of WSO services for each Al-Anon Family Group registered is now approximately \$ 150.00

Cecelia L.,
Treasurer, Trustee

1968: Where the Boys Are

A few highlights and “firsts” of the Conference: “For the first time, a Delegates’ Hospitality Committee, doing a wonderful job making everybody feel at home, keeping soda and hot coffee always ready and creating a Hospitality Room that invited gaiety or serious conversation; a truly professional display of all Al-Anon Conference Approved Literature in its new format; 18 Delegates here for the first time; more male Delegates than ever before...”

AL-ANON FAMILY GROUP HEADQUARTERS, INC.
2000 BUDGET

SCHEDULE 1

	<u>1999</u> <u>Budget</u>	<u>1999</u> <u>Actual</u>	<u>2000</u> <u>Budget</u>
<u>Literature Sales</u>			
Courage to Change	\$ 597,000	\$ 610,424	\$ 601,000
Courage to Change - large print	62,000	68,531	64,000
One Day at a Time	312,000	321,727	308,000
One Day at a Time - large print	28,000	32,478	29,000
Paths to Recovery	284,000	280,289	255,000
How Al-Anon Works	169,000	181,059	168,000
Courage To Be Me	40,000	38,645	31,000
Having Had a Spiritual Awakening	114,000	92,728	63,000
From Survival to Recovery	67,000	71,544	67,000
As We Understood	39,000	38,997	36,000
Al-Anon's Twelve Steps & Twelve Traditions	58,000	60,914	56,000
Alateen - a day at a time	55,000	57,117	50,000
In All Our Affairs	40,000	40,585	34,000
Dilemma of the Alcoholic Marriage	39,000	42,593	37,000
Alateen - Hope for Children	11,000	12,480	10,000
Lois Remembers	13,000	12,732	12,000
Al-Anon Faces Alcoholism	9,000	10,188	0
Al-Anon Family Groups	8,000	7,479	2,000
Al-Anon Family Groups — Classic Edition			80,000
Forum Favorites - Volumes 1 - 4	8,000	13,350	8,000
Other Literature	<u>916,000</u>	<u>945,873</u>	<u>1,050,000</u>
<u>Income from Publications</u>	<u>2,873,000</u>	<u>2,939,733</u>	<u>2,961,000</u>
 <u>Cost of Literature</u>	 <u>620,000</u>	 <u>645,953</u>	 <u>637,000</u>
 Gross Profit from Literature Sales	 2,253,000	 2,293,780	 2,324,000
Forum Subscriptions	297,000	292,455	290,000
Interest Earned	149,000	128,119	234,000
Contributions	1,160,000	1,144,878	1,160,000
<u>Total Income</u>	<u>3,859,000</u>	<u>3,859,232</u>	<u>4,008,000</u>
<u>Less: Expense (Schedule 1A)</u>	<u>3,849,000</u>	<u>3,804,507</u>	<u>4,008,000</u>
<u>Excess of Income - General Fund</u>	<u>\$ 10,000</u>	<u>\$ 54,725</u>	<u>\$ 0</u>

1966: Way to Grow!

"It is the consensus of this Sixth World Service Conference that if Al-Anon is to continue to exist, it must continue to grow. There is no standing still without retrogression. Al-Anon must continue to grow if it is going to fulfill its primary purpose of reaching the millions who need Al-Anon's help but who are not yet aware of the existence of our fellowship. We will fulfill this primary purpose most effectively by attraction and cooperation—not promotion or affiliation."

AL-ANON FAMILY GROUP HEADQUARTERS, INC.
2000 BUDGET

SCHEDULE 1A

	<u>1999 Budget</u>	<u>1999 Actual</u>	<u>2000 Budget</u>
<u>Operating Expenses</u>			
Salaries (includes Temp Help)	\$ 1,690,000	\$ 1,672,087	\$ 1,820,000
Payroll Taxes	136,000	129,940	143,000
Employee Benefits	<u>435,000</u>	<u>423,491</u>	<u>450,000</u>
Total Labor Costs	2,261,000	2,225,518	2,413,000
Building Occupancy	300,000	303,850	317,000
Packing & Shipping (Net)	8,000	(1,534)	(10,000)
Postage - Forum	117,000	124,059	141,000
- other	142,000	147,168	154,000
Telephone - office	45,000	43,563	40,000
- 800 #'s	27,000	29,498	25,000
Stationery & Office Supplies	103,000	86,367	95,000
Office Services & Expenses	87,000	81,079	46,000
Outreach Activities	27,000	21,437	17,000
Repairs & Maintenance	19,000	17,165	21,000
Travel & Meetings - Committees	110,000	116,739	121,000
- Office	12,000	11,729	10,000
Regional Service Seminars	16,000	11,804	21,000
Legal & Audit	35,000	39,273	25,000
Printing - Forum	101,000	102,478	105,000
- Conference Summary	14,000	13,629	14,000
- Other	24,000	24,366	24,000
Direct Conference Costs (Net)	53,000	52,076	46,000
French Literature Service	11,000	13,161	3,000
Canadian Public Information	42,000	43,483	44,000
Public Information Exhibits	12,000	8,333	12,000
In-Office Volunteers	8,000	4,010	6,000
Insurance	16,000	17,096	16,000
Internet	20,000	19,376	5,000
Miscellaneous	<u>25,000</u>	<u>30,419</u>	<u>22,000</u>
<u>Total Operating Expense</u>	<u>3,635,000</u>	<u>3,586,142</u>	<u>3,733,000</u>
<u>Non-Operating Expense</u>			
International Al-Anon Gen'l Service Mtg.	-	-	50,000
Membership Survey	12,000	13,918	0
PSA/PI Campaign	65,000	63,849	75,000
Depreciation & Amortization (Excl. Bld.)	<u>137,000</u>	<u>140,598</u>	<u>150,000</u>
<u>Total Non-Operating Expense</u>	<u>214,000</u>	<u>218,365</u>	<u>275,000</u>
<u>Total Expense (Schedule 1)</u>	<u>\$ 3,849,000</u>	<u>\$ 3,804,507</u>	<u>\$ 4,008,000</u>

1998: Technology Advances

"If we continued to work with a single typewriter it would be impossible for the WSO to correspond with the over 31,000 groups that we have."

AGENDA ITEMS

Pat S.,
Conference Chairperson

Susan A.,
Associate Director, Membership
* Outreach Conference

Prior to the Conference, members are invited to submit questions for which they would like answers. The questions are combined into a single document, which is given to delegates upon their arrival and registration at WSC. All Conference members are then asked to select three questions they feel are most important to the fellowship at this time.

- The top four are discussed by the full complement of Conference members.
- Topics that receive at least five votes were discussed in small groups during Conference.
- Those remaining are answered in section titled The Ask-It Basket (see index for location).

Moderators are selected for each of the four floor discussions by drawing names from a hat, the only provision being that the moderator will not be the person who submitted the item in the first place.

Floor Discussion #1 GROUP GROWTH

Members are asking if Al-Anon is decreasing in numbers—and if so, why? Feedback indicated that, though the number of groups is dropping, the numbers of meetings—and members—are climbing. Many groups are getting bigger; others are meeting more than once per week. In fact, we may not be doing anything “wrong.” One delegate shared he watched one group nearly disappear, but one person kept coming and the group revived. “You just hold the course—and be there,” another suggested.

Another area reported more groups with fewer members in each. Others reported increased numbers of other self-help groups, many of which are highly welcoming. In either case, we need to encourage the newcomer, welcome the newcomer, and help newcomers. A delegate addressed the Third Tradition, saying, “I was over-zealous with it. It’s important to remember to guide newcomers in the Traditions. Hold them up, but in a loving way.”

Another area said that having more groups is not the issue so much as strengthening the groups we already have. Greater emphasis on the Twelve Traditions tends to strengthen groups, and once a group is strong, newcomers will stay. Many reported that legacy groups are working and that meetings using *Paths to Recovery* are generally very effective.

A delegate shared, “I know what has kept me coming—strength comes from spiritual topics. Fuzzy topics that are too generic cause meetings

to suffer. Newcomers need to hear that we know what it is like for them.” Another suggested, “We need to keep it basic and real simple.” Having a greeter as a service position helps ensure the kind of welcome newcomers need. A third delegate affirmed that, saying, “We need to do the old-fashioned stuff, like phoning to say we missed you.” Another suggested the need for longtimers to seek out newcomers. In one group, names are put into a basket and drawn so calls can be made during the week.

It was suggested that, in the past, we relied on treatment centers to refer people. Today, we need to be more pro-active; we need to do Twelfth Step work. One delegate equated “group growth” with “participation.” It was suggested that we use the literature, keep the Traditions, and conduct group inventories on a regular basis. “What we have is control over is our own actions,” he said.

Another said they use district meetings to brainstorm hot topics. In one meeting, they generated thirty new ideas on how to keep newcomers coming. It included having a special welcome for newcomers, explaining the phone list, the meeting list, and generally taking pains to make the newcomer feel included.

A delegate recommended beginners meetings that use the *Service Manual*. “We rotate leading that meeting, and we hold it for a full hour. We encourage people to get their feet wet in service—serving as greeters for newcomers, ordering literature, running the raffle for subscriptions to *The Forum*.

1986:

MOTION that a proposed plan for three additional Regions, two in the U.S. and one in Canada, be implemented on a trial basis beginning in 1989 with US North Central; 1990, U.S. South Central and 1991, Canada Central.

Overall it was felt that focusing on numbers is not the point. The point is carrying the message, which amounts to Let It Begin With Me — especially with regard to welcoming newcomers.

Floor Discussion #2 ONE PURPOSE

Consensus was that we all agree on our singleness of purpose and the need to carry the message to all who suffer from the family disease of alcoholism. Dilution and violating the traditions can seriously jeopardize our ability to do that. There are special CAL pieces, but it's really their titles that differ; the content is always focused on what unites us.

Special groups do exclude, but they are good for our purpose of attraction. Once a person gets into the rooms, they can determine if they belong in Al-Anon or Alateen. One delegate said that attending a parents group was critical for her. "I believe Al-Anon is Al-Anon, but sometimes we need the focus to get past the guilt." Similarly, gay meetings are huge, but again help people find their ways into Al-Anon. A delegate said this doesn't dilute us; it reinforces our inclusivity. Al-Anon is for attraction.

One delegate suggested that, other than pamphlets (intended to draw people in) maybe there's too much "special group-itis." The Fifth Tradition tells us how to carry out that purpose for differing groups (sign language and Braille, for instance). Another delegate said no one there has problems with reaching out to anyone and everyone who suffers, but that the First Tradition requires inclusivity and one purpose. Any group must welcome any Al-Anon member. We need to remember that everybody can identify with feelings.

It was felt that we need to emphasize our commonality. "More of that!" said one delegate. "Maybe we are more uncomfortable than the people attending special groups. Maybe we just need to get over it." Another said, "All I saw at first were gray-haired women. I wanted to split. I only stayed because I came with someone in the other room. Our gay group started because they didn't feel welcome either — and because they didn't want others to feel that way."

We need to give people an idea of who they might meet at a meeting. It was suggested that we could use the media more. "Put together a half dozen faces and present their stories at key times for a wide audience: Mother's Day, major holidays, times at which everyone is silently hoping nothing goes wrong." This idea was well-received, as was the notion of relating personal stories to the general public.

Another delegate felt we need to look at what we are doing to push people away, such as closing with prayers that are offensive to people. We need to look at what negatives we are doing and remember to tell newcomers that "It will get better — just keep coming." One delegate admitted her area is "quite homogenous, but we're not just cows. For example, to everyone's surprise, [my area] has a special-focus group called The Motorcycle Mamas!"

1969: By Popular Demand

ONE DAY AT A TIME IN AL-ANON was received with overwhelming enthusiasm, when it finally came off the press in late September.

Some very capable volunteer packers expedited shipment of the backlog of advance orders. By year's end, 16,732 copies had been distributed.

Floor Discussion #3 MEMBERSHIP INVOLVEMENT IN SERVICE

A delegate said she got into service because of someone who was enthusiastic. The approach should be personal. Another said "I didn't know what to ask about my responsibilities. I'm going to write up something on my experiences that could be passed along."

A delegate reported that the new structure from WSO has helped. "We've gotten people involved in carrying the message. Instead of spending hours on the schedule, now we're doing things to reach out and get them involved." Many reported that the Get in the Car workshop last year has worked very well. "We have brainstorming in action committees at every assembly; then each reports; then there's a skit. We make it fun."

A second delegate agreed, saying, "It's simple: get in the car and have a good time." Another one that works is, "Come along, we'll talk on the way." Having lots of positions keeps it easy for someone to do service—lots of tiny jobs. Service at group level comes first.

A delegate said, "Let it begin with me. Bring food—they will come. Provide information. Make it fun! Bring others with you, and talk about it when you get back." Another area has a pre-assembly meeting especially for newcomers. They emphasize that the newcomer is the most important person in the room and give an

explanation of everything that's going to happen. "We show them "Break the Buck Barrier" and "Get in the Car." I like to be contagious, or it's going to burn them out."

We reminded to be a program of attraction. "The more I push, the more they run," a delegate said. "We start small—could you come early and help set up... I always give a personal invitation and I volunteer to be their service sponsor. Then when the term is up, rotate."

One delegate said "God wants me to make a joyful noise. Each one of us has a unique way to express their joy. I try to ask people to get involved because someone did that for me. I too ask people to get in the car."

Another reiterated her "Three Es" saying, "I serve with excitement, enthusiasm, and energy. Leading by example works best, so I sponsor, and I sponsor into service. It is important to remember we Al-Anons often lack self-esteem and are often shy, so one-on-one chats of encouragement can really help."

A delegate tells sponsees, "If you want what I've got, you've got to do what I do." Passing a list seems to work, especially when tasks are divided into bite-sized needs. Everyone needs to know about service sponsors—that you don't have to service all by yourself.

Floor Discussion #4 TRIAL SERVICE STRUCTURES

The first speaker said, "My area won't touch the trial structure because it's not in the *Service Manual*. I love it—it's more user-friendly, and I now know who to call. I have to be patient and trust the process." Other areas said they are just about ready to implement the action teams,

though there is concern about taking away service jobs. In fact, the new structure tends to make everything much easier.

One area started the trial structure at the ASWC level and is now implementing it at assembly. Another said that starting at the district level helped to demonstrate how it would be at the area level.

"I was excited—why not let's get going! But the coordinators felt alone. I told them the delegate (me) needed a trial structure, I suggested district name and group names. That was the start of their committee."

Another area was grateful for efforts to eliminate "them vs. us" and made copies of the Minnesota model available to help other areas implement the trial structure.

Another area has combined three public information positions into one public outreach position. "I saw it as combining positions rather than forming action teams. There has been resistance to committees and change."

One area asked for a one-page sheet that summarizes each structure position and identifies the coordinators (like the presentation from the WSO in 1996).

Membership Outreach shared that, in one area, Alateens are being asked to greet the newcomers at area assembly, which gives them more to do and makes sure everyone gets welcomed.

The WSO encouraged everyone to share their successes for possible publication in *Area Highlights*. "WSO is supposed to be the collector of ideas. *The Best of Public Outreach* (P-90) came from a members' suggestion."

SMALL GROUP DISCUSSIONS Chosen Agenda Items

Six groups discussed the additional questions that received more than five votes. Each group was given several items to review, along with instructions for reporting back to the full floor of Conference. Below are summaries of the items brought to the small groups for discussion:

Al-Anon's most serious challenge was felt to be the fact that people are too often focusing on problems rather than solutions. Virtually every problem Al-Anon experiences can be solved by emphasizing solutions such as sponsoring, commitment, and knowledge of the Twelve Traditions.

Another question concerned conveying the grassroots nature of Al-Anon, to which the group replied "Concept One." Beginners' meetings during assemblies are helpful, as is participation by WSO staff and trustees at the RSSs. The infamous "we/they" problems generally develop because of the way a situation has been presented or from plain-old misunderstanding. "Let It Begin With Me" helps to correct this, reminding that it is up to us to speak out if we want to say something or if there is something we need.

There were some questions regarding local autonomy (such as outreach committees writing their own announcements), to which the group responded by referencing the *Service*

Manual (pp. 83-84). Local outreach announcements can be created locally, but PSAs are produced by the WSO. One area published bus posters that were locally designed but sent to WSO for review; another telephones radio, and television stations to thank them for airing our PSAs.

Cyberspace issues are emerging regarding some reluctance to leave the chat room and get face-to-face in a meeting. One member attends an on-line meeting that requires its participants to also attend a group meeting. The WSO Fact Sheet for On-Line Meetings says that on-line meetings are no substitute for face-to-face meetings due to isolation. Objections regarding anonymity are the same, but service opportunities differ. Members of on-line meetings may attend assemblies but are not permitted to represent or vote at those meetings for on-line groups.

Alateen needs help and Operation Alateen is working. Using Alateen literature in Al-Anon meetings was suggested, along with giving Alateen information to newcomers and inviting Alateens to speak. Some areas are finding it helpful to schedule Alateen sponsor training alongside district meetings. Others are educating schools by using the pamphlet titled *Information for Educators — Alateen Meetings In Schools* (S-64) and encouraging sharing sponsorship duties. Short Alateen meetings are encouraged, as kids are extraordinarily busy today. One area calls Alateen sponsorship “gravy” because the meetings generally stop during the summer and school vacations.

Issues associated with dual membership were discussed, remembering that WSO does not make decisions about dual members serving above the group level. These decisions are made by the group conscience of the annual World Service Conference. There are many positions that a dual member can hold. It is our responsibility to know what these are in order to lovingly inform people who inquire.

Use of *Alcoholic Anonymous*, commonly referred to as the “big book,” during group meetings was discouraged at a previous Conference and then again at this one. It is the World Service Conference, not WSO, that approves literature, and the Conference has not approved the “big book” because it was written by—and for—alcoholics. Of course, any literature may be used outside of meetings.

In addition, many “how-to” questions emerged this year, and their discussions are summarized in three categories: (1) how to carry the message, (2) how to improve internal communications, and (3) how to improve communications at the group level:

How To Carry the Message involves educating members that service needs to go beyond the group level. Publicizing the availability of service sponsors helps; so does personal example.

Families with loved ones in treatment centers are not being informed about Al-Anon. We need to be sure these families receive our 888 number, the website address, and the Al-Anon information service (AIS) number for where they live. We can do more outreach toward treatment facilities so they know what Al-Anon is and how to get in touch with us. Some areas periodically provide Meetings on Wheels for treatment centers.

Similarly, we need to improve AIS outreach to newcomers. Some areas have speaker bureaus and open speaker meetings. Many more have websites and 24-hour hot lines. Others are contacting universities to inform specific departments (such as nursing and counseling) of meeting schedules and times.

Literature really carries the message, but fewer people are reading today, so the group felt Internet access might be the thing to encourage, with a billboard (host site) for PSAs. Producing books on tapes might also increase sales, along with more study groups and literature meetings. Some groups are sponsoring literature by sending it to schools and public libraries, even inserting bookmarks into books on the self-help shelves. [Ed. note: Please get permission prior to doing this.] One area challenged its groups and districts to take pamphlets into restrooms and leave them there. Another encourages members to set an example by bringing their own books into meetings.

One question suggested that we need to better promote both *The Forum* and benefits of service. The discussion group agreed, suggesting that WSO could send newly registered groups copies of *The Forum* in the new group binder, possibly utilizing back issues. Districts and groups could also adopt new groups by sending a subscription to *The Forum* as a love gift. It was felt that districts and areas should educate new GRs that part of their duties includes serving as their group’s Forum Representative.

Another question asked if we should consider de-emphasizing CAL sales and re-emphasizing service instead. To this, the group replied, “Our books and literature are sold because members and the WSC ask for it. The fellowship shares, and the material is developed. If we were publishing just to make money, it would take much less time. The Fellowship Communications “Surgery Skit” presented during this year’s Conference will be useful in clarifying this to area members.”

Finally, there was a question about how best

to extend world service back to local service levels, to which the group replied, "By each member's continued support spiritually, emotionally, physically, and financially, service can be continued by the "we" of the group, the "we" of the district, the "we" of the AIS, the "we" of the area, and the "we" of the WSC.

How to Improve Internal Communication involves many of the answers that were generated during the breakout sessions on area trial structures (see the section of this *Conference Summary* entitled Workshops, under which are listed Trial Structure: Presentation and Brainstorming Breakouts). Members emphasized the need to "educate, educate, educate!" on links of service, especially:

- Delegate to AWSC (DR) to GR
- Delegate to assembly (GR)

Improving internal communications is linked to streamlining and consolidating mailings, but the various WSO departments already consolidate as many mailings as possible. We need to be responsible at the group level to notify the proper person using links of service.

Raising the level of charitable contributions was also discussed, to which the reportback replied as follows. When reporting to service levels, make the report at the appropriate financial level:

- Budget of \$4 million divided by 20,000 US/Canada groups - \$200/group
- \$200 divided by weeks and members = \$.50/member per week

There was also a question regarding how best to facilitate when a conflict goes beyond a healthy collision, to the group recommends: (1) studying the Concepts of Service, especially Concepts Four, Five, and Nine — and especially Page 171, paragraph one of the *Service Manual*, (2) respecting the minority voice, (3)

studying the *Service Manual*, and (4) taking a group conscience or doing a group inventory.

How to Improve Communications at the Group Level involves holding routine group inventories that use the guidelines and the annual Service Plan. It helps to educate members as to the difference between simply voting and bringing the Higher Power into group decisions. It also helps to set a date for group conscience decisions and to keep a record of the decisions the group conscience has made. Remind members that if they don't attend and participate in the group conscience, they forfeit their right to complain. Prior to voting, each member can be encouraged to express their heart without other members responding. Some limit group conscience meetings to problem-solving, which is not wise. Others invite the DR or the delegate to conduct the meeting if the group agrees.

When a group is struggling, every other group in the district can help, following "each one reach one." Any member of the AWSC can visit the group to give a personal touch and to make sure information is being disseminated through the DRs (especially suspended mail).

Recent questions have arisen regarding the closing used at meetings, to which the reportback gave this reply: "Some individuals don't like the Lord's Prayer and close instead with the Al-Anon Declaration. There is no Conference-approved prayer. Groups are autonomous, and the ways they end are also autonomous. Many groups still close with the Lord's Prayer. The history of the use of the Lord's Prayer comes from AA, which was using it. Also Lois mentioned that the meetings should always end on a spiritual note. Meetings in the UK and Eire end with the Serenity Prayer."

DIRECTOR'S PRESENTATION

Volunteers: Making the Impossible Possible

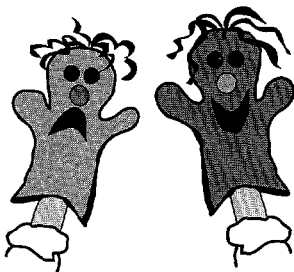
This year, the directors chose to spotlight those working to serve Al-Anon: how many trusted servants we need, how we get them, how we keep them, how we congratulate them. How do we/do we treasure our trusted servants?

Beginning with Lois, they traced the multiplication of service workers needed to do the jobs in groups, districts, areas, AISs, and LDCs, including, of course, Alateen sponsors, who

were the focus of their presentation last year.

Conference members saw a short puppet show where the dialogue indicated ways in which we unwittingly turn new members away from coming into service. A "gong show" game was created, in which the audience was to respond to each suggestion—either with cheers or The Gong if the idea broke any of the Twelve Traditions. The entire exercise was rambunctious and lots of fun. Here are a few of the suggested ideas:

- Go to a baseball game



Examining our Behavior

- Mention all who completed the service project
- Dinner celebration
- Publish project in *Area Highlights*
- Press conference
- Camping trip
- Public Outreach Day to award successful teams with a prize
- Potluck to celebrate Lois W.'s birthday (or Anne B.'s)
- Delegates (past and present) visit DRs on their Al-Anon birthdays
- A Day in Al-Anon
- Chili Competition
- Banner for the district with most representatives in attendance at assembly
- Anniversary picnic
- Al-Anon Days, with talk about recovery and letting go of balloons representing what's been conquered through program
- Be Good to Yourself weekends
- Serenity Weekend with workshops
- The "No Talent Talent Show"
- Heritage Day — dinner with a longtime member speaking and Al-a-Bingo
- Holiday sleep-over at delegates' house
- Alateen bake sales at assemblies
- Bring the family event
- Swimming and potluck
- Bake sale auctions (one pie went for \$25)

Brainstorming Breakouts

Conference members were then divided into

groups where, using flip charts, they shared ideas for successfully encouraging a GR for every group and for involving more GRs in new ways. Each member was given an imaginary dollar bill and asked to vote on the best ideas. Time was created in the next day's general session so that all delegates could hear the best ideas from each group. Some of these are listed below:

- Terms of office could be "up to three years, one year at a time"
- Write appreciation notes
- Hold workshops on the *Service Manual*
- Wrap a gift (a list of service benefits) for person who becomes group representative
- Proclaim the benefits to our personal recovery
- Celebrate recovery at the end of assemblies
- Break jobs into bite-sized pieces — people are willing to give an hour
- Have a party first, then plan the project
- Action committees are an excellent start
- Positions can be jointly held, alternating vote/voice
- Service is a "we" thing — invite a friend

Several suggested that an "abundance mentality" is needed to initiate a change in attitude toward service. We need to proclaim the pay-offs (and not with platitudes). We also need to exhibit realistic expectations, treasure our trusted servants, and find new ways to attract and honor them.

LEADERSHIP WORKSHOP

The Outreach Game

The full Conference broke again into small groups for the express purpose of brainstorming about public outreach and to have some sheer, unadulterated fun at the same time. In each of six rooms, groups were divided into teams which were then pitted against one another in what became hilarious (and sometimes ferocious) competition. Poised at the edge of their seats, teams listened attentively as a moderator read the questions, which asked about ways to reach out to segments of the population where Al-Anon has new growth possibilities. Instantly thereafter, teams set to work, brainstorming answers a mile a minute (softly, because there was plenty of subversive eavesdropping). Sessions evolved into flat-out hilarity as the challenges continued, relentless-

ly. Teams were behaving exactly as if they were eligible to win \$1 million.

Teams then read their ideas aloud, scoring five points for every idea that was unique (but only one point if it was not). Moderators collected all the suggested ideas, which are currently being reviewed at WSO for the future. Each team was given color-coded cutouts to place on a board to keep their team score. When the scoreboards were all returned to the general session room, they were flipped onto their reverse sides. At this point, everyone could see a map of the world coming together with each team's participation—a graphic that, when individuals join together, Al-Anon around the world does also.

TRIAL STRUCTURE

Presentation

We are in the second year of a second three-year trial of WSOs committee structure. In 2002, the full Conference will be asked to consider making it permanent. Therefore this presentation had two goals:

1. To inform areas about how the trial WSO committees are structured.
2. To inquire as to how this approach is working where duplicated in the areas.

The presentation began with the Executive Director comparing the previous WSO committee structure to the present one. Then, in order to "flesh out" how these committees work, the members of each committee were introduced (whether staff, volunteers or delegates), which dramatically demonstrated the breadth of involvement and participation.

The Committees

The various committees were then explained by department, starting with the Associate Director of Group Services, who presented the Group Services Department and its three committees:

- **The Group Services Committee** is composed of 12 delegate members with a volunteer chairperson plus the Director of Group Services as staff. Also part of the committee with voice are the chairpersons of the Alateen and Archives Advisory Committees and the Associate Director of Group Services. This committee provides grass roots input to WSO in order to serve all of our groups more effectively.
- **The Alateen Advisory Committee** makes recommendations to the Group Services Committee. It consists of four Alateen members, two Alateen sponsors, one Alateen in transition to Al-Anon, and one Al-Anon who is a professional working with youth/family services. This committee is chaired by a volunteer and has a staff member, the Associate Director of Group Services. Also on this committee with voice are the chairperson of the Group Services Committee, the Director of Group Services, and the Alateen Group Services Assistant. This makes a total of twenty-six Al-Anon and Alateen members focusing on Alateen issues.
- **The Archives Advisory Committee** is also under the umbrella of the Group Services Committee. There are four Al-Anon members on the committee with knowledge of archives work at the area level or in library science. The committee is chaired by a vol-

unteer chairperson with the staff support of the Director of Group Services and the WSO Archives Coordinator. Also on the Committee with voice is the chairperson of the Group Services Committee.

The former and new Associate Directors of Fellowship Communication continued by presenting their committees:

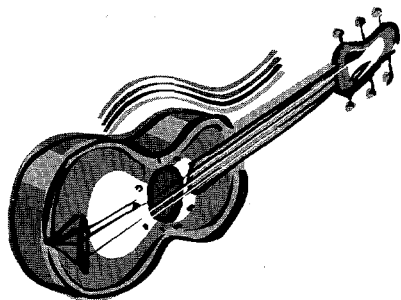
- **Literature I and II** were depicted in a medical scenario, with a loyal bookworm, named Cal, as the patient. The two committees follow the direction of the patient's primary care physician (WSC) in feeding Cal, performing regular checkups, and other health maintenance. It was reported that, in 1996, exploratory surgery was performed (the Literature Inventory), with samples from Cal (CAL!) sent out to testing labs (areas) to perform the necessary tests.

During the surgery, medical personnel consulted lab results and compared notes to come up with a recommended treatment. Following completion of this course of action, the committees will return to a schedule of regular checkups for Cal. New medical treatments, either found within literature or approved for development by WSC, are considered necessary and timely for continued peace and serenity.

The two Literature Committees each consist of a volunteer chairperson from the Board, a WSO staff person from the Fellowship Communication staff, eleven delegates, and five at-large members from within a 250-300 mile radius of WSO.

- **The Forum Editorial Advisory Committee** is also all about people and communication. Five at-large members selected from the US and Canada, a volunteer chairperson, and Fellowship Communication staff provide the editorial expertise needed to bring *The Forum* to the fellowship every month. On a quarterly basis, this committee reads, grades, and discusses 250 or more member sharings from around the world.

The Conference Committee, alongside the International Coordination Committee and the Regional Service Seminar Committee, was introduced by the Executive Director. The Associate Director, Conference, then played the guitar while the Admissions Handbook Committee sang about its history and activities.



Singing about the New Structure

- **The Admissions/Handbook Committee**, a subcommittee of the Conference Committee, evolved when two former committees (Admissions and Handbook) were combined. This committee reviews requests for admission to the Conference and recommends to the Board of Trustees those who are not official Conference members to be seated with voice but no vote.

The Handbook part of the charge is to review the World Service Handbook (third section in the *Service Manual*) and to recommend revisions to the Conference. These revisions help groups, districts, and areas organize their service structure for consistency in Al-Anon service worldwide. The committee is always aware of the needs of Al-Anon in other countries and considerate when translation changes impact their structures. Suggestions to revise the Handbook come from individual members, delegates, trustees, GSOs, and even translators who may catch inconsistencies.

- **The Conference Committee** consists of WSO volunteers (trustees) and WSO staff. Its mission is to develop and recommend the Conference agenda to the Board of Trustees.

Public Outreach has one of everything: a delegate committee, an advisory committee and a sub-committee.

- **The Public Outreach Committee** has eleven delegate members and five at-large members, a volunteer chairperson, and a staff member in the Associate Director of Public Outreach (Media).
- **The Outreach to Professionals Advisory Committee** has five at-large members, representing the fellowship from the US and Canada, and the Associate Director of Public Outreach (Professionals) who works with this committee when they meet two times per year.
- **National Public Information Canada (NPIC)** is a subcommittee of the Public Outreach Committee, consisting of the Canadian regional trustees, the volunteer chairperson, and the Associate Director of Public Outreach (Professionals), the Public Outreach Service Manager for Canada (bilingual). It meets three times per year and has an annual dinner meeting/presentation with the Canadian delegates during Conference.

The Associate Director for Membership Outreach (International) presented the Conference Committee on Trustees (CCT) and the Nominating Committee:

- **The Conference Committee on Trustees (CCT)** works in conjunction with the

Nominating Committee in the selection of nominating trusted servants. Members of the CCT include 11 delegate members from the Conference, chaired by one of the delegate members. Resumes for trustee at-large and Executive Committee for Real Property Management (ECRPM) are solicited from the fellowship annually after Conference and submitted to WSO prior to August 15th the same year.

- **The Nominating Committee** is comprised of Board members who perform the actual nominating of trustees and ECRPM members after receiving input from the CCT.

Delegate Survey

Prior to Conference, each area delegate was asked to respond to a survey about the area's structure and communication links. Highlights of the results were then reviewed by the Director of Membership Outreach. Significant points were these:

- Twenty-one areas have created a new Public Outreach Coordinator/Committee; eleven more are planned.
- Nine areas have created a position for Fellowship Communication Coordinator/Committee, and eight more are planned.
- Seven areas have a Group Services Coordinator/Committee; with eleven planned.
- At this time, eighteen area structures have made no plan to change their structures, but several indicated that an evaluation of their present structure would be done after the 2000 WSC.

Communication

The Directors of Fellowship Communication and Business Services stepped into the comic roles of Burns and Allen, discussing the differences in communication and committee work found in the areas. Area autonomy was evident during a brief period of questions and answers:

- Was the combining of functions intended to save money? The answer is no. The purpose is to combine like services, thereby fostering brainstorming and integrated involvement.
- "If Group Records is still not fixed, can the department handle even more responsibility?" The answer: there will be more restructuring. The day-to-day operations of a department are being handled by associate directors and coordinators. The directors are now concentrating on the big picture and the vision.
- Restructuring to combine CPC and Institutions as chairs under Public Outreach has been successful. They are also adding a

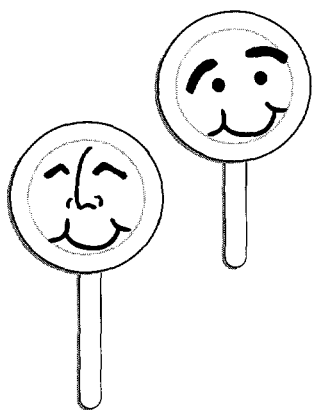
web site coordinator and an alternate delegate as Forum Coordinator.

- Some were fearful regarding three jobs turning into one. Clarification was given that this is not about eliminating jobs—it's about bringing them together in an action committee.
- They have made Public Outreach work a whole committee rather than just three people.
- Using the WSO structure for committees began this past fall. It is working well. There is still a need for a consensus on who gets group records of discontinued addresses (an issue that has been discussed at Group Services Committee).
- In the past there was a decrease in service during change at WSO level, but there's a big improvement now.

Clearer job descriptions need to be made for area coordinators, DRs, GRs, and AIS reps to avoid overlap.

Following this discussion, Conference members were asked to examine the "communication structure." When committees at WSO develop projects, each area (according to its autonomy) passes these projects on to the groups. This year's delegates were asked to share about the ways in which their areas communicate.

In any formation, structure is a framework, not an end. The goal of the trial structure is to widen the net from which participation happens. The *Service Manual* (p. 148) explains "the why" of our structure. We wanted to focus on our one purpose and have our structures reflect that.



Faces on Committees

Brainstorming Breakout

Numerous tips were shared in breakout sessions and later shared with the full Conference. Overall, this was helpful in determining what WSO committees can do to help areas carry the service message to their groups.

Small groups were created for the purpose of discussing how the revised committee structure is working within areas. Since areas are autonomous, WSO needs to hear the different ways delegates are delegating (and coordinators are coordinating) projects. WSO says, "You're our teachers." The small groups shared experiences on what they are doing and what is working to link world service with local groups.

What is Working

- Personal contact, such as postcards so people can make a date with their delegate
- Thank you notes to groups
- Newsletters to groups
- Roving Al-Anon/Alateen workshops to take the show on the road

- Coordinators and DRs communicating between meetings
- Involving all assembly participants in action groups
- E-mails
- Tightened links within the districts via follow-up calls
- Listening for coordinator reactions to WSO suggestions and ideas
- Bringing back WSC skits and workshops and doing them at assembly
- Forming one action committee within one district to see how it works
- Implementing action committees gradually, in phases
- Delegates checking in with (and looking out for) coordinators
- Forming an action committee by making random assignments
- Orienting new coordinators, DRs, and other officers
- Copying delegates FUN reports at assemblies
- Communicating via the area newsletter

What Could Be Improved

- Personal contact by travel and e-mail
- Get AISs in the communications loop
- Have strong districts help weaker ones: "adopt a district" efforts
- Use creativity in presentations
- Correct group records
- Create an 800 number for members
- Create a direct 800 telephone line for delegates
- Separate e-mails sent to WSO by delegates so they move faster
- Continue directing time-sensitive information through delegates
- WSO to make personal calls to coordinators — or conference calls
- Increase the use of Internet in contacting coordinators
- Create an e-mail address book
- Improve transitions by encouraging outgoing officers to sponsor their incoming replacements
- Transition meetings and service sponsorship by previous position
- Use newsletters effectively
- Provide funding for mailings, copying, and committee development
- Link past, present, and next committees and link WSO to areas
- Set up ad hoc committees to look at issues
- Send group record changes to only one place
- Register groups as directed in the *Service Manual*
- WSO to confirm AWSC changes via delegates

1972: Frequent Flier

Dear Friends:

"On this occasion I embrace you with a very special welcome. My recent visits to so many groups abroad — in Africa, Australia, New Zealand, Japan, Hawaii — have given me a new realization of how wonderfully our fellowship works to restore comfort and grace to the families of alcoholics everywhere....."

Devotedly, Lois.

BUNNY G., Oregon

Our theme this year got me thinking about Al-Anon's one purpose (as opposed to my own personal purpose, which has changed throughout the years). For inspiration, I went to the Fifth Tradition, which explains how to achieve Al-Anon's goals and, at the same time, helps me define some of my own.

Seventeen years ago, I came into Al-Anon with one intention: to get help with leaving my marriage because I was convinced that, if I were not with the alcoholic, everything would be okay. Instead I found a way of living that taught me to face the problems of being in this world no matter what was going on.

In that first meeting, there were all kinds of people from all walks of life. We even had a few men. I came through those doors so needy, and every single one of those people was there for me. They welcomed me and made me feel that I was the most important person in the room. They understood and encouraged me, while sharing their own experiences of living with alcoholism. I learned to listen to the ideas of others, sometimes with an open mind, and as I did so, I realized that these same people were making sure that meeting was there for others and me.

Sponsorship has been one of the ways to fulfill our purpose of welcoming and giving comfort to families of alcoholics. The biggest help has been my own sponsor, who has been there for me these past few years. She has helped this family many times by just being there for me—listening, offering her friendship, and allowing me to learn to help myself. Now I no longer work outside the home, which has given me the opportunity to work with more women on a one-to-one basis. Today I share with my sponsor, with the people I sponsor, and with members in the groups I attend. It is a blessing to remember that I am not an expert—that my purpose is to help explain the program through my own experience. In that process, I often hear what I need to hear myself.

Al-Anon continues to fulfill its purpose by giving me the opportunity to serve the fellowship. As I continue to find different ways to serve, I gain much needed perspective on who I was versus who I am today. The many voices that I listen to contain wisdom, the many faces I've met throughout my walk reflect hope, the many ways I've learned help me respect different points of view and methods.

Today I know that trying to practice and apply the Twelve Steps is a life-long process. I still can go from serenity to crisis in a blink, but now I know that life just happens. Today I know that I won't be able to go from crisis to serenity in 60 seconds. I also know that I will still encounter problems. The difference is that I have tools today—

many faces, voices, and ways—that help me climb back toward that precious point called serenity. ♥

CAROLINE P., Minnesota (N)

When I came into this program, I had Many Faces, Many Voices, Many Ways. The chameleon in me would be whatever you wanted me to be. I lived in my world of secrets. Today, my sponsor knows everything there is to know about me—and many of you do, too. Al-Anon has given me life, and I love this life that I have.

The old me had Many Faces. I would turn in whatever direction you wanted me to face, quickly changing direction from what I knew was right for me. I would put a smile on my face when I was feeling sad inside. Now I know that, in order to have a real smile, I need to work my program, talk to my sponsor, go to meetings, and do my daily readings. That fake smile doesn't count, and I don't want to show that false face ever again.

The old me also had Many Voices: a syrupy-sweet voice, a fake voice, a whiny voice, a manipulative voice, a crabby voice. They spoke up a lot because I did not know my truth, because I was afraid of you knowing my truth, because I was afraid of you not liking me. Those voices have not altogether disappeared, but they aren't around so often because Al-Anon taught me you did not have to like me, but you would love me in a very special way. I now have a strong voice that speaks my truth, no matter what you may want to hear. I try to use my voice with respect, understanding, and compassion for who you are. But I will speak my truth. I will use my voice to speak my truth.

Last year, I told this Conference that I am a lesbian. It came up because when we were discussing special-interest groups, and I needed you to know that I am one of "those people." I needed you to know how that felt to me and how it would feel to a newcomer. When I shared this part of who I am with who you are, I was still loved. I was grateful, and also, able to share privately with other their pain in loving someone from this one group. The person I sponsored at Conference wrote me later that, because of knowing me, she was able to say "yes" to a newcomer who blurted out the fact that she was a lesbian and would she be welcome in Al-Anon. That one newcomer's fear of not being accepted was abated because I used my voice and because you still loved me. That is how this program accomplishes its One Purpose: reaching out to all families and friends of alcoholics.

No matter what face a newcomer shows or how many faces a newcomer may show, we have One Purpose: to share experience, strength, and hope with families and friends of alcoholics. We are all lovable and, as each of us begins to feel that love and acceptance, we find recovery. We need to share with newcomers, no matter what their walk of life, no matter what voice they use, no matter what ways they choose to live. All are welcome who have a problem with someone else's drinking — lesbians, gays, adult children, teens, men, women, people of color — all the many rainbows of people who have been affected by the disease called alcoholism.

There are Many Ways of being — many ways to be affected by this disease, many ways to live our lives, many ways of loving, many ways of sharing. I have hope that, no matter what face we show, what voice we use, what way we live, when we focus on our One Purpose, then we can come together in unity to share experience, strength, and hope. Thank you for this program and for giving me the opportunity to share my experience, strength, and hope with the worldwide fellowship of Al-Anon. ♥

CINDY H., Massachusetts

When I came to Al-Anon, I was full of despair. I had grown up in a home where my father's drinking bothered me. I could see no way out of the loneliness, depression, and isolation that enveloped me like the fog that hugs the Massachusetts coastline.

Al-Anon has One Purpose: to help families of alcoholics. I stand here before you today because Al-Anon has helped me. Through the years of attending many meetings, Al-Anon members have shown me the way out of despair. I can hear the voice of Al-Anon saying, "Pick up the phone, call your sponsor, get active in service." I can see the faces of Al-Anon smiling back at me when I am going through a rough patch. I can feel the arms of Al-Anon reaching out to embrace me when I feel like I can't continue for another minute.

When I was new in Al-Anon, I happened to pick up the *Service Manual* and casually began to read (this was back in the days when the *Service Manual* came in three parts, all kept in a binder). It talked about Al-Anon's Three Legacies: (1) recovery through the Steps, (2) unity through the Traditions, and (3) service through the Concepts. I had tripped onto a perfect description of Al-Anon's Many Ways.

About that same time, I came across a passage in my reading that said, "When you ask someone to do service, you are giving them a gift." I have never been able to locate that passage again, but today I know that the gift of service has been my key to understanding and applying the Steps, Traditions, and Concepts of Service. Concept Four says that "Participation is the key to harmony." One of the reasons I choose to do service is that it keeps me coming. Another reason is that it keeps me focused—not on the problems related to alcoholism, but rather, on the solutions. My experience as a trusted servant has shown me that the Three Legacies contain solutions to the problems I encounter.

Life as a trusted servant has not always been fun or easy. When I became area delegate, my service sponsor warned me that, when the bricks began to fly, I'd be the first one in the way. She was right. I have learned how to duck—and how to reach out for help. When I was a brand-new delegate, our area treasurer resigned one month into the term. Panicked, I called WSO, certain that this had never happened before in the entire history of Al-Anon. The person who answered the phone chuckled and calmly assured me that the area was not alone. Even though I was indignant at this response, I figured I had better lighten up. I listened to suggestions, looked in the *Service Manual* for answers to my questions, and learned to put problems in the hands of my Higher Power. Today our area has a treasurer; today Al-Anon in Massachusetts is alive and well. I can tell you that it did not cease to exist because of that bump in the road.

This is my last WSC. I am grateful to Massachusetts Al-Anon for the gift of serving as their delegate. I am grateful to you, the members of WSC, and to all the folks at WSO for your love, your support, and your fellowship. I am sad to be leaving. I say farewell with hopes that we'll meet again somewhere down the road—and that we'll still be carrying the Al-Anon message with our Many Faces, our Many Voices, and in our Many Ways. ♥

CINDY L., Atlantic Provinces

In reflecting on the One Purpose of our program — to help families of alcoholics — I found myself going back to my beginnings in

this program. I had many purposes, all of which involved forcing solutions and controlling others, because I felt that was my responsibility and purpose in life.

The Many Faces in my life included my father, husband, brothers and sisters, and, most sadly, my grown sons and daughter, who despite my sixteen years in the program and all the best intentions, also fell into the horrible trap of the disease of alcoholism and drug abuse.

Hard years befell me as I faced estrangement from two children due to the tough love my spouse and I had to enforce in our home, while a third child entered a federal penitentiary for drug-related violence. My voice stopped functioning as the faces of so many loved ones disappeared, and I entered into the most lonely and desperate years of my recovery. At that time, I had to rely on the Many Voices, Faces, and Ways of those of you who loved me still, so unconditionally, with your Many Ways of love and support.

I had been involved in service in Al-Anon, but with the increased stress of that awful time, I considered resigning from my district and area responsibilities. The voice of my Higher Power, through my service sponsors, showed me there are other ways to cope. I became delegate for my area at a time when I most needed hard work and challenges to keep me from dwelling on my problems and focusing on my loved ones' lives. I began re-learning One Day at a Time and began facing my life with renewed acceptance. In this way, I re-discovered that we are united in One Purpose: the Many Ways of helping friends and families of alcoholics (including my own) through service work.

That One Purpose is my sole purpose today. I have seen your Many Faces, which I have grown to love and cherish. I have heard your Many Voices, which have taught me patience, tolerance, and a greater ability to look at things many different ways. I am grateful that we continue sharing the most important Way of all: loving one another, program-style. I thank you all so very much for my most recent joyous service journey. I am filled with love for you all. ♥

1970: The Legacy Lives On

Texas E. called for a vote on approving the Concepts and prefaced the vote with the following words: "I was proud to be one of those who attended the AA Convention in St. Louis in 1955 when Bill W. presented a similar AA document (The Third Legacy) to the world of AA.

I am even more proud to be part of this Conference when we, as Al-Anons, are about to adopt THE TWELVE CONCEPTS OF SERVICE as Al-Anon's legacy. I propose that the Concepts be accepted as presented to us and as we have read them." The motion was seconded by Michigan and unanimously carried.

DENNIS G., Colorado

When I think of this year's theme for Conference, all kinds of things run through my mind. I will start by thanking my wife, Mary, for going with me to my first Al-Anon meeting fifteen years ago. I do not think I would have had the courage to walk through the doors and tell Fran and everyone else there that I came from an alcoholic home, that my mom and dad drank too much. From that point on, life as I knew it changed.

There are so Many Faces that come into my mind — someone named June from the Denver Service Center, another named Chesley, who gave me my first hug at my first assembly. Then there was Vemba, who always brings a smile to my face when I think of all the area functions that we did together, and Dottie, who welcomed me onto the coffee committee at my first state convention and area function. There were Frank and Bonnie, who took the time to let me grow with the couples group — and Susie, who welcomed me to join with her and Robert in area functions. There was Mary M., who let me scream on the roller coaster — and Pam, Cathy, and Willie (and everyone from the Southwest Region) who let me become part of their lives.

The Many Voices I hear come from Jim, who always seems to have the right answer at the right time no matter what the problem; from Michelle, who, with one word or sentence, could bring an entire assembly back to focus; from the laughter of everyone at meetings and functions who can just be themselves and not worry about what people might think. There was Nancy whose love of the *Service Manual* rubbed off onto me.

So many people have helped me in so Many Ways — a phone call from Torri saying to tell me she needs to hear a friendly voice, Debbie saying something at a meeting that changes the way I look at a bad situation from that point on, Joni who knows that the way I feel is okay and does not make me feel like a bad person. Most of all I would thank Lois and Anne. Without their courage, I would not be standing here today. ♥

DORA H., Alabama

Before Al-Anon, I felt desperate, helpless, confused, and frightened. As a result of Al-Anon's one purpose, I don't experience those feelings often (or for very long) anymore. Al-Anon has existed for 49 years offering help, comfort, and understanding to everyone whose lives have been touched by the family disease of alcoholism. What a comfort that is to me, a survivor.

After being in the program for about nine months, the fog lifted, and I began to think and see clearly. The soothing love and healing hope of Al-Anon sparkled as brightly as a diamond. I knew I was home. Dedicated longtimers gave me unconditional love and acceptance, seeing something in me that I couldn't see in myself. Many Faces and Many Voices willingly shared with me, allowing me to discover many ways to recovery. I have been blessed to travel the healing path of recovery for some years now.

Service was introduced to me early and I very quickly learned about our Three Legacies: recovery through the Steps, unity through the Traditions, and service through the Concepts. Because of service work, I stayed anchored in the middle of Al-Anon where I could not slip away. Today I stand here at this World Service Conference a most grateful member of Al-Anon, joining the Many Faces and Many Voices who share the Many Ways to seek recovery.

I am at home in any Al-Anon meeting anywhere in the world—at

any program function where Al-Anons gather to share their experience, strength, and hope. I meet no strangers, just friends I have yet to get to know. Thank you, Higher Power, for giving me this life-changing and life-long program so I can learn how to live, love, and be happy. My goal is to continue being a part of this healing program for as long as possible, to be one of the Many Faces, and one of the Many Voices who willingly share the Many Ways that can guide a hurting, confused person to recovery from the effects of alcoholism.

A very special thanks to Alabama for giving me the precious gift of being allowed to serve as your delegate and attend these three Conferences. My life will be forever changed because of this growth opportunity through service that brought me to this place in my recovery. Thank you all. ♥

JANET K., British Columbia/Yukon Territory

When I look at the theme of this Conference, I see Many Faces and hear Many Voices: the members of my home group who share their experience, strength, and hope with me; the AA member who introduced me to Al-Anon; the fellow worker who told me I should go back to Al-Anon.

I had attended meetings before, but thought they were not for me. When I returned, I was skeptical, as I did not think Al-Anon could help. But my husband had joined AA, so I thought if he could do this, then I would help him by getting back to Al-Anon meetings. I did not realize that Al-Anon recovery was for me.

Memories of Many Faces and Voices include a member who moved into my home for three days while our husbands went fishing. Day and night, she shared her experiences with me, explaining the fellowship of Al-Anon, the importance of attending meetings, the need for reading Al-Anon literature and practicing the Steps and Traditions. She became my sponsor, slowly introducing me into service work. As time went on, I started chairing meetings—even speaking at open AA meetings and Al-Anon functions. I eventually became group representative, then the district representative, alternate delegate, and a delegate.

My next sponsor was not service-oriented, but she helped me with the Steps (particularly the Fourth and Fifth) and gave me encouragement to become involved as well as work on my own recovery. Today I have a sponsor who is service-oriented, and she gives me great support and friendship.

I also remember the faces and voices from our assembly, who have given me the opportunity to be their delegate. Attending WSC has been an enormous growth experience and adventure for me. Today I attend assembly and other group meetings, always taking others along (my car is referred to as "The Al-Anon Car"). We have wonderful adventures sharing our experiences with each other, and we always take a new member.

The Many Ways in which we carry that message have changed significantly since I was on the first committee in our district. Public Information has taken many exciting steps and now offers many ways to carry the Al-Anon message.

In remembering Al-Anon's Many Faces and Voices and Ways, I particularly cherish Lois and my visit to Stepping Stones, where her spirit is still carrying the message through all of us. We, in turn, are carrying the message to those who are still suffering. Today, as I see WSO staff members working so hard to keep the vision of Al-Anon alive, I give thanks for their commitment to carrying the Al-Anon message of hope. ♥

From the Heart

LANA N., North Dakota

There is only One Purpose of Al-Anon, which is to help families and friends of alcoholics. It has taken Many Faces, Many Voices, and Many Ways in Al-Anon recovery for this family member to be able to give this three-minute talk. I am glad this was not the theme for my first two Conferences. But this year, when I read the theme, I felt, "You can do this!" I am excited because, with all your help (and God's) I have enough self-acceptance to do this. So here goes.

We've all seen Many Faces in the rooms of Al-Anon—some passing through, some staying a little while and others staying for years. I am grateful to them all, because they gave me the chance to be part of the Many Faces, Voices, and Ways to help each other in recovery. This is one of many gifts I have received from my Higher Power.

It warms my heart to watch newcomers as they begin to look younger and younger. We get to see their eyes get brighter and big smiles begin to break through as they share their changing attitudes toward themselves and others. These are gifts that come from being part of the Many Faces, Many Voices, and Many Ways of Al-Anon.

From these Many Voices, I have received many answers. It has been a privilege of wisdom to listen and hear others share their experience, strength, and hope in meetings, e-mail, snail mail... Whatever the way, I need to remember two things—first, that no matter who is speaking, it is important for me not to judge—and second, that it isn't up to me to fix those who are broken from anger, fear, and pain. It is only when listening with humility that we all get to keep our dignity.

North Dakota doesn't have many specialty meetings, so I do need to hear the pain and accomplishments of other areas growing through these times. At conferences, I have seen Many Faces, heard Many Voices, learned about Many Ways through sharings I treasure. The one message I always receive is, "It's not what type of meeting that's important—it's that we keep the meetings Al-Anon so we can walk into a meeting anywhere and know that its primary purpose will be heard."

There are Many Ways to carry out our One Purpose. For me, the most important is to sponsor people into service work—from washing dishes and cleaning ashtrays to participating at the district and area levels. I grow the most when I keep one hand in the hand of God and the other in the hand of Al-Anon. ♥

LINDA B., North Carolina/Bermuda

I spent a lot of time thinking about this theme—analyzing, looking for a hidden agenda, even going to a dictionary to look up each word. "Progress, not perfection" is a slow process for me.

In January, I attended our first AWSC meeting for the year 2000 and shared with the members that were there how much trouble I was having with this theme. As always when I ask for help, the God of my understanding stepped in and took control. He used these wonderful people to tell me what I needed to do: let go of myself and let the God of my understanding speak through me.

• Many Faces means such a diversity of things: male, female, different races and backgrounds. But "Many Faces" reminds me of a poster that used to hang in my husband's office, showing a thousand ladybugs, with only one lying on its back. The saying on the poster read, "So you think you're unique?" Unique is what I thought I was when I first came to Al-Anon. I was different! My situation was different! Today I understand that most newcomers need to feel unique for awhile, and that as their recovery begins, they will learn as I have

learned: we are all the same.

• Many Voices? This reminds me of our worldwide fellowship, lifting up our voices in one accord saying, "There is hope! There is happiness! Come on the journey with me!"

• Many Ways. There are hundreds, especially when it comes to carrying our message of love and hope to those who are still suffering. Guided by the Twelve Steps, Twelve Traditions, and Twelve Concepts of Service, I have the awesome privilege of sharing my program of recovery in many different ways.

The most important part of my continued recovery is remembering we have but One Purpose—and that the only requirement for membership is having been affected by someone else's drinking. My responsibility, therefore, is to have my hand extended to others who have been affected by the disease of alcoholism. When anyone, anywhere reaches out for help, I want the hand of Al-Anon to always be there—and for that, I am responsible.

To sum up my feelings on this theme, I feel an overwhelming sense of gratitude that there was someone before me who practiced One Purpose: Many Faces, Many Voices, Many Ways. By reaching out to me with One Purpose: One Face, One Voice, One Way at a time, all of you have carried the message to my face, listened to my voice, and helped me learn to apply the Twelve Steps in my life.

Thank you! ♥

1979: There's Something About Service...

MOTION to approve the establishment of Al-Anon regional service seminars, to be hosted in different Al-Anon regions of the United States and Canada, with the first trial meeting to be held in the fall of 1980 and semi-annually thereafter.

LINDA S., Georgia

Our Fifth Tradition tells us how to help families of alcoholics "...by practicing the Twelve Steps of AA *ourselves*, by encouraging and understanding our alcoholic relatives, and by welcoming and giving comfort to families of alcoholics." Before Al-Anon, my one purpose was to get the alcoholic sober. I was completely self-centered, thinking only of myself and how I could "fix" him to make me okay.

After many years of trying to use my power to change the alcoholic, I was actually Twelfth-Stepped by two Al-Anons, who brought me the message by sharing their experience, strength, and hope. My husband was in treatment at the time, so I attended my first Al-Anon meeting. That was way back in 1977. However, when he did not stay sober, I stopped going to meetings, and I didn't go back until 1984. I thought I was still in control from 1977 to 1984, but the seed had been planted.

I thank God that in June of 1984 I began my journey in Al-Anon. At first I was only there because my husband was in AA, but I stayed long enough to finally take the focus off the alcoholic and apply the Steps to my life.

God opened my eyes and heart to see how powerless I was over

alcoholism—indeed over people, places, and things. As I began to apply the Steps I began to change. I no longer wanted to control everybody and everything. My faith in God grew as I let go and let God. What a relief! I have learned to accept others as they are.

My service journey started shortly after getting back into the program. What a blessing! Through service, I have learned to lead instead of control, and I have made many friends. I have also discovered that, as I reach out, I get back much more than I give.

The most wonderful thing Al-Anon has given me is love—God's and others.

I could never have gotten through the alcoholism, the loss of two babies, and the death of two husbands if I had not been given this gift. There are Many Faces and Many Voices, but I am convinced there is but one Way — the one God has given us through the Twelve Steps. ♥

MARY R., Alberta/Northwest Territories

My first Conference was a little overwhelming, beginning with the all-night-all-day travel, lost (and eventually found) luggage, meeting my Conference sponsor, the other delegates, WSO staff, and volunteers. My second Conference started better (I almost arrived on time for the Canadian delegates meeting), and I did manage to meet with my Conference sponsee, who made the trip to Stepping Stones memorable before we even got there with her incredible rendition of "The Buffalo Song." Now at my last Conference, our theme seems very familiar to me.

Al-Anon has introduced me to Many Faces—men, women, young, old, people in all shades of white, and people of color. Three years after I entered the rooms, I found myself actively participating: I was attending a variety of meetings, I was doing all kinds of home group service, I was studying and working the Steps. I became GR, then DR, then area chairperson. I was trying to pass on what I had been given by those Many Voices.

Each position has taken me on an incredible journey. So many faces to meet and voices to hear. As area chairperson, I got to use all of the experiences that I had up to that time—I needed to! Never had the Many Ways to do Al-Anon business been made as clear to me. Of course, just when I really started feeling comfortable, my term was up.

When the next elections rolled around, I was selected to be delegate. Not knowing whether or not I was ready, I only knew I was willing to try. Prior to my first Conference, I realized that in all of the service positions I had held, each one had prepared me for the next. I was willing; God would get me ready.

I felt sad this year to read the first line of the letter requesting this three-minute talk, which read, "Sadly, we realize that your term of office as delegate is coming to a close..." I really felt sad when I read that letter—but not for long. I quickly remembered that the journey I'm on will not end with any term of office. Our One Purpose remains constant: to help families of alcoholics. I'll continue to do that by practicing the Twelve Steps, by encouraging and understanding my alcoholic relatives, by welcoming and giving comfort to families of alcoholics. I believe I'll be too busy to be sad—for long. ♥

NANCY K., Washington

As I began to reflect on the theme for this Conference, a great many thoughts traveled through my head. The first things I felt were unity and diversity. In order to have One Purpose, the goal must be the

same for everyone. When I first came into this program, I only knew one purpose: to get the drinker in my life to come around to my way of thinking and acting. I did not know how crazy and insane that was at the time. I had encountered many faces in trying to get solutions for the problem and had heard many voices give advice and ways to solve the problem, such as leaving the person or, perhaps, making geographic changes.

The day I walked into my first Al-Anon meeting (under protest!) was the first time I heard people of all different ages and walks of life sharing their stories of hope and serenity with me. I felt there was a common bond in that room. Each person was different in why they had come to Al-Anon, and no two people looked the same or had the same stories. Yet they were all there for the same One Purpose. I knew I had come to a safe place where we had all been affected by someone else's drinking and that we could get better, if we chose, through the Twelve Steps of Al-Anon.

If you had told me that evening that nearly twenty years from then I would be standing in front of this Conference as a delegate for the Washington Area, I would have let you know that you, perhaps, needed to check your mental status.

Serving as a delegate has placed before me the importance of keeping on track with our One Purpose for Al-Anon. I have learned to listen to the Many Voices of the fellowship and to be as open-minded toward the minority voice as to the voice of the majority. I have marveled at the voice of Alateen as they bring a simple solution to a complex problem.

The journey of serving as delegate has given me new respect for the phrase Many Ways. Before I came to program, it was only my way; today, for me, it is first my Higher Power's way, which leads me to the programs way of One Purpose. I try each day of my life to apply this principle to everything I do.

In these past three years, I have experienced some tremendous healing and losses in my personal life. The final healing of the hurt caused by the relationship with my father—and then to be able to be with him as he passed on to another life after a difficult battle with cancer. This program gave me this privilege—and the tools to be able to recover a relationship. I never would have dreamed this could come true.

Service for Al-Anon has shown me many different opinions, ideas, and beliefs in people. As we step forward into the new millennium, the basic principles of Al-Anon must always be remembered. I feel that, for my personal growth and sanity, I must always look at this as my foundation and remember to be open to change in the Many Ways I can continue to grow. I need to be willing to listen to the Many Voices of today tomorrow, remembering the voices of the past. May I never forget the Many Faces that have helped to show me my strengths and my weaknesses in this program. I truly pray that there will always be One Purpose for Al-Anon, for it is the saving grace of this program that gave me back my family and my life.

Thank you, one and all, for being there for me and let us be blessed that in having One Purpose, we will always have Al-Anon. God bless you all. ♥

PAM B., Arizona

Having recently attended the Southwest Regional Delegates Meeting, I have a new understanding and respect for our One Purpose. It means so much and something different to each one of us. For example:

- Many Faces: I used to tell my son when he was little that everyone is different and special. Being a delegate has really opened

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up my world and given me the opportunity to experience this. Diversity means much more than race or color. Al-Anon has taught me that it's okay to be different and okay to be who I am. I realize how important it is to let people know that they are accepted just as they are.

- Many Voices: Because of our similar, yet different, personal experiences, we all bring something with us to share. We have different personalities, passions, opinions, assets, and character defects. I have learned that I don't have to take what is said personally and that it's okay if someone doesn't like me or one of my ideas. I have also learned that positive and enthusiastic feedback does mean a lot. I hope that I can be as supportive to the new people coming into service as people have been to me.
- Many Ways: I have been amazed to learn there are so many ways of doing service work and working the program. What works for some does not necessarily work for others. Al-Anon has taught me that I need balance in my life. In a worldwide fellowship, I believe there is a harmonious balance between making changes and keeping Al-Anon, Al-Anon.

We are in a constant state of change because of the rotation of service positions. When I came into Al-Anon service I was enthusiastic and full of new ideas—some good, some not so good. I had to learn to use the experience, strength and hope given to me; to take what I liked and leave the rest. It saddens me when there is discomfort or conflict through disagreements. Service and recovery go hand-in-hand, helping me to mature and live in harmony with everyone in my life.

I have changed a great deal through my Al-Anon service, and I am grateful. I no longer fear what the future will bring, and I look forward to the next adventure because I know I can relax; God is in charge. ♥

1982: Alone, But Not Lonely

Announced at the 1982 World Service Conference: "The WSO is serving 175 Loners. It is hoped that the new Public Information TV Spots may help us get in touch with those who have no meeting to go to."

PAULA C., West Virginia

When I think of this year's Conference theme, I think of the Fifth Tradition, which says each Al-Anon group has but one purpose: to help families of alcoholics. I think of my home group — the Wednesday Night Recovery Group; I think of the district in which my home group belongs; I think of the area in which I serve as delegate.

I have seen Many Faces in Al-Anon over the years. Some have stayed and some have gone, but they all have touched my life in positive ways. During my early years, the contentment and confidence on the faces of longtimers gave me hope. Some new faces showed the despair and fear I remembered so well. They didn't have to say a word—their faces said it all. What I remember most about the faces is how they looked at me with complete understanding when I needed it most. My conclusion: regardless of the face, we are seeking just one purpose.

I have listened to Many Voices—many different voices encouraging me to just be willing and to leave the results to my Higher Power

(newcomers especially remind me of what it used to be like in my home). Perhaps one of the most important voices I hear today is my own, which tells me that everything I receive in Al-Anon is a gift, whether it be someone new to sponsor, a position as a trusted servant, or the opportunity to co-sponsor an Alateen group. Regardless of the voice, we are speaking just One Purpose.

Then I think of all the Many Ways our area has carried the message—to members in Russia, for example. These are people we will probably never meet, yet we know and understand them because we are here for the same purpose. We reach out through our AIS to those who still may need us, and to professionals who request our help. We reach out to institutions because they can't come to us. Regardless of the ways, we have just one purpose.

I am grateful for the Many Faces, Voices, and Ways that have paved my journey in Al-Anon. Our fellowship has only One Purpose and no more than that. This is what keeps me coming back! I feel secure in the fact that I will hear stories similar to mine in most any Al-Anon meeting I attend. If we had more than one purpose, would we even have a fellowship today? I have a responsibility to continue to let others know what our purpose is — and not to be afraid to speak up when my opinion seems unpopular—and to let people know what the Traditions mean to our groups.

I am grateful for all the past delegates who have walked this path before me—and to my home group for the patience and love they have given me over the years. In one very private way, this year's Conference is no different for me than the last two: at 7:30 p.m. on Wednesday night, even though they were hundreds of miles away, I silently joined my home group in saying the Serenity Prayer.

I am honored and humbled to have had a seat among all of you at this Conference. Most of all, I thank West Virginia Al-Anon and Alateen for allowing me to be your Voice. ♥

PENNY H., Montana

Eighteen years ago, my sponsor stood before you as a delegate and gave her outgoing talk. It seems ironic to me today, because it was just a week before she gave her talk that I found Al-Anon—and now here I am, doing what God has put before me. That is the way our theme connects with my life.

I had been searching many years for One Purpose. With the help of Al-Anon, I finally found it. The Twelfth Step reads, "Having had a spiritual awakening as the result of these Steps, we tried to carry this message to others, and to practice these principles in all our affairs." For me, this is exactly what it is like. You have all taught me that, in order to keep it, I must give it away. This is how I approach life. In sharing my experience, strength, and hope, I am able to keep the experience, strength, and hope given to me. The recurrent process of sharing and receiving has become my way of life. Al-Anon is, for me, like breathing—the principles of this program are simply part of my life.

Paths to Recovery states that "Helping families of alcoholics is the sole reason for Al-Anon's existence. Al-Anon needs to be easily accessible whenever someone tries to find us, we need to make Al-Anon available whenever and wherever the cry for help is heard. Literature and news releases let people know help is available. Providing these services is part of welcoming the families and friends of alcoholics. We support these services with donations and volunteer hours. To give comfort, we have to know comfort. We learn the meaning of kindness and the value of non-judgmental listening from those who gave it to us." Our original One Purpose will never change. If it does, then we have lost sight of our reason for

existence. It is our fellowship that changes—the Many Faces, the Many Voices, the Many Ways.

The Many Faces in our fellowship are ever-changing. As some leave our program, others come to us and then the Voices change—male, female, young, and old. As we extend our family to other countries, the language changes. Just as the disease of alcoholism crosses all boundaries of race, sex, creed, and cultures, so does Al-Anon. All prejudices are put aside as we work with others dying from the effects of this disease. This program has spread far beyond just the wives of alcoholics.

The Many Ways in which we communicate this program are changing. There may come a day when we no longer have literature as we think of it now. CAL may not always be a tangible source. Page 182 of our *Service Manual* states, “It is absolutely vital to get the ‘Al-Anon feel’ into all our writings. What we say so well by word-of-mouth, we must also communicate in print.”

Some believe a Twelve-Step program will bring peace in our world. I cannot say if that is true, but I do know it is this Twelve-Step program that has brought peace into my world. It has quieted the committee in my head, calmed me inside, provided me spirituality, helped me to go on living, diminished the obsession, and given me a purpose in life. I truly thank all of you for what you have given me toward the growth of my program in the last three years. I have learned so much more about Al-Anon and myself. I am committed to carrying the experience, the strength, and hope of this program on—in order to keep it. ♥

SANDY F., Oklahoma

Our Conference theme this year speaks to me of our Fifth and Third Traditions. The Fifth Tradition says that our purpose is to help families of alcoholics, and our Third Tradition says that anyone whose life has been affected by alcoholism is qualified for Al-Anon. In order to practice these Traditions, it is necessary for me to overcome the preconceived ideas and prejudices I brought with me into Al-Anon.

When I first attended, I thought I knew what was right and what was wrong. I thought it was the same for everybody. Consequently, when a person did or said something I considered a “wrong” thing, that person became, in my mind, someone who was either being deliberately mean—or simply didn’t care.

My mind began to open under the gentle, loving guidance of the Al-Anon program, and I began to realize that not everyone sees things exactly the same way. What is right for one person isn’t necessarily right for the next person. Amazingly enough, I realized I had been wrong in more than one situation I had considered myself to be absolutely right! This revelation made it possible for me to accept the concepts of tolerance and unconditional love into my life.

The fact is that people do have different ideas and attitudes depending on their circumstances, and knowing that God loves all people equally helps me to apply “Live and Let Live,” and “Let Go and Let God” to every one I meet. My life is so much simpler and more pleasant when I can truly appreciate the differences in people. I find I benefit from their differences as well as from their similarities to me.

Our Third Tradition says, “The only requirement for membership is that there be a problem of alcoholism in a relative or friend.” This tells me I am to accept anyone who comes through the door of Al-Anon who meets this requirement. However, there is a big difference between accepting and welcoming. Over the years, I’ve learned to welcome the Many Faces, Voices, and Ways I’ve encountered in the

program. They give me (and other Al-Anons) the opportunity to hear a wide variety of ideas and viewpoints. Since we accomplish our One Purpose by sharing experience, strength, and hope, the diversity of our sharings allows us to reach that many more people.

I’m so grateful for all the sharings we receive from all over the world — for the pages of *The Forum* magazine, for all our other literature. The fact that our fellowship is worldwide truly broadens our opportunity to hear viewpoints entirely different from our own.

We are a diverse membership, accomplishing our Purpose primarily by sharing experience, strength, and hope. I have learned to welcome the many different Faces, Voices, and Ways I’ve encountered in the program. They have given me the opportunity to hear a wide variety of ideas and viewpoints.

Even though our membership is so diverse, I receive comfort in knowing we are all united in the One Purpose of helping families of alcoholics. I’m just glad to be one of the Many Faces, Voices, and Ways working together to accomplish that One Purpose. ♥

1980: A Convention of One’s Own

Many things come to fruition! The question was asked, “Would it be possible for Al-Anon to consider holding its own ...International Convention in the future?...”

SHARON S., Wisconsin

In my home, the alcoholic did the drinking, and I got the brain damage. For reasons that are unclear to me and that I now choose to just accept and enjoy, Wisconsin and the Upper Peninsula of Michigan have allowed me to represent them in Al-Anon world service. I will forever be grateful for the experience.

Our theme of One Purpose: Many Faces, Many Voices, Many Ways outlines my experience with Al-Anon. When I came into this program, I had two ways of escaping the ugliness in my home. I could win the Reader’s Digest Sweepstakes, or the alcoholic could die. That was it.

But in my survival of alcoholism, I found a God who led me to Al-Anon. Had I any idea where I was being led or the opportunities that would become available to me, I am certain that alcoholism would have never allowed me to go to that first meeting. The opportunities, after all, depended on my willingness to admit that I needed help, and that I had been affected by someone else’s drinking.

The Many Faces

The Faces around that meeting know all my Ways: my survival ways, my ugly ways, my confused and sometimes hurtful ways, my joyous and accomplished ways, my sad and fear-filled ways. Those faces—some have been there for many years, some are fairly new—those faces have given me the courage and support to discover and maintain a life. I got a life. You gave it to me.

The Many Voices

It took me a long time to identify why I was listening, why I was interacting with the alcoholic. I needed to get him to understand where I was coming from; I needed to be right — and, more importantly, I needed him to know that he was wrong. I have had a few sponsors. Some actually graduated (a concept I do not yet understand). Their Voices, sharing the experience of their time in the pro-

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gram, cured my ugliness.

The Many Ways

Going to meetings, getting a sponsor, and completing the Steps with someone else led me to recovery. I attended Step meetings, where Many Faces voiced their way of completing each Step. There were times I did not value the strength of your recovery—times I thought I knew better.

Somehow you got me to assembly, but I was very uncomfortable (which is where my service sponsor says God works best). When I came home, our oldest daughter asked when I was going away again. My fear was confirmed: they liked their Dad. Today, thanks to my recovery, they have a great relationship with their Dad. God just had to move me out of the way. I got busy in service, and my family healed. Your Ways were foreign and frightening to me, but your smiles and hope were contagious.

I came back because of your spirit, your smiles, your laughs, your purpose. Had one of you told me that, by coming to your meetings, getting a sponsor, and doing the Steps, I would go to the places I have been, seen what I've seen, have the life I have today, I would have called you a liar. What a gift! Your Faces, Voices, and Ways—and your solid Purpose—have taken me beyond my greatest dreams. Your special Faces, your special Voices, and your special Ways have been intoxicating for me. ♥

1973: All Work and No Play

"But do not let the seriousness of your task stand in the way of your enjoying each other's companionship and the fun of working and playing together. J'm sure it will be the very best Conference yet." Lois W.

SHERRI S., Virginia

Do you feel like you are crazy? Do you feel like you're insane? These were the first words to start me on my journey of recovery. The face is illusive, but the voice still resonates in my head. How could this complete stranger, an unknown counselor, immediately ascertain my deepest secret? That at age twenty, my behavior had become more and more erratic, until I was sure that I was slipping into insanity. How could she know that three of us women — all my great-aunts — had died in insane asylums? How could I know, until much later in my life of recovery that those three sisters died not of insanity, but of alcoholism? For you see, in my family it is better to be insane than to be a drunk.

And so I was commanded to attend Al-Anon twice a week—once in the institution that was treating my father, and once at a home group. I arrived infuriated and scared. The Voices in meetings I first attended carried the accents of many nations: South Philly Italians, black farm workers, Jewish survivors of the Holocaust, and the accents of Puerto Rican farm workers. I remember the soft Korean accent of Keiko who always hugged me and whispered encouragement in my ears.

Anxious and walking on eggshells around my father's sobriety, I confronted the chairperson of the Institutions group about what I should do. Her soft voice replied, "Take it One Day at a Time and

accept the things you cannot change." She was telling me to accept my father, alcoholism and all. This was one of many Ways my path would be illuminated.

At the close of the meetings, I would feel the tremendous surge of comfort and power as we joined hands and prayed, our Many Voices melding into one. It's the same feeling I keep with me whenever we are together and which I draw upon as I leave.

Upon moving south, I found a new home group and a new foreign accent. I was sure this group was wrong in everything they did, because it certainly wasn't the New Jersey way, but people were getting well in Virginia too. And when they read that familiar opening, I knew I was home. I stopped listening to the full committee of voices in my head and started to listen to the voice of God (often speaking through all of you). I began to leave my way behind and follow God's way instead.

I began to listen and appreciate the varied and infinite Ways others had found in recovery. And because I did not know who they were in Virginia society or what they did for a living, I could not assign more importance to one person's word over another's. I was able to follow the way of hairdressers and janitors who had the wisdom, rather than those well-educated who did not necessarily have the answers. I listened to the Voices and followed the Ways of people who not only loved and enjoyed life, but were demonstrably living their lives.

Oddly enough, they all seemed to be active in service. At my very lowest point, I began to need a reason to get out of bed: committee meetings and decorating and baking and cooking and listening and what I'm best at—organizing—or, as I sometimes like to put it, human resource management.

I carry your voices, your silly songs, your passions and, most of all, your love as I leave here. This has been the greatest trust in my life. You have shared with me your many ideas, and I am thrilled to have been a part of your journeys as well. I marvel in your many diverse Ways and will draw strength and courage from the power that I feel in this room. Vaya con dios, my dearest friends and family. God be with you until we meet again. ♥

SUSIA M-P., Mississippi

Many Voices: voices from around the world and across the country have impacted my life as well as those in my area, district, meetings, and conventions. Sponsorship also provides the one-on-one sharing that is necessary for my recovery in Al-Anon. I have a living problem that has come from living in an unhealthy environment that is threefold: spiritual, emotional, and mental. It is a spiritual experience any time Al-Anon Voices share. Through service work, gifts of fellowship, unconditional love, friends, skills, and talents have been so graciously given by me God. Sharing experience, strength, and hope with one another is key to my recovery. The unheard Voices—the Voices yet to come—will continue to keep me happy, joyous, and free from the bonds of self-destructive behavior as long as I remember to live One Day at a Time.

Many Faces: the people in my recovery program are many indeed. They are Faces from around the world, across the country, and in the elevator. Little did I know that, at an area assembly, an Indian Chief would ask me, "How can I help my people?" It was indeed a spiritual marker in my life to have the opportunity to lead the way to meeting information. The joy I get is unlike the comfortable, chaotic excitement to which I was addicted. I can happily say today, after living with an alcoholic husband for ten years, that I finally found my Prince Charming—a man God brought me was sitting in church.

I had asked God to send a man for me—if He had one who was willing and committed to service work. God took me at my request and sent him. I married this man in February, under Friendship Oak Tree on the coast, surrounded by Al-Anon friends, my church fellowship, neighbors, and friends from the Senior Citizens Center where I volunteer. God has brought me to speaking in front of a crowd, sharing with strangers my life experience, which I hid in my earlier days. Now I have been set free from the fear that kept me prisoner. I have a new outlook now, and I have learned to love without prejudice.

Many Ways: there are as many ways to do things as there are people. My way is just that and not necessarily the way for others. I can accept the right of the minority to express their opinion, though it may be different from mine. It is important that my self-esteem does not have to come from other people's opinions. It matters what I think of myself, how well I'm feeling today, what I have done to make me feel better. I have no control over the actions or feelings of others or choices they make. My children are adults and not people to make me look good. Everything in life is not about me. Life is what I make of it as it is dealt to me. As I listen to the Many Ways that others handle issues in their lives, I learn what may work for me. Sharing my story with someone else helps me put things in perspective. I learn to take care of my own business and allow other adults to do the same without judgment.

Thank you for this wonderful service experience. Serving as a delegate for the Mississippi Area has enriched my life and broadened my horizons. May God go with each of you until our paths cross again in Al-Anon. ♥

TIM S., New Jersey

One Purpose, Many Faces, Many Voices, Many Ways. Where do I start — there are so many! My sponsor tells me that when in doubt, go to the beginning. So my beginning will start with him.

He met me upon arrival—me filled with anger, resentment, judgment, and prejudice, most of which was directed at the alcoholic but much of which spilled over onto anyone with whom I came in contact. God's sense of humor was certainly at work with this man, who turned out to be a dual member — and my sponsor. He taught me about the disease of alcoholism, shared his struggles, and showed me the meaning of compassion, understanding, and unconditional love through his example.

Today, my service sponsor encourages me to do the things I think I cannot by asking me to open my heart to God's possibilities and become willing. She walks the path and is willing to share her experience, strength, and hope with me. She thinks nothing of spending entire days helping me sort through the brown envelopes from WSO that often overwhelm me. Many more faces come to mind when I think of:

- My home group, whose willingness to share openly and honestly has given me the courage to do the same.
- That wonderful woman (and her recovering husband) who spent countless Sunday evenings at the diner with me as I struggled with my marriage relationship. They were so grateful to the Al-Anon program for healing their relationship that they didn't mind.
- My five program sisters, who have adopted me into their families, sharing holidays and special occasions because what family I have still struggles with the active disease and lives a great distance from my home.
- The wonderful and dedicated people I have met in service who

have shared themselves, their ideas, their love, and their acceptance with me over peanut M&Ms and diet sodas, at meetings, and in conventions, seminars, and Conferences.

It's about you — the people, the Faces and Voices who help families and friends of alcoholics. It's people who have helped me. I didn't know where to start, and now I know there is no finishing. I have many more Faces to meet, many more Voices to hear, and many more Ways to learn. For this, I am grateful. ♥

1989: First Registered Russian Group

A spring press/media release was sent to AP, UPI and PR Newswire regarding the newly registered Al-Anon group in the Soviet Union. As a result of this release, a radio station in Chicago requested a telephone interview, article appeared in the *Boston Herald*, and the *U.S. Journal* asked for additional information for an article.

TRUDY C., QUEBEC(E)

This year's Conference theme touched me deeply. As I reflected on it, I knew it described service work as I see it, but it also spoke of who I was before Al-Anon and thereafter.

In the years before Al-Anon, I had Many Faces, Many Voices, Many Ways — and my purpose was to express them freely, loudly, and clearly. The emotional pain I was experiencing at the time narrowed my world and dictated my reactions. I took pride in expressing feelings that provoked shame and guilt in others. I needed "ego boosting" in order to survive and feel good about myself. I was trying to be what I was not, and I was feeling as lost as a short dog in tall grass.

When I came into Al-Anon, I had a few rude awakenings. God in His great wisdom knew exactly how to get my attention: service work. As the principles of our program didn't touch my well-boosted ego, the best cure was a touch of service work, with all its realities. It was indeed the best cure for this self-sufficient woman who didn't know the meaning of the word "humility" and who needed a major tune-up to understand the real meaning of "Many Faces, Voices, Many Ways" in our program. In time:

- I saw the Many Faces: the ones reflecting despair and pain, the ones reflecting hope and serenity, the ones frowning at me in astonishment and frustration. Through them, God gave me precious lessons and a life-long commitment to growth.
- I listened to the Many Voices: the voices of the illiterate, the well-educated, the angry, and the peaceful. Through them, God touched me and whispered words of wisdom.
- I looked at the Many Ways: some I didn't know existed, some I didn't like, some I favored. Through them, God showed me open-mindedness and flexibility I could use in many areas of my life.

I had to learn that words are sacred, but they can also be hand-grenades — that when contradicted, I could ask a question, answer it,

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and go away mad. This is when I learned that stupid is permanent, but stunned is temporary.

As I grew and learned about the different levels of service, I was blessed to be chosen as delegate for my area. There I learned the greatest lessons of all: that, when my behavior gets in conflict with my values and those of Al-Anon, I am in trouble; that, if I put my *Service Manual* in one hand and God's hand in the other, I have no more fingers to point at anybody. The lesson I cherish most is that God speaks to each one of us a little differently in order to give each of us something to share.

All my gratitude goes to you for the Many Faces, Voices, and Ways you have shown me. Thank you for helping me integrate this truth gradually in my life, a truth is still valuable for me today:

In words I can share what I'm feeling;

In silence, I can feel what I'm sharing. ♥

1995: Breaking Ground in Virginia Beach

The land purchase contract has been received
by the Executive Director for approval.
Development of the building is progressing with
the developer and the architect providing accurate budget information.

VICTORIA C., Vermont

Our One Purpose is to help families and friends of alcoholics. But before I could participate in this purpose, I had to be a recipient of this help from all the Many Faces, Voices, and Ways available and willing. My personal purpose was (and still is) recovery. I had to accomplish and maintain personal recovery before I could become one of the Faces, Voices, and Ways to help others affected by alcoholism.

I was about three years into Al-Anon before I could even think about anything beyond my own personal recovery. I had to do an enormous amount of work on myself in every area and was only able to do the basics: coffee, chairs, chairing meetings. My recovery came in all possible directions: meetings (at least two per week), making Lois and Bill and Al-Anon a real part of my home and my heart, counseling by a sponsor very adept in the Twelve Steps way of life, lots of literature, my children (who have been known to tact-

fully suggest that I might need a meeting), my Higher Power (who led me to the self-help section of a bookstore when I wasn't looking for it), a very dear friend in program who understood my concern about my own sexuality and gently suggested a book.

Every area of my life needed help. All the Many Faces, Voices, and Ways were made available to me, and I was eager to get at this strange and unusual thing called recovery. I was so desperate that I accepted and absorbed all the help and suggestions made to me.

As I felt more comfortable with my personal recovery, I could start doing more service at a higher level. My self-esteem, self-confidence, and sense of trust grew by doing service, and I found myself sharing more, chairing more, speaking at Al-Anon and dual member meetings, and serving as a sponsor. Eventually, people who had known me for years were saying things like:

- You sound great.
- You look great.
- You have a REAL smile now.
- What's changed — and where can I get some?
- I want what you've got.

With that, my mouth would be off and running about the wonderful gifts I had been receiving in Al-Anon. It still is. If, a few years ago, someone had said to me that I would be Vermont's delegate and stand before my assembly, or the WSC, or even before any kind of meeting as a speaker, I would have crumbled or fled. In high school, I would take an F rather than give a report in front of the class.

Every time I see a newcomer in a meeting or run into a person saying "not yet," I remember my initial confusion, fear, hurt, mistrust, and frustration. I remember what it's like to be someone who hasn't faced the rooms yet desperately needs the program.

Now I'm knee-deep in service, clear that Al-Anon's Many Faces and Voices and Ways have given me a life — one that I never had before. Because of them, I have achieved my personal recovery. Today I am able to use service to do my part in our One Purpose, helping families and friends of alcoholics.

I often think my recovery really started with a tiny notice appearing in our local newspaper every week, week after week that read, "AL-ANON MEETING WEDNESDAY AT 8 P.M. FOR MORE INFO, CALL..." Eventually that ad and my desperation made a connection — and I will carry the results with me forever.

I've been given the gift of recovery, and to fail to pass it on would be to have taken the gift selfishly. It is my privilege to pass it on, to carry the message, to let it begin with me. For all of it, I simply say "thank you" — thank you for all your Many Faces, Many Voices, and Many Ways. ♥

OVERSEAS REPRESENTATIVES

AURORA O., Mexico

Hi! My name is Aurora, and I come from Mexico, with the wonderful opportunity of being a participant in the 40th annual Al-Anon World Service Conference.

At this moment, we're approximately 2,500 groups that belong to Al-Anon in the whole country of Mexico, including the young Al-Anon and Alateen groups. Every year, we celebrate a National Conference, formed by delegates representing all of Mexico's 31 states. We have a total of 61 assemblies. Our Conference Committee is currently developing a plan to structure the rest of the states. During our National Conference in February of this year, I was elected to serve as Treasurer of the GSO, and I belong to the Executive Committee.

Our GSO actually has now 13 paid workers and a lot of enthusiastic volunteers who work together in different standing committees and at GSO. Our literature is printed in Spanish, and GSO reprints it as needed. Our collection now comprises more than 100 different books and pamphlets. We also have an "Area Highlights" bulletin and another one designated for Alateen coordinators. Our structure comprises eleven permanent committees:

- Archives
- Alateen
- Public Information
- CCP
- Guide
- Conference
- Institutions
- Literature
- *Delta* (monthly magazine)
- International Coordination
- Nomination

In July of this year, we'll celebrate the fourth National Conference in the magnificent installations of the Metropolitan Theater in Mexico City. We will see you in Mexico, where we will be awaiting you with open arms.

Now I can say thanks to you and my Higher Power, God.

HELEN A., New Zealand

Kia oro! I am really excited about being here and being part of this Conference. I have wanted to come for a number of years, as I was sure we would benefit from the experience, and every time I devoured your *Conference Summary*, I knew I would come one day.

Life teaches us many things, but often they are survival skills that do not lead to serenity or maturity, and I know I would have become a bitter and unpleasant person if I had not found Al-Anon. I went to my first meeting over ten years ago, and I found it very hard to do. But I knew my life had become unmanageable, and that's when it hit me. I had believed in the basic good in people, and collective wisdom was a principle I had endorsed in my head, but I was not able to put

these ideals into practice.

It took me awhile to admit to the group that I had a problem with the God thing. When I did, they smiled and offered suggestions. They did not ask me to leave, and they still seemed to like me. One of those women became a dear friend and, yes, she does go to a traditional church and I don't, but that doesn't get in our way. I found that the meetings I attended weekly (and often twice-weekly) made me feel better. I loved talking after the meeting and was always the last to leave.

I was asked to be the secretary of my group, and this began my commitment. I read the guidelines and took them seriously, and from then on, I rarely missed a situation that led me to the *Service Manual*. I started going to district meetings with the GR and then, when she couldn't go, I filled in. Eventually I became the permanent GR, later volunteering to be secretary of the district, which also improved my typing skills.

Around this time, I gave up working full-time, as I was not coping well at work. Things had gotten harder there, but it was my anger at the other workers who wouldn't stand up for our rights that really put the stress on me. I just walked out blaming them all (the same way I had blamed both my husbands) for not doing what I thought was the right thing. With time on my hands and feeling a bit low, I wandered into the GSO and AIS, which had an adjoining room, to see if there was anything I could do. I started to vacuum and tidy up, as it was obvious that they were very busy, and they seemed grateful. That led to my being asked to help in the book room making up the orders that were to be sent out to the groups. I was soon committed for a day a week, eventually job-sharing with the literature officer (this is what we call the person in charge of ordering and distributing CAL).

I loved it. Later, I was asked by the chairperson of the Literature Committee to join the committee. This was a real learning process, as we went through all the guidelines line by line to adapt them to the NZ structure. Toward the end of my three-year term, I was asked to chair this committee, as the chairperson was being appointed as General Secretary. This position for the first time in NZ had become a paid one, previously done by a volunteer, and is the only paid position that we have.

I attended my first Board meeting in 1996 as Chairperson of the Literature Committee. Our Board consists of the General Secretary, three regional members, the treasurer, delegates to IAGSM, and the chairperson of our four standing committees (Conference, Public Information, Literature, and Editorial). At that meeting, the decision was made to move our GSO to new premises only a short distance away. The quarters were more expensive, but members responded with donations to cover it. Today we have the book room, computers, and an archives room, and it is very pleasant.

At Conference that year, we voted to hold our first RSS, and that was a great success. Originally we had hoped to hold them annually, but have had to change that to every second year, which is what is happening at the moment.

Around this time, our records were transposed from cards to computer files. I had to go to beginner computer classes — I didn't have a clue about computers. The one volunteer who was teaching us all to use the computer was being tested to the limit. We purchased a fax machine and a telephone answering machine. All the literature

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was on computer, and we started printing out invoices for each order. We were getting professional, and it was exciting.

When GSO was first established in Wellington, the Auckland Information Centre was the heart of Al-Anon in Auckland. It continued to carry a large load when the GSO moved to Auckland in 1988, functioning next door to the GSO and moving with it to the new venue in a room next door. It was open five days a week; GSO was open two days a week. At the request of the Conference, we are working toward opening every day. We still have an AIS in Christchurch in the South Island.

I have found that the last ten years for me have been a period of growing up. I had to stop stamping my foot like a two-year-old when I didn't get my own way. This has happened through doing service in Al-Anon with people who patiently showed me that One Day at a Time meant just that, not the way I had been behaving, wanting everything to happen yesterday.

At the same time, Al-Anon in NZ has been going through tremendous change. More and more of our younger members are working—using e-mail and faxes and leaving messages in the evenings. Our group numbers are not as high as they were in the 70s, and we have had to accept our need to keep up with the changing world, providing the technology and service for which our members are asking. I have been inspired by the way the WSO has moved with the times without diluting the Traditions and Concepts of Service, and I have had the privilege of being part of the progress in NZ.

When Al-Anon started 43 years ago, some wonderful women put their vision into being. We are fortunate to still have members who were involved back then, who can pass that history onto us. In NZ, two Al-Anon women went to Australia in the 70s to study the Australian service structure. When they came back, they prepared a draft of the first NZ Handbook. One of those women shared recently that she had never been out of the country before that trip, and she could hardly believe the members thought she could do this.

I appreciated this when our Literature Committee started a complete revision of the NZ Handbook. Last year, I took the Handbook to Conference to have it adopted, as we thought we had completed it. I will confess I had pushed the Committee to complete the work in the first year so it could go to the Conference and be adopted in the first year. The result was the Handbook being sent back for complete revision, including the area structure throughout, because it had been voted in during the Conference. So much for my desire to complete the revision in one year—a real lesson.

The area structure had come up for a vote because NZ had traditionally been divided into districts, with DRs attending Conference. I was interested to read in last year's Conference Summary that Sheila from UK and EIRE described a similar situation. In our discussions, some argued that we were too small; others felt we needed this level of structure. Because we had trialed successfully for four years (with one district able to divide into three districts and function as an area), the area structure was adopted at the Conference. At this point, most of our areas are in name only, not ready to divide into districts. But we will work through these and move forward.

The launching of our TV campaign at the beginning of this year was a new and exciting challenge for all of us, and it generated a lot of positive feeling in the groups around the country, who responded to our requests to look at their groups in terms of readiness for newcomers. Would a newcomer be able to find them? Did they have literature to give? Were their phone contacts current and available over holiday periods? The Al-Anon response was great — we even heard

from groups we thought had disbanded. Donations same flowing in, and we reached our target of \$10,000. The public response was not as some of us had hoped, but we have grown from the experience. The fellowship is strong among the phone volunteers, and the response among the groups will be ongoing. We are still getting the occasional call from people that saw the showing.

In May last year, our General Secretary resigned, and I was asked to fill in temporarily while we looked for a replacement. With the help of the Board Treasurer, who was the whiz on the computer, we worked our way through the problems as they arose. Starting the day with the Serenity Prayer and a daily reading was what we needed. Conference approved that I be appointed on a trial basis to continue as the General Secretary, and I have now been appointed permanently.

As I said earlier, I have wanted to attend Conference for years, but it was felt that we could not afford to send delegates to both WSC and IAGSM. We had been sending delegates to the latter since 1988, but since working as General Secretary, I began to feel more and more that it was important to come here, be part of this Conference, and learn as much as I could to help with the changes we are going through. WSO is our inspiration—it is where it all started.

Every country has different problems, but we need to concentrate on the similarities. We don't need to re-invent the wheel. There were only 100 groups when Lois proposed going into areas, so I wonder why we thought we knew better. When the invitation came from Susan, I was just convinced that I needed to come — and I am very honoured to be here. The warm letters I have received from some of you previous delegates have been wonderful. I will be trying to absorb as much as I can.

SANG SOOK P., Korea

More than 40 million people live in my small country called Korea, and there are about three million people among them suffering with alcoholic problems. Along with some Asian countries, Korea's patriarchal social atmosphere made men consider drinking as a requirement for social life. Consequently, its influence on the family there is much bigger than we can guess.

All of Korea's society—the government and the individuals—are overlooking the seriousness of this problem. By the advertising media and even the scenes in various TV dramas, we can easily see drinking scenes which are described as a positive thing to do for every excuse. The number of people who begin drinking at an early age is increasing.

In my own home, my husband had quit his job without a particular reason and was idling his time away. When evenings came, he used to drink hard liquors and then abuse me. One day in the spring, I was coming back home with my five-year-old son from a meeting with friends of mine to prepare dinner for the family. As I opened the front door, my husband yelled at me, "Where have you been?" and began to beat me, grasping my hair. My son was standing beside me, crying in fear, and I was so shocked that I couldn't say a word. I escaped from him and ran down the apartment stairs.

I was stunned so badly that I couldn't shed tears. As my son and I walked slowly along the market side, my boy asked, "Mom, are you going to die?" Two years later, I found Al-Anon and have been serving the Al-Anon fellowship ever since—for 17 years. I still cannot forget what came out of his mouth, and whenever I feel disap-



pointed with my son for some reason, I recall his sad face and voice at that moment, and I can get over any negative feelings about him. It helps me live the slogan "Let Go and Let God."

We who comprise Al-Anon in Korea cannot overlook all the other families of alcoholics, so we have been doing our best in spreading the message and sharing our experiences with the government and organizations, hospitals and doctors, counselors and the staff of public health centers through Al-Anon's principles.

- Last year, we participated in an educational program for the staff of the nationwide public health centers, carried by the National Institute of Health.
- In the spring and fall, we informed them "What Kind of Meeting Al-Anon Is" and introduced the literature published by the Korean Al-Anon GSO.
- We also participated in a seminar on alcoholism prevention, sponsored by the Ministry of Health and Welfare and publicized how an alcoholic influences his/her family and children, why the family recovery is important, and how Al-Anon can help.

The point we stressed at all these places was that Al-Anon literature is important material that should be kept in hospitals and counseling offices. Whenever we explain about the recovery and growth we have achieved through meetings and Conference Approved Literature, they always order CAL gladly. I feel that I'm living a life like our slogan, "Let It Begin With Me."

When we cooperate with broadcasting and TV-related programs, we try to explain alcoholism as a family disease before introducing Al-Anon. We note that Al-Anon is an assembly designed for people who are trying to recover confidence in themselves and help other people.

As a fruit of all these efforts, we established an Al-Anon/Alateen website at the beginning of the new millennium and are kindly answering questions and concerns of the upcoming generation through e-mail. Although this is a small step for us, we believe that we are laying the foundation for the future in order that our descendants will live a better life. Other steps are being taken, and I would like now to briefly review the present state of Al-Anon in Korea and the visions at present:

1. We are currently holding 40 meetings of Al-Anon, Alateen, and adult children and have held four national conferences. Since last year, we decided to have a seminar for volunteers after the conference. It is a program of one night and two days, centered on the slogan "First Things First." We enjoyed sharing meals together and discussions about the Twelve Traditions and the Twelve Concepts of Service.

2. We have also been having special sponsor meetings over the past three years. It was an ordinary meeting in the beginning, but one day we came to think of gathering funds for Al-Anon business. Seventeen members contributed \$1,000 each, and supportive members agreed to donate \$500 or \$100 every month. The fund of \$16,000 was applied to the security deposit for the office, which allowed us to stop paying \$300 monthly for rent and gave us a reserve fund for the future. We had always felt that the amount of the literature sales was bigger than the contribution of members and it was a good idea and opportunity to make a balance between them. Where there is a will, there is a way.

3. Another hope was publishing *Paths to Recovery* in Korean. I was the only person who had read that book, so I translated several pages to use as topics at meetings. It includes the Three Legacies of our own Twelve Steps, Twelve Traditions, and Twelve Concepts of Service, as well as the details of practicing, which make it a per-

fect guide in our recovery. We all thank the Higher Power and the members who wrote this book. One day, a member who lives in Sydney, Australia visited our GSO. She gladly proposed funding for publishing the book in Korean. During her revisit in March, she gave us additional funding of \$5,000. She is still very active, serving as a volunteer of Korean Al-Anon meetings in Sydney.

4. Last but not least, we have reached out to the many Koreans who have been living in the Yeonbyon area of China for more than a century. Five years ago, a Korean doctor and his wife from Yeonbyon visited Seoul to find a way to help alcoholics and their families. They got to know Al-Anon. We helped them personally and gave them all kinds of materials for the establishment of Al-Anon in Yeonbyon. We had a chance to meet them last year and heard that they have been holding Al-Anon meetings since then. We wish the message of Al-Anon would blossom through them in the whole of China.

As you all may know, Al-Anon business requires willingness to overcome various hardships. If anyone asked me why I attend Al-Anon meetings and why I have come so far to this country beyond just going to the meetings, I'm not sure I could give an answer other than saying, "It's the will of my Higher Power."

That's right. Sometimes I ask myself why I'm living this way. It's like a negative plus a negative becomes a positive. I had spent my childhood years hating my alcoholic father and then investing all my golden days trying to stop my husband's drinking. Looking back from my middle-aged self, I realize I once had dreams and knew how to make them as others did before, but now I'm not sure what I want and where to go. One thing, however, is for sure—that my Higher Power is leading me. My Higher Power will make me live and leave this world peacefully if I have faith. I've lost everything, but my Higher Power has possessed me.

Finally, may I thank you for knowing everything I've not spoken and for teaching me the love of our Higher Power. I hope I've delivered the love and affection of all Korean members to you all. It's because those Korean friends believe in me that I am here, to end these remarks with a short Korean poem:

I was nothing, but when you called my name
I came to you, and I became a flower...

1987: WSO Dinner

Lois W., Al-Anon's beloved co-founder, was introduced and welcomed with a standing ovation. After urging everyone to sit down, Lois said, "Thank you all so much for your appreciation. Anybody can start something, but carrying it out is the real challenge. And the rest of you are doing that job. You're all founders in your own right, carrying the message. It's a great joy to be with you tonight."

SPIRITUAL SPEAKERS

SANDY E. WSO

My name is Sandy, and I am a grateful member of the Sandbridge Al-Anon Family Group.

Last year on the Conference evaluation form, there was a comment about setting guidelines for spiritual speakers. And I thought to myself, what would I put in a guideline? I remember Lois being asked about the "spiritual part" of the program. In essence, she said, "Is there any other part?"

Yet in thinking about where to start, I decided to use the model of the Alateens and speak about God as I understand God—how I understood God before the program, what I learned in Al-Anon, and how I understand God now.

The earliest God of my understanding was quite evident and present in my everyday life. In my Brooklyn home, we said a prayer to God at every mealtime and in-between snacks, and the Friday night Sabbath was observed with anticipation. Our family all lived close to one another, and our homes were filled on the Sabbath, Passover, Chanukah and the Jewish New Year. I remember many noisy, happy children who eagerly looked forward to all these holidays. Other recollections are of running with my friends underneath the synagogue altar, where my uncles prayed most of the day on Saturday while the women sat behind the little white curtain that separated the men from the women. Following services, everyone often congregated at my home (my mother was the best cook) where they would engage in discussions (that seemed like arguments) on the portion of the Torah [Bible] that was read at Synagogue that morning. We were happy and life seemed full and meaningful.

My mother worked during the day in the garment center in New York, and my father had a variety of night jobs so he could be home with me during the day. My two sisters were teenagers by the time I was three. I thought of God as a good friend who took care of all of us. If I had to describe the physical appearance of God, he would look something like my father.

The pleasant memories of my youth ended abruptly on a hot summer evening in July when I was ten years old. My father died, and so did the God of my understanding. When I came into Al-Anon, there were entire blocks of time in the period of my life from ten to eighteen years of age that were a total blank. What I remember most is that, by that time, both my sisters were married and I felt all alone; also I was always angry at my mother.

One way to describe my mother is: if she didn't get hysterical, she didn't think she was giving the situation proper attention. Another significant aspect of my life was her diabetes (which, she reminded everyone, occurred during childbirth with me). Everything seemed to be "her opera." While this probably isn't reality, my recollection was that, for periods of time, at least once a week she would feel a diabetic coma coming on, and everyone around her would be running around giving her orange juice or something sweet. I started giving her insulin injections when I was twelve years old. I felt it was my job to avoid these attacks and watch her diet. At one point during my adolescence, I saw a psychiatrist who told me I had a "rescue fantasy." I thought I was being paid a compliment!

I met my husband when I was twenty. It was love at first sight—especially when he confided to me about his "dark side." I knew he needed me, and I wanted to help him. He was Catholic, and he, too, was extremely disillusioned with God. Our first trauma as a couple

occurred when my mother found out he wasn't Jewish. This of course cemented our relationship.

We were married a year later, and there were a few crazy episodes when he would happen to drink, begin to accuse me of all sorts of things, and later apologize. The "making-up" was wonderful, and everything was fine until the next time. These episodes started out few and far between; then they got a little closer. But the real problem (other than my mother) was my wanting to become pregnant. It was a major obsession with me, while Joe wondered why having him wasn't enough.

When I adopted my daughter Jackie (we had been married for seven years), my obsession with having a child was replaced with the obsession of his insane behavior. I began to think he was going crazy and, in addition to that, he drank! When Jackie was four, things progressed to a point where I didn't feel safe and, as Joe would say, "My daughter and I took a one-year sabbatical." We left him and went into hiding. After a while I called him, and we began to speak. One day, he said he believed he had a drinking problem and that he would stop drinking and go to AA. I packed my bags and came home.

The night he began drinking two weeks later, he passed out and, as he lay unconscious, I started beating him up. That was the night I attended my first Al-Anon meeting. I believe I had a spiritual awakening that very first night. I entered the room with a dead spirit and walked out with hope. I don't remember a word that was said, but I knew I was in the right place. The spirituality of the program began working on me before I ever understood a word.

It was March of 1972 that I attended my first Al-Anon meeting, and Joe continued to drink until December 2 of that year. The program began to work its magic on me during that first few months, even though Joe's drinking was at its worst. It was months before I even had a clue about Step One. Many of you have heard me tell that "defining moment" of how I understood Step One. It was after Joe's sponsor got tired of receiving my blow-by-blow observations of his sponsee that he said to me, "Tell me, Sandy, if Joe had hemorrhoids, would you use Preparation H?"

It was long after that the promise of Step Two came about. Before I could "come to believe," I had to realize some of my own insanity—how out of touch with reality I was; how little I knew about what it was I was feeling. More specifically, how unmanageable my own life has become and yet how I thought I knew what was best for everyone else. I remembered the time Joe burnt the sofa when he fell asleep, and I started hitting him and hearing my six-year old daughter scream, "It's Daddy's couch—he can burn it if he wants to."

I knew I was beginning to heal when someone asked me how I felt and I could respond without using Joe's name. I became less self-absorbed, and I was able to take part in group activities. I even volunteered at the New York Intergrroup.

Step Three was a little more troublesome. I believed that the Power greater than myself was the Al-Anon group. But making a decision to turn my life over to God? No, thank you! If I wasn't so desperate, I would have left Al-Anon when they read the Steps with all that mention of God and the Lord's Prayer at the end of the meeting. For many years, I would say with defiance, "My Higher Power—whom I choose to call my Higher Power" rather than say

the "G" word. Yet even without saying the "G" word, I continued to heal; I turned my will over to the experience of others (now I recognize they were people with "a conscious contact" through whom God was speaking). God spoke through them.

I reached a new and more intense bottom when the younger of my two sisters died. By this time, I had been working at WSO for several years. I had started as PI Secretary and then became the PI Assistant. I was active in Al-Anon and attended many groups in my area of Brooklyn. I must admit that I didn't have a great deal of patience for members who didn't catch on real quick or were "stuck" in a problem. When Bella died, the floodgates opened: the death of my father became a reality. Over 30 years of repressed grief surfaced all at once. I remember reading in a book titled *I'll Quit Tomorrow* that if a man of forty-five had to face everything he'd been repressing for a lifetime in one fell swoop, it would probably kill him. Well, it didn't kill me, but it sure was painful. I experienced a host of new fears and began to have anxiety attacks for the first time in my life. My anger at Joe was so great that I didn't think I could ever love him again. I also placed upon myself the added burden of feeling a sense of failure because of my inability to get past these feelings. How could I feel so miserable for such an extended period of time if I was truly working the Al-Anon program?

During this period, I attended a spiritual weekend in Blackstone, Virginia. That Sunday morning, members were attending a "non-denominational" communion. I was inside the glass doors, and all my Al-Anon friends were sitting on the steps facing a large crucifix. It was a windy morning, and as I attempted to open the door to join the group (in the brief time it took to push against the wind), my father's voice came to mind, saying, "Rifka," (my Hebrew name), "you don't belong there." Rather than feeling like an outsider, I felt warm and comfortable. I know today it was then that I reclaimed the baby that I had thrown out with the bath water—my heritage. It was important for me to understand my own personal belief system.

In 1985, my mother died. Before she died, with the help of the program, I was able to know her better. She had escaped the pogroms of Russia. Her mistrust and prejudice were the scars of her experience; it was not something she was purposely inflicting on me. Death doesn't end a relationship, and as part of my amends to her, I decided to find a synagogue and say Kaddish (the prayer for the dead) as I knew she would have wanted. It was my Christian Al-Anon sponsor who found a synagogue for me. That night, the traffic was so heavy around the building that I had to park several blocks away (which I thought strange, since it wasn't a holiday). When I got inside, I learned that Elie Wiesel, the Pulitzer Prize winner and Holocaust survivor, was speaking that night. I was mesmerized by his talk. He spoke of the Russia from which my parents had come. He told stories that reminded me of the God I had understood when I was little. I had been in Al-Anon long enough at this point to know there was a message in this coincidence and that I needed to return to this God in order to improve my conscious contact. I said the ancient prayer of Kaddish that night, reading the words through tears. More healing took place—knowing myself better than ever took place. When I told my Al-Anon friends, they supported me and cheered me on.

I believe that the God of my understanding continues to provide me with lessons when there is more healing to take place. I faced denial once again when my daughter almost died in an automobile accident due to drinking. She recovered, and so did Joe and I. It was shortly afterwards that Joe developed diabetes and I faced the (post) post-traumatic shock syndrome of my youth. Once again, my anger

was directed at Joe, and I was ready to leave him. It was during this period that a friend in the program suggested we go for counseling, and when I thought the counselor would "straighten him out," she said to me, "No man ever stood a chance with you." More healing took place.

When Joe developed lung cancer, it was April 10—my birthday. It was also April 10 years before when I had learned about my sister's inoperable cancer. This time, I was at the 1998 WSC. In the middle of a session, Joe picked me up and we went to the lung surgeon and scheduled his surgery. I remember doing the Ask-It-Basket with a small committee and trying to keep up with all my WSC commitments. My life felt out of control, and my only hold on reality was putting one foot in front of the other to move ahead. I didn't speak too many words about how I was feeling, yet with practically everyone there, our hearts spoke. At times like that, I feel the presence of God.

Joe died on November 21 of that year. I remembered the price I had paid for the repressed grief of my father's death, and I was determined not to do that this time. I went to work during the day, and I cried all night for months on end. Every day — both at WSO and at home — I would receive a stack of cards from Al-Anon friends over the years. In the bitterness of my loss, I still felt carried through the outpouring of their love. During that first month, there were daily coincidences that made the pain bearable. One example occurred when I was in a doctor's office. I had to make a \$5.00 co-payment, when I realized I didn't have a checkbook or any money with me. I was thinking, "I should run home and pick up some money," yet I was too tired to do one more thing. Just then, the receptionist said to me, "Oh by the way, I have a \$5.00 credit, so you don't owe me anything." Little things like that happened daily. Through the spirituality of the program, I came to believe that "coincidences" are just God's way of remaining anonymous. I felt carried again.

One of the gifts of grief itself was the heightened sensitivity I felt. Today I choose to believe that grief was yet another opportunity to improve my conscious contact with the God of my understanding.

During the months that followed, I re-lived our lives together in detail. I remembered the pre-Al-Anon little girl who couldn't manage her own life, yet thought she knew what was best for everyone else. I recalled how Al-Anon taught me to learn how to live, and in so doing, how to let those around me live their own lives. I remember thinking of Joe as the sick person who needed my help, only to find out I had much to learn from him. For many years, I was disappointed in Joe because he didn't live up to his "potential," only to discover that he was living up to God's potential. Others in Al-Anon saw the many good qualities in Joe before I did. I remembered that, early in my program while Joe was still drinking, I was ashamed of him and one of the members in my group said, "What a terrific guy!"

We were married just short of 40 years when he died. It took me 30 years of that time to tell him the haunting secrets of my childhood. I had already told them to God, to another human being, and was even able to speak of them to my group—but I didn't trust Joe enough to tell him. It was New Year's Eve of 1990 when we came home from our program party and I said, "Joe, I have something to tell you. Please leave the lights off." (I was too embarrassed to have him see my face). And everything I had been holding back rushed out of me. And the man who didn't live up to my potential said, "What do you need me to do? Can I hold you, or do you need to just 'be'?" Through Al-Anon and AA, we had both grown up. He was my best friend, my husband, my lover, and my father.

Today, with your help, I believe I am ready to have the kind of life

From the Heart

Joe would have wanted for me. My daughter, Jackie, is expecting our first grandchild in September. She and her husband are living in Virginia Beach because they wanted to be with Joe and me. Gary, my son-in-law, is from Ireland. I think if it wasn't for this program (and if they are as smart as I think they are), they would have chosen to live in Dublin.

As a newcomer to Al-Anon, I remember being so self-absorbed that I wasn't able to reach out to others. The same thing happened when I was grieving. I had no room for anyone else's problems or pain. Part of my healing—both then and now—is in carrying the message. Having a spiritual awakening is all about sharing the light of our understanding with others. I know I am healing because I can now listen to others without putting the focus back on my situation and my problems.

The God of my understanding is a God of complete acceptance—the kind of acceptance I have come to experience in Al-Anon. The God of my understanding is not interested in what anyone believes—he or she only cares about what it is that we do or how it is that we act. God can be seen in what we do—not necessarily in what we say. When I go to an assembly and our treasured servants are there trying to think of new ways to help families and friends of alcoholics, God is there.

The God of my understanding is in this room tonight. He or she can be seen in your caring and dedication. This is the 23rd WSC I have attended. For at least five of them, I can remember problems at home that were so serious, I questioned the wisdom of my attending. I know now that all I have to do is to put one foot in front of the other and do the next right thing, and God will take care of the rest. If any of us weren't meant to be here, God would have put obstacles in our paths.

May God continue to bless us and bless our precious program, helping families and friends of alcoholics for the rest of our lives and the lives of those who come after us. Thank you all for being the best family a person could ask for.

1975: Readers' Digest

"The announcement of the [creation of a] Policy Digest gave rise to discussion as to why an organization such as Al-Anon, whose authority is derived from group conscience, would need a written set of policy decisions. Walter H., (NC) expressed concern about the ever increasing number of policy decisions being adopted. Ted K. pointed out that policies are formulated only in response to questions dealing with the interpretation of the Traditions, Henrietta made the point that set policies helped Al-Anon function uniformly throughout the world. In summing up the comments, Mary S. reminded the delegates that our policies are not rules and regulations; that policy decisions, arrived at through the combined experience of the Policy Committee, are submitted to the Conference for final approval only after being approved by the Board of Trustees.

TRUDY C., Quebec (E)

This World Service Conference is one more evidence of God's immense love for me. He has touched my life in a very special way by allowing me to share with you tonight.

In reflecting on my life, it has become clear to me that I do well with situations outside of myself, but when dealing with my inner being, I become vulnerable and shaky. This remains true today, even after many 24 hours of tender-loving care in Al-Anon.

I was born in an orphanage during the war. Society and the church pointed fingers at me—one calling me a bastard, the other "the child of sin." Those references were very demeaning to a child's spirit. I was fortunate that my adoptive parents told me I had been chosen, and knowing that alleviated some of the pain. Nevertheless, some of the things I was told scratched my self-esteem and left scars that remained there for years.

I wish I could tell you about my childhood, but I remember very little. This really tells me that I shut down whatever happened within the four walls of our home in order to survive the pain. I have come to accept this fact, and I know that God in His great wisdom will reveal what I need to know when I am ready.

I lost my adoptive mother when I was seven and have hardly any memories of her. From what I was told, she was calm, loving, quiet, and generous, but she was also submissive, introverted, and kept the peace at any price. My father was a hard worker; he was also kind, generous and sensitive. He had a temper, was impulsive, verbally abusive at times, and always expected perfection. He died three years ago, and thanks to the program, I made peace with him. I learned to love my parents, and, although they might not have had the skills to be the kind of parents I hoped for, they loved me. This much is evident, and this is all I need to know for today. I must add that my father remarried, and I had an excellent relationship with my stepmother. Madeleine smoothed the way between my father and me, and she has always been very kind to me. She is now eighty-four years old, and it is a pleasure for me to be her caregiver.

I came out of my home angry and swore that nobody would ever stamp on my foot. And, believe me, not too many people did. The ones who did during the worst years had to love risk. When I started to experience life and its painful realities, I became a fighter, and when emotional turmoil became part of my life, I became a warrior (which comes as no surprise to some of you who had to deal with me in the last three years).

I started to teach when I was barely 18. I was a good teacher, appreciated by students and parents. I felt in control and confident because I knew I was doing well. This has always been true of my work and my social implications, but when I was in relationship with people in authority, oh boy. I had such a battered self-esteem that I felt the "people in position" were a threat to discovering who I really was.

In 1970, I moved to the Yukon to escape the inner problems I was experiencing in Quebec. However, I failed to realize that my attitudes and my values were my problems. I could have taken a trip to the moon and I would have attracted to me the same negative experiences. But I didn't know that then.

In 1971, following health problems, depression, and a loss of employment, I found myself enrolled in the welfare system. I felt so degraded. At that point, I had lost faith in God. Despair had become meaningful to me, and hope was but a word. This is when I met Oliver, who was to be the first alcoholic in my life. I'd had alcoholics around me—mainly uncles and cousins—but nothing had prepared

me for what I was getting myself into. I was a timebomb by then, and even if he was a peaceful drinker, our home became a war zone. I tried to stop him from drinking, but, of course, it just got worse. After three years of being in that battlefield, my pride did not allow me to admit I could not save the situation, so I left.

I am grateful to that man who allowed me to shed the first layers of pain that were keeping me in emotional slavery. I didn't anymore have to restrain my outbursts of anger, or curb my temper, or modulate my voice, or select my words. His drinking was the excuse I needed to act the way I did. This was my first step toward recovery. I had gotten a little closer to my bottom.

Being the smart woman that I am, I swore I would never get with a drinker again. So I married a member of AA. This was a guarantee of happiness. Patrick had little sobriety and problems way beyond alcoholism, and I had little sanity and problems too numerous for comfort. Between the two of us, we didn't have an oar in the water. He was physically violent, and I was overly emotional with a mouth that wouldn't stop—an explosive mixture, if there ever was one. One day, he was calling me ugly and old-looking. On and on he went. I couldn't help but put in my two cent's worth, so I said, "This shows you have really poor taste." Needless to say, I got slapped generously. This is how our life went. The good moments were ecstatic; the bad ones were material for scary movies.

He took me to AA meetings with him. I took great interest in it, told him who to talk to, if I felt he needed to hear something I would nudge him. For some reason, he told me to go to Al-Anon to learn to mind my own business. I did not quite understand why, and I really didn't like Al-Anon. But I kept on going so I could go back to AA to work on my project. We continued on our merry way, but this marriage was doomed. Eventually he had an affair with my best friend, left me, and I was devastated. Despite the difficult times we both encountered in that relationship, I will be forever grateful to this man who gave me two beautiful gifts: myself and Al-Anon.

I had lost myself over the years and, as a result, material things had become my props. They were the only things I really wanted you to see. When Patrick took everything from under my feet, props were gone, and I felt naked before the world. I had been in Al-Anon for a while then, so I knew I had to let go of my past or it could become my future. This is when I really started the very long process of building myself. I built on the fact that I was given the opportunity to become again God's loving child, a caring and involved member of Al-Anon and the person I'd always wanted to be.

Through this trying time, my Al-Anon friends were at my side. They were my support. With them, I learned that wisdom comes when we're as low as a pine marten, not when we soar with eagles—that spirituality is anchored in everyday life and that detachment means "get a life" and this is what I set out to do.

My journey in Al-Anon has not been easy because I made it that way. My recovery took the color of my bruised spirit and of my attitude toward God, life, and people. I was self-sufficient and arrogant, to name just two, and nobody could teach me anything. Of course, I had all the answers, even when there were no questions! I realize now that I was terrified, so I was wearing an alligator skin and my jaws were always open, ready to attack. I had perfected the art of protecting myself.

I was not spiritually inclined and the word "God" made me cringe, so the Steps left very little room for excitement. I moved to the next best thing: service work. I was fascinated by what the GR was saying and amazed at the amplitude of the fellowship. Knowing how

good I was at managing and how perfect I was in every way, I easily convinced myself that I should be the next GR, and I was. God had pegged me exactly where He knew I should be. Full of vim and vigor, I rehearsed scripts in my head that were sure to resolve all of Al-Anon's problems. I was even considering moving to New York in case Lois faced major problems. I guess I was acting like an excited puppy with big feet and no brain.

I don't have to tell you I made sure everybody was walking a straight line. I'm sure they thought I was a few cards short of a full deck, and I was. Through all that craziness, I put my fingerprints in many places (sometimes it was claw marks), but with time I learned that when I don't see fingerprints, that's when God is working. Luckily for you and them, as time went on, I changed and understood that all I needed to serve in this fellowship is care, communication, compromise, and commitment.

Six years into the program, I met another alcoholic—a slipper by this time. I guess I liked variety. Eric and I had a good relationship tinged with the color of both programs. I had enough time in the program by now to handle his relapses with love and dignity... at least most of the time. We had a beautiful son together. After three years, I realized that I didn't want to be in a relationship that couldn't offer Chayanne and his mom the great gift of growth in sobriety.

Eric gave me two precious gifts: first, he helped me to realize that one could be a decent and loving human being in time of active alcoholism and second, of course, we had our beautiful son.

Chayanne is now eighteen years old. Since children don't come to us with a personalized instruction booklet in their hands, as many other mothers, I did things that left scars on his spirit and soul—some of it the reflection of my own pain. He was a happy, loving, good-natured child, so nothing prepared me for this volcano that was about to erupt. At the age of fourteen, all the fragments of anger and hurts he had stored up through the years burst out, and it was terrifying. He resorted to drugs and alcohol, ran away more than once, and went as far as threatening my life. To protect both of us, I turned him in to youth services. These last four years have been trying and painful, but thanks to the program, I didn't have to walk this path alone, and I was able to handle this situation with love, care, and respect for him and for myself. I went through a lot of guilt and shame. Guilt told me that I had not done enough, and shame told me that I wasn't enough. I had to work through those feelings, which lead me to deal with forgiveness. Forgiveness forced me to find my own truth, find myself, and forgive who I found.

Today our relationship is distant and somewhat tense, but we are slowly rebuilding a relationship that was badly damaged. I know he goes out drinking, doing some research and development. I also know that he seldom drinks, given a chance, that he doesn't get drunk. I don't embrace or condemn his choices. I simply find deplorable that in those choices he sets himself up for more suffering. I know today that our love for each other is greater than our need for each other, and this shall give us the freedom to live an enriching and healthy relationship when the time comes.

When I look at my life today, I can't imagine what it would have been like if I hadn't been in this program. The Steps have completely changed my life. They gave me faith to replace fear, and hope to replace despair. Love and friendship have replaced loneliness, and gratitude has replaced resentment. In this learning and growing journey, I've had wonderful sponsors who helped me look at myself as I really was. Together, we worked at distinguishing what was good, what was bad, and what could be recycled. This is why today I can appreciate what I have without taking it for grant-

From the Heart

ed, and why I can continue to strive to do the most with all I have been given.

It is service work that has tamed this woman who behaved in ways that were not compatible with life. Service has had the greatest impact on changing me as a person and even more so since being a delegate. To me, service is life in its crudest state, as we address cut-and-dried realities that are not necessarily spiritually based. But we have to be spiritual in addressing them. And that's the challenge.

I know this is where my strengths and weaknesses can be easily unadorned, because I don't always deal well with life's realities, so I could become vulnerable and emotionally on edge. I went through a lot of trials and errors in service work, but they have given me perseverance. Perseverance has given me character, character has given me hope, and hope comes from God, and this is why I love to serve.

This year has not been easy in more than one way, but I have survived and have become a stronger and better person. I had a serious car accident in November, and I know that God and death gently tapped me on the shoulder that morning. I was going to an officers' meetings in Quebec City, as I do every month, so it is with some humor that I said to Susan, "It would have been just great if on my tombstone they could have written, 'Died in the line of duty.'" This was one way to celebrate life with gratitude, even with its physical pains and limits. I know today that God always opens a door before closing another door, but it's hell in the hallway. I've been in the hallway more than once, and thanks to the principles of this program and the members who loved and supported me, I have found ways to put lights on in the hallways while I'm looking for the next open door.

I've been on my own for over fifteen years now, and have had to face myself more than once on many painful issues with no alcoholics in my life to blame. Last year, during this Conference, I realized, through meeting a very special man, that what I thought was free choice to be alone was, in fact, a strong sense of inadequacy as a woman and as a person. This was a shocking realization, and I was sent for a refresher course on love and acceptance of self. This type of realization is what keeps me loving Al-Anon; it's what keeps me an active and faithful member. Because in the process, I'm learning to love and accept Trudy. Through hard work and much self-awareness, I have traded false pride for strength, arrogance for humility, anger for affirmation, and perfection for flexibility. Though sometimes I revert back to those emotional props, I don't go in those whirlwinds of emotions that have caused me so much spiritual chaos. Today, with the many tools of Al-Anon, I have a much clearer picture of my life and who I am, and this is what I have tried to share with you tonight—with much love. In closing, I wish each one of you:

Faith just for today
Hope for tomorrow
Love for every day
Forgiveness that will break all the barriers for you
Peace and contentment that you may have and share with others
And may the precious gift of serenity grow in you
One Day at a Time.

CLOSING REMARKS

At the culmination of Conference, all members, including those with voice but no vote, are invited to share their feelings about how Conference went. Many shared feelings of gratitude, fears associated with learning to trust the process, and exhilaration about the reliability of guidance from the Higher Power. Following are just a few of the comments made:

- Remembering John B., who was probably laughing his head off.
- Appreciation for the tone of the dialogue during Conference.
- Remembering Margaret G., who will always be missed.
- Gratitude for the love the WSO team has for one another—and for us.
- Thanks for showing how a group can resolve conflicts peacefully.
- Hope that the love of this Conference will be contagious—maybe it will be highly catching and spread.

Outgoing members were thanked for their service—and many expressed their gratitude to the fellowship for their years of service.

CLOSING SESSION

In the WSC tradition, scrolls were presented to the outgoing delegates from Panel 38, who proceeded to don costumes representing their geographic areas to depict the WSC theme “One Purpose: Many Faces, Many Voices, Many Ways” and to rollick the Conference with their an outrageous array of what they called bequeaths and bequaths. To provide just a taste of their antics, we are including some of the creatures and characters who appeared in our midst:

Washington was dressed in red felt as an apple; Montana donned chaps, boots, lasso and ten-gallon hat to become a cowperson; and Vermont actually became a cow person, wearing a cow costume that was complete with udders.

Quebec (East), dressed as maple sugar, said, “Sugar is sweet and so am I.” Colorado (a scenic mountaintop) bequeathed the word “budget” for moments that get everybody teary-eyed. And British Columbia—Yukon dressed as a lumberjack, bequeathed a stack of ballots that can get Conference members bleary-eyed.

There was a Georgia peach, an Oklahoma Indian, and a rainy weather expert from Oregon who “drips under pressure.” Each one was sillier (or more suggestive) than the next. Perhaps the crowning touch came when the southern belle (Alabama), standing alongside the Boston Baked Beans, confessed her infamous Three Es, saying, “My enthusiasm, excitement, and energy are gone.” At one o’clock in the morning, that seemed the appropriate ending for an exceptional week of Conference.

Everyone watched as these beloved, outgoing delegates danced gracefully out the door: an array of fruits and vegetables, lobsters, farmers, lakes and sunshine, special friends who will always be with us in spirit at Conference just because, once they were.

1996: WSO on the Move

We anticipate receiving our occupancy permit shortly. The WSO warehouse will begin moving in as soon as the permit is received, and the first delivery of furniture arrived on April 16 and 17.

TRIP TO WSO

The day after Conference is often a medley of feelings, with this year’s combination being marked primarily by exhaustion plus merriment. Delegates, still dragging from the long hours spent on motions the night before, boarded brightly painted trolleys and set off for the World Service Office, which is headquartered just a few miles away.

For those who remember the facility in New York City, there was no comparison. Our fellowship’s four-year-old quarters, only 50 square feet larger than the quarters in New York, are far more spacious. Members expressed joy in finding the facility so substantial and appropriate in design and demeanor. It is as though the building itself is saying right out loud, “I am proud to house an organization that is truly significant—and worldwide!”

After enjoying a lovely lunch at WSO, members departed for their respective destinations in Canada, New Zealand, Mexico, Korea, and the United States of America.

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- AREA DELEGATES -

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Kay D., California (S)
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Miguel C., Connecticut
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Earldene L., Hawaii
Pam A., Idaho
Bill W., Illinois (N)
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Karen B., Indiana
Debbie G., Iowa
Bea M., Kansas
Peggy P., Kentucky

Mary Lynn J., Louisiana
Melanie F., Maine
Signe L., Manitoba
Suzanne C., Maryland/DC
Cindy H., Massachusetts
Beverly S., Michigan
Caroline P., Minnesota (N)
Carol R., Minnesota (S)
Susia M-P., Mississippi
Laurie K., Missouri
Penny H., Montana
Judy Z., Nebraska
Judy F., Nevada
Shelia K., NFLD/Labrador
Sue K., New Hampshire
Tim S., New Jersey
Juanita U., New Mexico
Anne F., New York (N)
Mirta S., New York (S)
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Ann K., Ontario (S)
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Tammy F., Pennsylvania
Carmelo R. A., Puerto Rico
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Claudette D., Quebec (W)
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Paula C., West Virginia
Sharon S., Wisconsin
Pam C., Wyoming

- International Representative -

**Sang Sook P., Korea; **Helen A., New Zealand; **Aurora O., Mexico

*Nonmember, non-voting

**Non-voting

THE ASK-IT-BASKET

The World Service Office is divided into six departments, and within each department there are subdivisions. The Ask-It-Basket questions are listed under each department that focuses on the area of service in question. Delegates, committee members, and staff participated in answering these questions.

ADMINISTRATION

1. Are the advisory committees for Archives, Alateen and Public Outreach fulfilling a valued service to the fellowship or are they an unnecessary added expense? What measurable results can be shown from their meetings? Do we need to reconsider delegates serving on the Archives and Alateen committees?

Since Al-Anon is a volunteer organization, the volunteers on these committees provide valuable focused information and input. An advisory committee gives the WSO committee the ability to draw their members from around the US and Canada giving a wider perspective. Actions of the Archives and Alateen committees get additional delegate perspective through the Group Services Committee.

2. Why does the name of the group contact need to be printed on the WSO appeal letter (collection envelope)? This has created some discomfort for some in our district in regards to their anonymity.

The WSO appeal letter (collection envelope) has been redesigned. The new design eliminates the problem described.

3. In Conference Summary page 72 (1999) "Logo Use" — why was permission given to use Al-Anon logo? Question answered by WSO was not satisfactory regarding giving permission to some so they don't have to spend so much time fighting the ones that do it without permission. Our Traditions are spiritually based and Tradition Six appears to be broken by dealing with outside enterprises. What does jewelry have to do with the disease of alcoholism??

Organizations protect their copyrighted material and trademarks by giving permission to use it. If Al-Anon ignored or denied all the requests for permission to use our logo, we would spend a great amount defending our trademark. Members buy the jewelry, thus the demand..

4. Is the expense of the Lone Member Letter Box worth it? The Forum has more of the same information.

The Lone Member Letter Box is specifically a meeting for those who cannot get to a live meeting. It is given as a complimentary publication three times a year and The Forum is given complimentary to Lone Members for one year. The on-going mailing of the Lone Member Letter Box is the WSO's response to the one of the stated purposes in the By-Laws, "Supply literature, information and other assistance to persons for whom regular attendance at meetings of Al-Anon or Alateen groups is difficult or impractical." Indefinite complimentary copies of The Forum would be too costly.

5. There are many talented Al-Anon members within the fellowship. They have skills and expertise that could benefit our program. Their skills include technology and professionals in

many different fields. Some are willing and anxious to volunteer their skills to Al-Anon. Their services have the potential of reducing Al-Anon's expenses and provide us with exceptional talent with the unity of Al-Anon. Why are their talents not utilized more often?

Al-Anon has a history of using volunteers with expertise on a variety of projects and the areas are encouraged to do so as well. For limited projects volunteers may be appropriate. However, with volunteer workers there is no system for accountability and the WSO needs the consistency of dependable employees for ongoing functions.

6. What is the purpose of Officer's and Director's Insurance? Why does the World Service Office carry Officer's and Director's Insurance? Do other areas carry Officer's and Director's insurance?

This insurance indemnifies individual volunteer Board members from potential liability in the event that Al-Anon is sued. WSO does not have any statistics on whether areas carry this insurance or not.

7. How does AFG abide by the [American Disabilities Act] ADA; such as deaf interpreters or real time captioning?

Al-Anon group meetings are not required to abide by the ADA; however, Tradition One is our operating principle, and being responsive to members in need is our concern. Local members do what they can to help members at meetings. Al-Anon's videos and PSAs are provided with real time captioning. At meetings, if notified in advance, planners can make provisions for the deaf members.

BUDGET

8. Why doesn't WSO have an 800 phone number (toll free)?

Maintaining a second toll free number for WSO would be too costly at a time when the fellowship is asking WSO to cut expenses. If a member is in financial difficulty, WSO can take the call and then call the member back with the information requested.

9. How can we continue the great service and keep costs to a minimum?

This is the continuing goal of the Budget Committee and the Board of Trustees. We have brought various functions, which were performed previously by outside vendors, in house at substantial savings to the fellowship. It is important to remember that decreasing outside costs may result in increased salary costs, as

Looking Back, Looking Forward

employees with higher skill levels are needed to perform more complicated functions. We will pass your question to the Budget Committee.

POLICY

10. Why can't AA/Al-Anon members (with dual membership) participate in all levels of service where we don't exclude Al-Anon members who are also members of other 12 step programs such as OA? It feels personal somehow (instead of principles) since it doesn't apply to ALL 12 step programs - are we still afraid of the alcoholic?

Page 63 in the Service Manual: "The need to focus on the Al-Anon program and the possibility of a conflict of interest and a possibility of a conflict of interest at assembly and world service levels led the World Service Conference to its decision not to seat Al-Anon/Alateen members who are also members of AA. Two letters which each delegate has received at this conference are also an indication of the ideas our early pioneers considered. Answer also in 1999 Conference Summary, page 50, #21, 1998 page 58.

11. The anonymity statement as written on page 68 or the policy manual says: "principles come before personalities". Our Tradition 12 states: "principles above personalities". I would suggest that you change the wording to better conform to our tradition.

All changes to the Policy section of the Service Manual must go through the Policy Committee first and then World Service Conference. This proposed change will be given to the Policy Committee.

12. In looking for answers in the Service Manual it is getting so general that there is no guideline for those seeking solutions or direction. Why is the Manual becoming so vague?

Every word in the Policy Section, Handbook Section, and the Concepts Section of the Service Manual must be approved by the World Service Conference before any additions or changes are made in the manual. Specific ideas or pages that need to be clarified are sent in writing to the Policy Committee where concerns are initially raised.

13. Can literature that is no longer published be copied by Al-Anon members to be used in Al-Anon service? If "no", why?

The World Service Conference has set up an elaborate process for discontinuing literature to insure members get the most up-to-date material. Discontinued literature is still subject to copyright protection and needs WSO approval.

14. Does the use of the Al-Anon name in a "Women to Women" Conference, Weekend, or Slumber Party conflict with our Traditions and show discrimination towards the male membership? Should they be announced at district meetings?

Announcements of conferences and events at Al-Anon meetings should only be Al-Anon or with Al-Anon participation. Each Al-Anon gathering must take its own inventory to insure that the event is inclusive rather than exclusive.

15. Adding to the cover of the Service Manual "World Service Office Manual" won't this confuse people? It sounds like the "rule" book for WSO people only not the groups. I disagree with this Policy decision.

The intent of the change was to distinguish the WSO manual from Mexico's and at the same time, respond to Mexico's request to keep the worldwide written message as close as possible to WSO. This question was brought to the June Executive Committee. In response to this minority opinion, the Executive Committee authorized staff to reprint the new 2000-2001 Al-Anon Alateen Service Manual without a title change and the GSO in Mexico will be asked to use as a title 2000-2001 Al-Anon Alateen General Service Manual of Mexico.

BUSINESS

16. 1998 Actual Budget:

Income from publications	= 3,414,600
Cost of literature	= 743,800
Gross profit from literature	= 2,670,800
1998: 2,972,700/743,800	= 359% profit
1997: 2,755,300/825,700	= 334% profit
1996: 2,458,700/791,500	= 310.6% profit
1995: 3,040,100/944	= 322%

Any business with such a profit margin would either be wiped out by competitors or else would be sued for abuse of power. Explanation anyone?

The profit margin is computed by dividing the gross profit by the net sales:

1999	\$2,294,221/\$2,940,173	= 78%
1998	\$2,670,839/\$3,414,656	= 78%

Even these are high numbers but it is not because our sales prices are high, rather it is because we do not include some expenses in cost of sales. For in house productions, we do not include labor or overhead costs. See Warranty One for an explanation of why "profits" are actually donations by members.

PRINTING

17. Will the Conference instruct all employees and committee members to have printing done in black ink so it can be seen by all members?

This suggestion will be passed on to the staff and the production department.

INTERNATIONAL

18. At International Conventions I think it would be a good idea (if its not already done) to provide members who are speaking more than one language with a badge saying "I speak French" - "I speak Spanish" etc. This, of course, in the appropriate language i.e., "Je parle français" etc. This would be a nice gesture towards people who would like to share in their own language, as some don't really speak or fully understand the English language.

The badge information for International Conventions is designed by Al-Anon and the space is limited, however this maybe an idea that a host committee can use to make the members feel more welcome and at ease. Writing up this suggestion for area newsletters may give members the thought that this could help with a warm welcome at every Al-Anon gathering. Individuals could also design their own button or badge.

PUBLIC OUTREACH

19. Current mailings by Public Outreach are all going to PI/CPC Coordinator, causing a delay in material being received by the Institutions Coordinator and additional expense for the areas. Until such a time as the new structure is formally adopted by the WSC, can mailings be made directly to the listed coordinator?

Public Outreach mails to all three coordinators at the same time. If you are not receiving mail for the Institutions Coordinator, contact WSO Public Outreach.

20. Can all areas join in one special public outreach project?

The Public Outreach Committee and the WSO suggest outreach projects to all areas, but each area is autonomous in selecting projects that best suit their needs. An example is the annual public service announcements campaign distributed by WSO, in which areas are encouraged to implement. If members would like to see more information outreach efforts, they are invited to send their ideas to the Public Outreach Committee for consideration.

CONFERENCE

21. Under the current policies, is each WSC panel insured/guaranteed a visit to Stepping Stones during their three year term?

No, however, the Board of Trustees has authorized a trip to Stepping Stones in 2002 when the Conference will be held in the New York area.

22. Is it possible to move the due date for the WSC Chosen Agenda Items to February 1, instead of December 1? This will give the newly elected delegates a better opportunity to participate, especially since they are the ones who will be addressing the issues at the subsequent WSC.

This question can be brought to the Conference Committee for discussion at the July meeting.

ADMISSIONS/HANDBOOK

23. What was decided about including the following in the Service Manual? (Page 55 of 1999 Conference Summary question 73)

- by-laws of Al-Anon Family Group Headquarters, Inc.
- Procedures for election of regional trustees, trustees-at-large

- Volunteer members elected for committees at WSO
- Map showing location of regions

No changes were recommended to the WSC 2000 for these additions, however they will be passed on the Admissions Handbook Committee for future changes to the that section of the Service Manual. In the meantime a map showing the regions can be found in the Regional Service Seminar flyer (RSS-1) and the By-laws in the material sent to delegates. Copies can be made for interested members.

24. Can we change "Links of Service" back to its original form?

This will be referred to the Admissions/Handbook Committee.

25. Page 134 of the 1998-2000 Al-Anon Alateen Service Manual needs clarification. Line 3 "Voting members of this committee are usually" — question of who votes was raised at area committee. Handbook has become generic and not specific. When we say it is in the book and now can't get the answers when we look.

The Handbook allows each area to have the autonomy it needs to function. The Handbook also gives readers guidance by reflecting what most areas do.

26. Can you clearly define the roles and working relationship between, the area coordinators, district representatives, group representatives, inter-group representatives in the Service Manual? This would help clarify any confusion as to who should do what, when participating in a service request.

The working relationship between area coordinators, district representative, group representatives, inter-group representatives differs from area to area depending on the size and history of that area. Some areas spell out the relationships in written documents that are drawn up by the members of the area and are used just in that area. The working relationship between members of the assembly is within the autonomy of the area.

GROUP SERVICES

27. Why are the Concepts of Service omitted when important historical dates are published. Our Conference of 1970 affirmed them as guidelines for service. In 1984 (14 years later), the Conference voted that the Twelve Concepts be given the same stature as the Twelve Steps and Twelve Traditions.

The Archives Committee will review this question.

28. I understand that keeping "paper" group records will eventually be ended. Will WSO consider giving those old records back to the group if requested?

The Group Services Committee will consider this request.

29. Can information and/or guidelines for hearing and listening to Step Five be developed?

This question was sent to the Group Services Committee.

Looking Back, Looking Forward

FELLOWSHIP COMMUNICATION

30. Changing "God" pronouns to gender neutral, or just saying "God's" soul or spirit instead of "His".

Specific suggestions should be sent in to the Literature Committee highlighting where in each publication this should be done. Changes to the Steps, Traditions, and Concepts of Service are not permissible without the votes of 3/4 of all Al-Anon groups worldwide.

31. To have a pamphlet on "What is a Home Group?" and how important this is in terms of our recovery and service.

All suggestions for new CAL must go through the WSC. This idea will be passed on to the Literature and Group Services Committees.

32. Will you reprint the tent sign "Al-Anon Spoken Here"? We have a lot of problems with double winners and outside programs. The card always helped.

The Executive Committee is considering the feasibility of a limited printing.

33. Is it possible that the continual use in groups/meetings and numerous references in CAL to the phrase "my alcoholic" inadvertently puts the focus on someone other than the Al-Anon member?

Some members use the expression "my alcoholic" instead of the alcoholic's name or how they are related to the alcoholic (my son, spouse, mother), so they do not give away the alcoholic's identity. Others feel that focusing on the relationship (partner, mother, husband) divides the group and "the alcoholic" is a more universal expression. In the written stories members contribute we try to leave the flavor of their personal sharing.

34. Would it be possible to review/revise the pamphlet *Al-Anon Sharings from Adult Children of Alcoholics (P-47)* to reflect a stronger recovery focus (i.e., solution-orientation as opposed to blaming)?

This question was passed on to the Literature Committee.

35. How can we keep current with the CAL literature?

Our area still feels that too much literature is coming from the fellowship without using what we already have. The answers are in the existing literature. We need to learn to use what we have.

In keeping with the charge in Concept XI to the Literature Committee, a three year inventory of all our literature was reviewed at the WSC 2000 which took into account the thoughts and ideas of the fellowship through their delegates. Individual members can keep current by reading the publications from the WSO and the area sent to the groups.

36. Would it be possible to change how our Higher Power is referred to in books and literature as "Him" or "His" (male gender)?

Our pioneers, in writing the Conference Charter, made it possi-

ble (but very difficult) to change the Traditions, Steps and Concepts of Service or General Warranties by requiring written consent of three-quarters of the Al-Anon groups. When members send their personal stories, WSO leaves the Higher Power expressed in their original terms.

TRANSLATIONS SERVICES (FRENCH/SPANISH)

37. Is someone to consider as a privilege at 77% of CAL is translated into French and 58% into Spanish? (*Area Highlights*, summer 1999, Vol. 31, No. 2, page 5.) Are there privileged AFGs?

*Area Highlights appears 4 times a year and reports what is happening in AFG Areas of North America and in other countries. One can find in it the best excerpts from US and Canada area news bulletins and worthwhile stories of recovery through service. Our fellowship being worldwide, why are not the only two francophone Areas in North America given as much of this information? Area Highlights and the Summary of the Conference offer a general worldwide view of Al-Anon much more relevant than translated personal stories in *Le lien* at the expense of true French language recovery stories.*

*Abuse of translations makes people feel alienated. Therefore, I do not suggest that the whole of Area Highlights and the Summary be translated, but that a true French language magazine be implemented by the merging of the already existing *Le Contact* (Québec East) and *Le Tournesol* (Québec West). Thus, selected excerpts from Area Highlights and the summary could be added to true French Language recovery stories to form a magazine that would give a much more realistic view of francophone AFG's and a worldwide view at the same time.*

There are but 500 francophone AFG's out of 20,000 AFG's in North America (2.5%) mostly in Québec. Should not francophones look after their own business themselves and create a magazine of their own that would serve them much better than any costly translation overdose?

*The WSO must use their personnel and finances with the guidance of the First Tradition- the greatest good for the greatest number and so Area Highlights and the Conference Summary are not translated into French. This is what WSO does for the French. WSO publishes *Le lien*, a French recovery newsletter sent complimentary to each French speaking group four times a year. (Subscriptions available) The stories in it are taken from The Forum so that each sharing has gone through a volunteer committee insuring that the message is truly Al-Anon's and that the perspective is as wide as possible. To help with service projects, the type reported in Area Highlights, WSO has initiated a one page French insert in Area Highlights for the French speaking service members. These sharing are not translated, but sent in French and published as such. Each year the Conference issue of *Inside Al-Anon Xtra* is translated and sent to each French speaking group.*

*The French have two French language magazines *Le Contact* (Area Newsletter of Quebec East) and *Le Tournesol* (Area Newsletter of Quebec West) which are created and circulated like every other area newsletter in the structure. Consolidation of these newsletters would be a decision of area autonomy.*

ALATEEN AT WSC

38. If there is not an Alateen meeting held at the same time as an Al-Anon/AA meeting, is there a suggestion as to how to handle Alateen "attendance" at Al-Anon meetings. Personally, I hate to simply "turn them away".

Alateen members are then encouraged to attend the Al-Anon meeting.

39. How do other areas work Alateen within schools and other institutions?

Implementation of Alateen meetings in schools and other institutions is based on the laws of the area, county, and school district (or institution). The WSO provides general guidelines in Al-Anon Guidelines, Alateen Meetings in Schools, (G-5) and Institutions Service, (G-9) and Information for Educators – Alateen Meetings In Schools, (S-64) that is based on the combined experience of our members.

40. I would like to read some documentation concerning the application of our beautiful principles of Al-Anon by members who have been Alateen members and after Al-Anon members for few 24 hours or by young Al-Anon members in their 20s or 30s. I have the impression that this will give a new vision to members in their senior years (such as I) in their way to put the Al-Anon principles into their lives.

Sending your request to The Forum may generate the kind of information you are seeking.

41. There is an Alateen sponsor who has been the sponsor for the past 14 years. The sponsor and the group do not wish to do anything. What can be suggested?

Call on another Alateen group to organize an "exchange" meeting: Alateens from other groups attending this group's meetings may be all the help that is needed. The district representative, area Alateen coordinator, and the area delegate are additional resources to draw upon. Alateen sponsors may want to rotate to another group every three years.

GENERAL

42. Our area holds an annual Al-Anon convention. Funds come from registrations and a raffle and are used for paying speaker expenses (transportation, hotel, meals) and other convention expenses. We have also usually purchased small gifts for the speakers. Would these gifts be considered payment as described on page 73 of the Digest of Al-Anon and Alateen Policies?

No. A reasonable gift to a speaker is considered a token of gratitude and not payment.

43. When an Al-Anon member gives advice in a meeting or controls (argues), is it the GR's responsibility to call Group Conscience? Rather is it the members' place if they are concerned/bothered by this?

A group conscience meeting, for whatever reason, can be requested by any member of the group. See Tradition One in Paths to Recovery.

44. Is there guidance regarding Al-Anon members "participating" in AA functions on the committee level? Examples: registration/decorations. We have not found any information in the Service Manual and it has fueled some strange discussions.

Al-Anon is the guest of AA when Al-Anon is asked to participate in an AA Convention. Cooperation Between Al-Anon and AA (G-3), a guideline available from WSO, spells out the shared experience of members over the years who have been involved in these events.

45. Can we have an African-American meeting at an inter-group workshop?

This idea would be up to the autonomy of the committee planning the workshop.

46. A member in our group gives many details of events in her life while sharing during the meeting and other members get involved. If this turns out to be a "crosstalk session," who should stop this? As a GR, I have tried to stop it and was told to mind my own business. What can I do? This is becoming disturbing for the group and I feel that as a GR I should do something.

The chairperson of the group has the responsibility to keep the meeting focused and to insure all who want to share get the opportunity. However, it is the responsibility of each member of the group to assist the chairperson. Suggesting a group conscience meeting to discuss this problem may help.

47. What should a DR do when a "newcomer" of approximately 3 months wants to start a meeting in an area where there is no meeting? This is a newcomer that calls the Hotline weekly screaming and crying for help. Last weekend, she spent it in jail for domestic violence to her alcoholic husband.

Groups that begin without support from a member or several members who can follow through on all the paper work and outreach necessary to have the group registered and consistently open usually fail.

48. Is it not Al-Anon's way to welcome all persons in our meeting whether they are already attending other 12 Step meetings or not? Aren't AA members "allowed" to share that they are members of AA while sharing in an Al-Anon group?

All those in need of Al-Anon are welcome. See the pamphlet Al-Anon Spoken Here for suggestions on introductions and sharing related to other 12 Step programs. We ask all to keep the focus on Al-Anon and to leave all other affiliations, including AA, outside of the meeting.

49. Are we not allowed to say the word "crosstalk" in meetings?

No reason why you cannot use the word. In a discussion at the 1992 WSC, it was shared that some times use of the word "crosstalk" creates confusion, and that in Al-Anon we need to focus on what is "loving interchange."

50. To promote fun ways to encourage sponsorship at the group/district level. Encourage sponsors to sponsor their spouses into service.

This is a good suggestion and service sponsorship was highlighted at the WSC.

2000 WORLD SERVICE CONFERENCE MOTIONS

WSC Motion Discussions from the Floor

World Service Conference motions presented from the floor, which are not a part of a committee report back, are discussed here:

Discussion of Motion #5. The 1999 World Service Conference motion #24 (That when the WSO uses the Al-Anon logo in publications, it be used without labeling specific sides of the triangle as Recovery, Unity and Service) was tabled last year for additional research by WSO staff. WSO determined that there is no official designation documented for placement of the wording along the three sides of the triangle. Areas are placing words differently on the various sides of the triangle. Documents in the WSO archives show that at one time or another every possible combination has been used. It was proposed that the Al-Anon logo be used without any words in WSO publications.

Discussion of Motion #11. Delegate members expressed a preference for an open Policy Committee meeting during the annual

World Service Conference, as has been done in recent years. Some felt it was helpful to see an actual Policy Committee meeting in action and appreciated the opportunity to report the discussions back to their areas. The Committee Chairperson said, "We are delighted to hear this! We had thought you were bored last year, but will certainly re-instate this annually."

Discussion of Motion #17. An area asked their delegate to bring this motion to the 2000 WSC. Cost factors dominated the decision not to reprint a limited edition of *First Steps* for the 50th Anniversary. It was noted that demand was minimal and the books were sold at a huge discount to deplete excesses in the warehouse several years ago. The 50th Anniversary Committee decided to produce an anniversary calendar instead. It was suggested for those who want copies of *First Steps*, many areas or literature distribution centers have supplies of unsold copies that may be re-sold to areas who need them. Meanwhile, it was noted that *Al-Anon Family Groups—Classic Edition* (B-5) is the history of the fellowship and it will be available at the 2000 AA International Convention.

MOTION #1 – CARRIED (SHOW OF HANDS)

That the following persons be seated at the 2000 WSC with voice, but no vote:

David Zach	Director of Business Services, (Non-Al-Anon Member)
Helen E. W.,	Chairperson, Executive Committee for Real Property Management, Al-Anon Member
Helen A.	Overseas Representative, New Zealand, Al-Anon Member
Aurora G. O.	Overseas Representative, Mexico, Al-Anon Member
Sang Sook P.	Overseas Representative, Korea, Al-Anon Member
Carole P.	Public Outreach Service Manager for Canada (NPIC); Friday, Saturday, and Sunday, April 28-30, Al-Anon Member

MOTION #2 - (93 Yes, 0 No, 3 Abstentions, 0 Void) – CARRIED

To approve the 1999 Annual Report as amended.

MOTION #3 - (96 Yes, 0 No, 0 Abstentions, 1 Void) – CARRIED

To approve the 1999 Audited Financial Report.

MOTION #4 - (97 Yes, 0 No, 0 Abstentions, 0 Void) – CARRIED

To approve the 2000 Budget Committee report.

MOTION #5 - (79 Yes, 18 No, 0 Abstention, 0 Void) – CARRIED

That when the WSO uses the Al-Anon logo in publications, it be used without labeling specific sides of the triangle as Recovery, Unity, and Service.

MOTION #6 - (20 Yes, 77 No) – NOT CARRIED

To amend the text on pages 63 and 64 of the 1998-2000 *Al-Anon/Alateen Service Manual*, Policy Digest section, "Membership and Group Meetings/Conventions" sub-section, Dual Membership in Al-Anon/Alateen and AA as follows (new is bold and underlined):

Dual Membership in Al-Anon/Alateen and AA

Al-Anon/Alateen members who are also members of AA are eligible to hold office within their Al-Anon or Alateen groups. Active members of Al-Anon who are also AAs may serve as the sponsor of Alateen groups by virtue of their Al-Anon membership. These are vital group services, and at all times emphasis should be placed on the Al-Anon interpretation of the program.

Because of the unique nature of both programs, Al-Anon/Alateen members who are also AA members do not hold office beyond the group level, ~~as if~~ these positions could lead to membership in the World Service Conference (WSC). The need to focus on the Al-Anon program and the possibility of a conflict of interest at assembly and world service levels led the WSC to its decision not to seat Al-Anon/Alateen members who are also members of AA. ~~For these reasons AA members do not serve as group representatives (GRs), district representatives (DRs), area coordinators, newsletter editors, delegates and/or any of their alternates, nor do they sit on the WSO in town or standing committees, whose chairpersons can be Conference members.~~

Group Problems

(remainder of section as in manual)

MOTION #7 - (94 Yes, 2 No, 0 Abstentions, 1 Void)

- CARRIED

To amend the text on page 62 of the *1998-2000 Al-Anon/Alateen Service Manual*, Policy Digest section, "Registration of Groups" sub-section, Alateen Groups as follows:

Alateen Groups. An Al-Anon sponsor is essential to every group in order to keep the focus on the Al-Anon interpretation of the program. ~~An AA member may assist a group. If, however, the AA member is also an Al-Anon member, he may serve as the sponsor by virtue of his Al-Anon membership.~~ It is recommended that there be two Alateen sponsors each of whom is a minimum of 21 years old, currently attending Al-Anon meetings and an active Al-Anon member for at least two years in addition to any time spent in the Alateen program. Al-Anon members who are also members of AA may serve as sponsors by virtue of their Al-Anon membership. Emphasis should be placed on the Al-Anon interpretation of the program at all times. An AA member (not in Al-Anon) who is at least 21 years old may assist a group but may not serve as a sponsor.

MOTION #8 - (93 Yes, 1 No, 1 Abstention, 2 Void)

- CARRIED

To incorporate text on pages 84-85, *1998-2000 Al-Anon/Alateen Service Manual*, Policy Digest section, "Public Information" new sub-section, Public Service Announcements as follows (new is bold and underlined):

Public Information

Paid Ads

No change

Posters

No change

Public Information Literature

No change

Public Service Announcements

The media (TV, radio, newspapers, etc.) offers free air time or print space for public service announcements (PSAs) to not-for-profit organizations.

The World Service Conference (WSC) has authorized the WSO to produce PSAs which inform the general public about Al-Anon and Alateen.

MOTION #9 - (97 Yes, 0 No, 0 Abstentions, 0 Void)

- CARRIED

To amend page 85 of the *1998-2000 Al-Anon/Alateen Service Manual*, section *Incorporation/Taxes*, Al-Anon Family Group Headquarters, Inc. as follows (new is bold and underlined):

Al-Anon Family Group Headquarters, Inc.

Al-Anon Family Group Headquarters (Canada) Inc.

Tax-exempt status was granted to Al-Anon Family Group Headquarters, Inc., our World Service Office, in 1956 under Sec. 501 (c)(3) of the U.S. Internal Revenue Code as a non-profit corporation organized under the laws of the State of New York and operated exclusively for educational purposes. When New York State law was amended subsequently, WSO registered as a not-for-profit corporation. **Tax-exempt status was similarly granted to Al-Anon Family Group Headquarters (Canada) Inc. in 1999 as a registered charity under paragraph 149(1)f of the Income Tax Act of Canada. While a separate corporation, Al-Anon Family Group Headquarters (Canada) Inc. has the same Board of Trustees as Al-Anon Family Group Headquarters, Inc.**

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

~~The U.S. Internal Revenue Code and the Commissioner's R.U.S. and Canadian regulations~~ do not contain provisions under which Al-Anon could apply for blanket exemption for its area committees or local groups, now or hereafter formed. Only central organizations that effectively control their chapters or local units (churches, Boy Scouts, fraternal organizations) can apply for group exemption. Al-Anon Family Group Headquarters, Inc. **and Al-Anon Family Group Headquarters (Canada) Inc. have** ~~has~~ no knowledge or control over assembly or group funds; ~~it-neither~~ is therefore ~~not~~ in a position to furnish the financial statements required to be filed annually with the **national tax authorities** ~~Internal Revenue Service~~ in order to maintain tax-exempt status for groups.

MOTION #10 - (96 Yes, 0 No, 0 Abstentions, 1 Void)

- CARRIED

To amend the text on page 65 of the *1998-2000 Al-Anon/Alateen Service Manual*, Policy Digest section, "Meetings" sub-section, *Films* as follows:

Films

The use of films at closed meetings is not appropriate; experience shows such use lessens the opportunity and desire of personal exchange between members. This sharing is basic to our program of recovery.

Although it is not suggested as an alternative to having members speak, the occasional use of films at open meetings may be helpful. It is not, however, the most effective way to carry the Al-Anon message. The explanation under "Speakers from the Helping Professions," page 88, applies equally to the use of films.

Members sometimes plan special meetings to show ~~the five~~ **authorized approved** by the World Service Conference **and produced by the WSO. - Lois' Story; Al-Anon Speaks for Itself; Alateen Tells It Like It Is; Walk This Path of Hope; and Lois W. and the Pioneers.** These special meetings are held in addition to a group's regular meeting.

Looking Back, Looking Forward

MOTION #11 - (67 Yes, 27 No, 2 Abstentions, 1 Void) **- CARRIED**

That the Board of Trustees consider re-establishing the "Open Policy Committee" meeting at every Conference rather than every other Conference.

MOTION #12 - (36 Yes, 59 No, 1 Abstention, 0 Void) **- NOT CARRIED**

To change the last sentence of the fourth paragraph on page 112 of the Handbook as follows:

The delegate and new assembly officers are elected by the GRs at an election assembly, held prior to December 31 at a convenient location in the area every three years. The assembly is attended by members of the area world service committee of the area, and all the other GRs, and the area coordinators, who also vote only if they are GRs.

MOTION #13 - (91 Yes, 4 No, 0 Abstentions, 2 Void) **- CARRIED**

To approve the recommendation of the Alateen Advisory Committee and Literature II Committee for a major revision of *If Your Parents Drink Too Much* (P-22) as a result of the 1997-2000 Literature Inventory.

MOTION #14 - (79 Yes, 18 No, 0 Abstentions, 0 Void) **- CARRIED**

To approve the recommendation of the Literature Committee II to print, on a one-time basis, 10,000 copies of *Courage to Change* in quality soft cover.

MOTION #15 - (57 Yes, 39 No, 0 Abstentions, 1 Void) **- NOT CARRIED**

To approve all text changes made to *One Day At A Time in Al-Anon* between 1979 and 1999.

MOTION #16 - (77 Yes, 20 No; 0 Abstentions, 0 Void) **- CARRIED**

The World Service Conference authorizes the Executive Committee to approve housekeeping changes to *One Day At A Time in Al-Anon* from 1979 forward. Housekeeping changes are defined as: updating addresses, phone numbers; statistics; correcting misattributions and incorrectly stated quotes.

MOTION #17 - (3 Yes, 93 No, 0 Abstentions, 1 Void) **- NOT CARRIED**

That we reprint the no longer in print book, *First Steps...35 Years of Beginnings*.

MOTION #18 - (92 Yes, 4 No, 0 Abstentions 1 Void) **- CARRIED**

To amend the text on page 112, fourth paragraph, second sentence by changing it to read, "The assembly is attended by all GRs in addition to members of the area world service committee. Al-Anon members are encouraged to attend their area assemblies."

MOTION #19 - (72 Yes, 23 No, 0 Abstentions, 1 Void) **- CARRIED**

To amend the text at the top of page 99 by adding the following sentence: "The chart on page 98 and the terms listed below will be revised to reflect the current trial structure pending Conference approval."

MOTION #20 - WITHDRAWN

The Group Services Committee moves that the 2000 World Service Conference give conceptual approval for the development of age-appropriate Conference Approved Literature for younger-aged Alateen members.

MOTION #21 - (92 Yes, 4 No, 0 Abstentions, 0 Void) **- CARRIED**

In the spirit of Operation Alateen, the 2000 World Service Conference supports Alateen sponsor training by encouraging use of the Alateen Sponsor Preparation Workbook in conjunction with *A Guide to Alateen Sponsorship - An Unforgettable Adventure* (P-86).

MOTION #22 - (88 Yes, 7 No, 0 Abstentions, 1 Void) **- CARRIED**

To insert the following text (following the Preamble page and before page one) in *One Day at a Time in Al-Anon*: Asterisks (*) refer the reader to the Appendix on page 374 where quotations from copyrighted books are identified. Unidentified quotations are from members of the Al-Anon fellowship. Some asterisks (*) may also refer readers to Al-Anon publications or wording no longer in print.

To insert asterisks (*) on pages 84, 87, 110, 121, 123, 153, 165, 198, 227, 228, 229, 319, 327, 332 to acknowledge quotations from Al-Anon copyrighted books, publications, or wording no longer in print.

MOTION #23 - (92 Yes, 3 No, 0 Abstentions, 1 Void) **- CARRIED**

To authorize the World Service Office staff to reposition the appendix, Twelve Steps, Twelve Traditions, Twelve Concepts of Service and General Warranties, slogans, Serenity Prayer, and index, at the end of the book, *One Day at a Time in Al-Anon*.

MOTION #24 - (94 Yes, 1 No, 0 Abstentions, 1 Void) **- CARRIED**

To make the following changes to the 1978 edition of *One Day at a Time in Al-Anon*:

- p. ii To add/delete Al-Anon books in print as of 2000 with ISBN listings.
- p. iii Move Al-Anon Conference Approved Literature logo to p. iv.
- p. iii Add text: World Service Office for Al-Anon and Alateen.
- p. iv. Delete text: Printed in the United States of America by American Book-Stratford Press, Saddle Brook, New Jersey.
- p. 28, line 14: capitalize slogan Let Go and Let God.
- p. 55, line 23 & 24: Delete inside quotation marks ('___') and add closing quotation mark.
- p. 55, line 24: Add ellipsis to end of quotation.

- p. 61, line 21: Delete one period mark from ellipsis.
p. 93, line 11: Capitalize slogan Let Go and Let God.
p. 103, line 30: Change ellipsis spacing to reflect a period.
p. 107, line 16: Capitalize slogan Let Go and Let God.
p. 119, line 26: Add period to end of ellipsis.
p. 131, line 19 & 20: Capitalize slogan Let Go and Let God.
p. 144, line 4: add ellipsis.
p. 153, line 2-3: Change book title (*Al-Anon Faces Alcoholism*) from all caps to upper/lower case; and add italics.
p. 169, line 16-17: Add italics to quotation from Step Three “*as we understood Him*.”
p. 175, line 3: Add ellipsis within quotation of partial Step and correct wording (“...wherever possible, etc.).
p. 192, line 13-14: Delete italics from words Just for Today and add quotation marks.
p. 241, line 23: Add period to ellipsis.
p. 244, line 7: Delete italics from the words Just for Today.
p. 317, line 1: Capitalize slogan Listen and Learn.
p. 321, line 11 & 12: Capitalize slogans Let Go and Let God; Live and Let Live; Easy Does It.
p. 325, line 17: Correct punctuation in quoted Tradition (“Our leaders are but trusted servants; [delete dash and inserted semicolon] they do not govern.”).
p. 325, line 22: Correct punctuation in quoted Tradition (“For our group purpose there is but one authority— [deleted comma and inserted dash] a loving God as He may express Himself in our group conscience.”).
p. 330, line 22: Correct wording in quoted Tradition (“The relatives of alcoholics, when gathered together for mutual aid, may call themselves an Al-Anon (insert ‘Family’) Group, (capitalized) provided that, as a group, they have no other affiliation.”)
p. 336, line 28: Add closing quotation mark.
p. 346, line 22: Capitalize slogan Let Go and Let God.
p. 349, line 21: Correct ellipsis from two marks to three.
p. 367: Change “Permissions to Use Quotations” to Appendix.
The Twelve Steps: Add italics to Step Three “*as we understood Him*.”
The Twelve Steps: Add italics to Step Eleven “*as we understood Him*.”

MOTION #25 – (92 Yes, 3 No, 0 Abstentions, 1 Void)

– CARRIED

To change text to the 1978 edition of *One Day at a Time in Al-Anon* on pages 43, 117, 200, 221, and 295, by changing “SLOGANS” to “slogans” (lower case; singular and plural).

MOTION #26 – (51 Yes, 43 No, 0 Abstentions, 2 Void)

– NOT CARRIED

To make the following changes to the 1978 edition, *One Day at a Time in Al-Anon*:

- p. 367, line 7-10: Change dates March 27, April 30, August 16, November 14 to page numbers 87, 121, 229, 319.
p. 367, line 13-14: Change dates July 16 and August 15 to page numbers 198 and 228.
p. 367, line 18: Change date November 27 to page number 332.
p. 367, line 23-26: Change dates February 27, March 18, May 25, June 13 to page numbers 58, 78, 123, 165.

MOTION #27 – (94 Yes, 2 No, 0 Abstentions, 1 Void)

– CARRIED

To make the following changes to the 1978 edition of *One Day at a Time in Al-Anon*:

- p.iv: Add text: This book is also available in its original size in: Afrikaans, Danish, Dutch, Finnish, French, German, Greek, Hebrew, Italian, Japanese, Korean, Norwegian, Polish, Portuguese, Russian, Spanish, and Swedish.

MOTION #28 – (81 Yes, 13 No, 0 Abstentions, 1 Void)

– CARRIED

To make the following changes to the 1978 edition of *One Day at a Time in Al-Anon*, page 95, line 20: Capitalize slogan Let Go and Let God.

MOTION #29 – (40 Yes, 53 No, 0 Abstentions, 3 Void)

– NOT CARRIED

To make the following changes to the 1978 edition of *One Day at a Time in Al-Anon*, page 193, line 17: Add uppercase to slogan, One Day at a Time.

MOTION #30 – (66 Yes, 30 No, 0 Abstentions, 3 Void)

– CARRIED

To make the following change to the 1978 edition of *One Day at a Time in Al-Anon*, page 205, line 21: Capitalize the slogan Keep It Simple.

MOTION #31 – (38 Yes, 56 No, 0 Abstentions, 2 Void)

– NOT CARRIED

To make the following changes to the 1978 edition of *One Day at a Time in Al-Anon*, page 212, line 21: Capitalize the slogan One Day at a Time.

MOTION #32 – (88 Yes, 5 No, 0 Abstentions, 3 Void)

– CARRIED

To make the following changes to the 1978 edition of *One Day at a Time in Al-Anon*, page 273, line 2 & 17: Capitalize the slogan Listen and Learn.

MOTION #33 – (77 Yes, 19 No, 0 Abstentions, 0 Void)

– CARRIED

To make the following changes to the 1978 edition of *One Day at a Time in Al-Anon*, page 361, line 15: Capitalize the slogan Let Go and Let God.

MOTION #34 – (42 Yes, 53 No, 0 Abstentions, 1 Void)

– NOT CARRIED

To make the following changes to the 1978 edition of *One Day at a Time in Al-Anon*, page 238, lines 6, 12, and 19: Capitalize the slogan Easy Does It.

Looking Forward, Looking Back

MOTION #35 – (90 Yes, 5 No, 0 Abstentions, 1 Void)

– CARRIED

To make the following changes to the 1978 edition of *One Day at a Time in Al-Anon*, page 100, line 12: Italicize and upper/lower case “The” and “FORUM.”

MOTION #36 – (93 Yes, 3 No, 0 Abstentions, 0 Void)

– CARRIED

To make the following changes to the 1978 edition of *One Day at a Time in Al-Anon*, page 302, line 25: Add closing quotation mark.

MOTION #37 – (89 Yes, 7 No, 0 Abstentions, 0 Void)

– CARRIED

To make the following changes to the 1978 edition of *One Day at a Time in Al-Anon*, page 291, line 23: Add italics to the quotation from Step Eleven “*as we understood Him.*”

MOTION #38 – (94 Yes, 2 No, 0 Abstentions, 0 Void)

– CARRIED

To make the following changes to the 1978 edition of *One Day at a Time in Al-Anon*, page 342: Move notation of correction to appendix.

MOTION #39 - WITHDRAWN

To make the following changes to the 1978 edition of *One Day at a Time in Al-Anon*, page 169, line 17: add italics to the quotation from Step Three “*as we understood Him.*” (Editor’s note: Duplicate of Motion 24)

EXECUTIVE DIRECTOR'S REPORT

Ric B., Executive Director

INTRODUCTION

This report of the World Service Office's activities is provided annually 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 Xtra*, 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. meets quarterly and 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 US Internal Revenue Code, and has been incorporated in New York State since 1954.

With a staff of 56 full-time employees, the 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 director serving on the Executive Committee or the Executive Director's designee acts in his stead. The Director of Business Services is directly responsible for business operations and controlling finances.

Al-Anon Family Group Headquarters, Inc., is committed to equal employment opportunity and is in compliance with all existing federal, state and local fair employment laws and guidelines. AFG, Inc. does not discriminate on the basis of race, color, sex, age, religion, national origin, or handicapped status. Every effort is made to maintain a work atmosphere that is free from harassment.

ADMINISTRATIVE COMMITTEES

BOARD OF TRUSTEES

Helen R., Chairperson

The Board approved the interim actions of the Executive Committee at each of its quarterly meetings. They authorized the printing of the CAL Recovery Journal in English (M-67), Spanish (SM-67), and French (FM-67). The Board approved the in-house printing of a leaflet for Employee Assistance Professionals (S-63), Group Inventory: Use of Conference Approved Literature (CAL) (S-62), as well as *Service Sponsorship: Working Smarter, Not Harder* (P-88). They approved the development of a guideline that would outline the role of the adults who are involved in Alateen service work; a Service Materials Catalog which will be inserted in the "how to" public outreach service booklet; the service tool pamphlet, *Doubting Your Sanity* (P-89); and the concept of the Educators' Pamphlet. They also approved the printing of *Illustrated Twelve Concepts of Service* in Spanish (SS-67) and a one-time printing of *Al-Anon's Twelve Traditions - Illustrated* (P-60).

The Board voted to discontinue the reprint "Turning Points" (R-17) as well as "Al-Anon Bolsters Treatment Efforts" (R-62), "Light for the Journey"

(R-65), and *Al-Anon Speaks Out* in Spanish. At the recommendation of the Public Outreach Committee, the Board discontinued the video *Walk This Path of Hope* (AV-19). They also discontinued the Al-Anon Recovery Collection (RC-1) and the Alateen Recovery Collection (RC-2).

The Board approved the addition of a single insert page to *Area Highlights*, one side for service news in Spanish and the other in French. The 50th Anniversary Calendar will be printed in English, French, and Spanish.

The Board discussed the potential for risk in issuing Alateen Safety Guidelines. The revised Safety Guidelines, along with a disclaimer statement, were given to our attorneys for their review and were then amended and approved for distribution.

The Board agreed to produce a PSA annually and review this process in July 2002 to determine if the data still supports this decision. The Board previewed and approved the Al-Anon and Alateen "Why Be Alone" (AV-30) PSAs as well as the new posters (M-68 and M-69) that have been produced in conjunction with the PSAs. The Fellowship Focus Group project was terminated with the 1999 WSC and was turned over to the areas.

The Board liquidated the equity position in the Reserve Fund which caused there to be more than one year's operating expense in the fund. As a result, the Budget Committee also defined one year's operating expense in keeping with Al-Anon's principles.

Previously, French translation and AIS/LDC services were provided by PFA with WSO financial support. With the transfer of French translation services to the WSO, GFA was created to fulfill the AIS/LDC function. Most of our French literature has been housed in Canada at GFA. The Board decided to relocate all but six months of the French literature inventory from GFA in Montreal to the WSO at the end of 1999. We will serve all French LDCs and GSOs from Virginia Beach beginning January 1, 2000. Additionally, during the trial period, if it is determined that having the French Translation Services at the WSO is not feasible, we would place this service in a separate facility in Canada and not in conjunction with an existing LDC. Our goal is to continue to provide quality service to all French groups.

Three GSOs have expressed interest in participating with the WSO on an International Web Site, and we expect to hear more in early 2000 as GSO boards meet.

The Board, along with the entire Policy Committee, participated in an intensive planning session in order to determine the theme for the annual focus for the WSO. The theme for 2000 will be "One Purpose: Many Faces, Many Voices, Many Ways." This will be reflected in some way in each department, committee, and focus for the year. In accordance with this focus, the theme of the 2000-2001 AFG Service Plan will be "One Purpose: Many Faces; Many Voices; Many Ways to STRETCH."

All nominees for trustee-at-large, regional trustee, Board officers, Executive Committee at-large members, at-large member of the Executive Committee for Real Property Management, and the respective chairs of the two Executive committees were elected, having been given traditional approval

by the Conference where required. The Board Chairperson announced her selections for committee chairs and assignments which the Board approved.

EXECUTIVE COMMITTEE

Doris S., Chairperson

A decision was made not to print a portion of *Courage to Change* (B-16) in soft cover after reviewing the results of the survey sent to the areas to gather information as to its potential use.

Project approvals were given:

- Distributions of 1999 "Why Be Alone" radio and TV PSAs in six-month intervals.
- A pilot project to encourage the formation of new Alateen groups. This was in conjunction with the Directors' presentation at the WSC.

Approval was given for a "Sponsor's Questionnaire" to go with the registration form when a new Alateen group is being formed.

As delegated to the Executive Committee by the Board of Trustees, the committee accepted these candidates for at-large members of the following committees: Alateen Advisory Committee: Alateen - Janell H., second year; Amy H., Kenneth C., and Damon P., first year; Al-Anon - Kathy M., third year; Dorothy P., second year; Jim McG. and Nicole P., first year; Archives Advisory Committee: Judene G., fourth year; Linda C., third year; Jenny G., second year; Elise M., first year; Forum Editorial Advisory Committee: Ora B., Suzie C., and Sandie D., fourth year; Buck D., second year; Bill S., first year; International Coordination Committee: Jennie H., third year; Literature I Committee: Margaret McP. and Catherine T., fourth year; Alice A., second year; Harriet H. and Susan C., first year; Literature II Committee: Victoria LaB. and Patricia L., fourth year; Melody G., third year; Ann B., second year; Harriet T., first year; Outreach to Professionals Advisory Committee: Pat R. and Pat H., fourth year; Theresa M., third year; Pat B. and Sara Jane G., second year; Public Outreach Committee: Frank R., fourth year; Khayriyyah A. and Diane H., third year; Fran G. and Marjorie C., first year.

Authorization was given to purchase an imaging system for Group Records, a Public Outreach tabletop display for US use, and a Tilt Paper Jogger. Permission was given to move the NPIC office and to install the telephone lines.

The following approvals for *The Forum* were given:

- Set a new member introductory price at \$5.00 US for a limited time.
- Those new members who subscribe to *The Forum* at the introductory price of \$5.00 US will receive a \$3.00 US coupon toward the purchase of *How Al-Anon Works* (B-22).
- Offer a *Forum* subscription purchase by or for professionals at a rate of \$8.00 US.
- Offer a bulk subscription price of four magazines for the price of three subscriptions.
- Mail an expanded version of *The Forum*, incorporating *Inside Al-Anon Xtra*, to each English-speaking group in January 2000, along with a copy of the new catalog.
- For a *Forum* readership survey to be included in the "Inside Al-Anon" section of *The Forum* and to offer a renewal incentive to those persons answering the survey.

Authorization was given to reduce the price of the revised pamphlet *Does She Drink Too Much?* (P-62) from \$.50 to \$.25.

Approval was given to invest the current balance of the Building Escrow Fund savings account in a Wachovia Bank Certificate of Deposit (CD); to enter into a three year contract with Banyan Communications for PSA production, said contract would contain options to renew in 2003 and 2004, if desired; to print 2,000 copies of the French Cal's Journal for Recovery (FM-67) and print the Spanish Cal's Journal for Recovery (SM-67), quan-

tity to be determined by the Executive Director after more information is received. To discontinue the video *Alateen Tells it Like It Is* (AV-16) as soon as the current supply is depleted; to send the Venezuelan GSO \$1,000 worth of literature on consignment to be paid in six months; to sell both the 50th Anniversary Calendar and AL-ANON FAMILY GROUPS (CLASSIC EDITION) (working title) at AA's 2000 International Convention.

It was reported to the Executive Committee that the WSO received 8,180 e-mail messages during the past year.

BUDGET COMMITTEE (SEE BUSINESS SERVICES)

POLICY COMMITTEE

Margaret M., Chairperson

The Director of Fellowship Communication is now the secretary to the Policy Committee. Time was spent coordinating a great deal of correspondence and developing a manual that tracked previous Policy Committee decisions.

Upon recommendation of the Internet Ad Hoc Committee, a motion was made and carried that the three-year trial period for listing on-line meetings as electronic meetings, with the eventual goal of full registration, be extended three years beginning January 1999. This will provide an opportunity to study the impact of the *Fact Sheet for Al-Anon On-line Meetings*, (S-60), investigate aspects of Alateen safety on-line, and research the international implications of foreign language meetings.

The Internet Ad Hoc Committee recommended that WSO list all on-line meetings, regardless of language, during the trial period. A motion to adopt the recommendation carried.

Consensus was reached that the Policy Committee would like the Internet Ad Hoc Committee to make recommendations for a guideline for area, district, and AIS web sites.

Consensus was reached to hold an Open Policy Committee meeting at the 1999 WSC and later to hold an Open Policy meeting at every other Conference beginning in 2001.

The committee was in agreement to move forward and allow our PSAs to be considered for prime time airing as part of a five-year US Federal Government project conducted by the Office of National Drug Control Policy (ONDCP) offered to all non-profit organizations with a substance abuse focus for which we qualify.

The committee determined that an area fund-raiser which published photos of Lois W. and Anne B. to sell within the fellowship did not violate any Traditions.

As the result of the topic chosen for the Open Policy meeting at Conference, consensus was reached to put new language into Guideline G-7, Participating in an Area AA Convention. This was forwarded to the Group Services Committee for implementation.

The committee reviewed the concern of some members regarding the October 1998 Policy motion to add language to our literature stating "Al-Anon/Alateen is supported by members' voluntary contributions and from the sale of our Conference Approved Literature." Consensus was reached that it is within the parameters of the Policy Committee to place the foregoing language on the legal page of our literature without going through the Conference Approved Literature process. The committee affirmed the language in the original motion.

Since the 1999 WSC, numerous letters have been received requesting we

reconsider Motions 14 and 15 regarding "outside publications." Consensus was reached that the Policy Committee would not reconsider the 1999 WSC motions; the WSC can reconsider its motions. The Policy Committee only suggests changes to the Policy section of the *Service Manual*. Should the Conference adopt these changes, only then is wording replaced. The ad hoc committee that had been considering how the WSO should respond to inquiries regarding our dual member policy brought the existing timeline up-to-date. Consensus was reached to send the timeline to all Conference members and continue to use the timeline to respond to questions received regarding the policy.

In response to questions from members regarding clarity, a motion carried to amend the text on pages 65 and 64 of the *1998-2000 Al-Anon/Alateen Service Manual*, Policy Digest section, "Membership and Group Meetings/Conventions" sub-section, Dual Membership in Al-Anon/Alateen and AA.

The Director and Associate Director of Public Outreach presented an historical review of Al-Anon public service announcements (PSAs) to provide clarity on our past use of full faces in PSAs. Consensus was reached that it is consistent with our Traditions and policies to use full face actors in our public service announcements. The committee also agreed by consensus that it is appropriate to add wording about PSAs to the Policy Digest.

Concern has been expressed by some members regarding the use of personal tapes on the Internet. The committee agreed that the reference made to this in the July 1999 letter to Conference members from the Chairperson of the Board, plus an article in *Area Highlights*, is all the action required at this time.

The Group Services Committee presented a motion which was carried to amend the text on page 62 of the *1998-2000 Al-Anon/Alateen Service Manual*, Policy Digest section, "Registration of Groups," sub-section Alateen Groups to clarify the age and service requirements of Alateen sponsors.

All motions reflecting changes to the *1998-2000 Al-Anon/Alateen Service Manual* will be presented to the 2000 WSC.

NOMINATING COMMITTEE

Catherine J., Chairperson

The committee presented a slate to the Board in January of Board officers; at-large members, staff member, and chairperson of the Executive Committee; and the nominee for the Executive Committee for Real Property Management and its chairperson.

Election procedures for the Board of Trustees as well as the Conference were discussed.

The committee reaffirmed its position that while the committee is in favor of notifying the delegates of TAL/ ECRPM candidates from their areas, it remained opposed to the wording of the motions passed at the 1998 WSC Nominating/CCT Committee meetings requiring letters be sent to delegates soliciting their concerns.

The Nominating Committee met with the Conference Committee on Trustees during the Conference. A consensus of the committee was that a revised letter being sent to delegates informing them that a candidate in their area submitted a resume fulfills the intentions of the CCT meeting held at the 1998 WSC. The committees reviewed the process and the rationale for an area nominating an alternate regional trustee. The timeline for resumes and the process of scoring were discussed.

At its second meeting, the CCT requested that the following be sent to area delegates in January and June: a list of committee chairpersons, including ECRPM; Nominating Committee and trustees-at-large currently serving,

indicating each person's term of service; and the names of the CCT members and their panel numbers. This will coincide with the letter sent to delegates with blank resumes, asking for help in finding candidates for trustee-at-large and ECRPM.

The Conference Committee on Trustees made a request of the Nominating Committee to state in the letter to delegates the need for potential Board members to have the physical stamina in order to serve. After further review of the text on the back of both of the trustee resume forms, it was decided, by consensus, that the current text was clear enough to advise a potential candidate of the time and stamina necessary to perform the job.

The committee discussed term slots for the Executive Committee as the result of a member resigning in mid-term. Following discussion regarding the procedure for selecting from resumes in the event of a resignation and consideration of several suggestions made, consensus was to continue the nominating process for the Executive Committee as is and consult resumes from the previous year, if necessary.

A request was received to reconsider the requirement that an at-large or advisory committee member be an active Al-Anon member with "five continuous years in Al-Anon." After discussion, it was the consensus of the committee not to change the policy at this time.

The committee prepared a slate of candidates for the Board of Trustees and a nominee for the Executive Committee for Real Property Management to be presented to the Board at its January 2000 meeting.

LONG RANGE STUDY PANEL

Nancy B., Chairperson

Phyllis M., Secretary

Study of Trends in Al-Anon Literature: Discussion at the January meeting was divided into many tangents from studying the growth of LDCs in relation to the decline in literature sales to whether the panel should consider trends in net sales or in net profit. The outcome of this discussion resulted in a decision to return to its original charge from the October 1997 Board meeting "that the Long Range Study Panel study trends in Al-Anon literature sales and distribution that impact the fellowship in order to test the premise that literature is the primary means to carry the Al-Anon message."

Fellowship Focus Groups (FFGs): The Board accepted the panel's recommendation to relinquish the annual implementation, monitoring, and reporting of the Fellowship Focus Groups.

Long Range Plan: The panel made suggested revisions to the first eight pages of the LRSP Update to the Conference, which are also the first eight pages of the entire Long Range Plan. Wherever the words "Five Year Plan" appeared in the document, they were replaced with "Long Range Plan" with a footnote appearing at the bottom of the page on which the first change occurs, stating "formerly known as the Five Year Plan." The changes were for clarification only and not to change the meaning and direction of the plan. The prioritization of goals is not being changed at this time.

1999 WSC Presentation: At the 1999 WSC, the Long Range Study Panel Chairperson presented an overview of the accomplishments of the panel for the past year. The annual update of the Long Range Plan was distributed to Conference members.

Evaluating the Trial Structure: The Long Range Study Panel reviewed its charge in the Long Range Plan to evaluate the trial structure. After discussion and feedback, it was proposed that, after submitting a written document to the LRSP in early January, the directors meet as a team with the panel at the January 2000 meeting to discuss their feelings and ideas relative to the trial structure.

The LRSP restated their general tasks as follows:

- To review and evaluate the trial structure.
- To rewrite the mission statement of the LRSP with the possibility of incorporating a mission statement into the Long Range Plan.
- To monitor and encourage the departments as they implement the Long Range Plan.
- To review and study trends within the fellowship and in society in general.
- To review the recommendations of FFGs which concerned the WSO or the Board. Most recommendations were ideas that areas could do.

PROFESSIONAL SERVICES

Legal: An update of copyright law on the Internet was received from our attorney with no significant changes revealed.

Paperwork was filed in mid year for Al-Anon's incorporation in Canada. After incorporation, an application for not-for-profit status was filed with Revenue Canada and is still pending.

We have received the European Community Trademark Registrations for the trademarks *Forum*, *Alateen*, and *Al-Anon*.

Pension: The Pension Committee reviewed the annual audit. The pension consultant advised us that no revisions to the plan were necessary at this time. The Pension Committee agreed to invest a small portion of the Pension Fund in securities.

Audit: The auditor from Owen J. Flanagan and Company spent considerable time conducting the annual audit. The Annual Reports for the Conference members were mailed prior to the Conference.

GROUP SERVICES

Sandra F., Director

COMMITTEE

Cecelia L./Patricia L., Chairpersons
Sandra F., Director

In addition to the two meetings at the 1999 WSC, teleconference meetings were held in March and October. A motion from the Group Services Committee to support "Operation Alateen" was approved by the Conference. Interim feedback sheets were received from committee members on a variety of topics. They included: a correctional facilities questionnaire for updating the guideline; suggestions for getting groups to register; and a questionnaire for new groups to determine how to offer support. Two main topics of committee consideration surrounded review of recommendations by the Alateen Advisory Committee and improving WSO and area group record keeping. Several group record forms were revised as a result of committee recommendations. The committee also considered ways to support institutions groups.

Service Sponsorship: Working Smarter, Not Harder (P-88): This service tool was introduced at the 1999 WSC. General distribution began in July.

ALATEEN

ADVISORY COMMITTEE

Larry A., Chairperson
Evalynn B., Associate Director, Alateen

Meetings were held in January and July. Completed projects include *Information for Educators, Alateen Meetings in Schools*, (S-64); an Alateen sponsor questionnaire; Alateen conference survey; and a recommendation for a replacement article for a new reprint to replace "Light for the Journey" (R-8), discontinued by the Group Services Committee in April. A recommendation to the Group Services Committee that the minimum age for an Alateen sponsor be 21 and Al-Anon program longevity be a minimum of two years was approved and submitted to the Policy Committee.



Work continues on an exit letter and survey for disbanding Alateen groups; an Al-Anon guideline describing the roles of the adults who serve Alateen groups to include a job description for AA group assistants; revision of the leaflet *Is Someone's Drinking Getting To You? Alateen Is For You*, (S-20); increasing the number of Alateen sponsors and supporting existing sponsors; encouraging Alateen members to transition into Al-Anon; and ways to serve the younger-aged Alateen member.

Alateen Talk: Three issues were combined into one, Fall 1998 through Summer 1999, to bring the production schedule back on track. Subscribers received one additional issue extending their subscriptions to one full year. Topics covered were *The Action of Silence*, *Step Twelve*, *Tradition Five*; and *Primary Idea Number One, We Are Powerless Over the Disease of Alcoholism*.

Area Alateen Coordinators: Mailings were sent in February and September to coordinators and to delegates in areas without coordinators. The mailings contained feedback sheets requesting input on Alateen Advisory Committee projects. The top three concerns are addressing the needs of younger-aged Alateen members with age-appropriate materials; sponsor training and preparation; and encouraging older Alateens to transition into Al-Anon. Coordinator feedback has resulted in the WSO sending copies of new Alateen group registrations and sponsor questionnaires to the coordinators for follow-up.

Several coordinators requested information about establishing behavior guidelines for Alateen members and qualifications for Alateen sponsors. A coordinator whose area adopted sponsor-screening procedures requested that the WSO not register any Alateen group in that area until the registration had been reviewed by their area world service committee. The coordinator was informed that doing so would not be in keeping with established policy.

Several district Alateen coordinators who requested they be added to the area Alateen Coordinator mailing list were informed that district Alateen coordinators and sponsors are served through their area Alateen Coordinator.

Operation Alateen: As a result of the Director's Presentation at the 1999 WSC, a program was launched called "Operation Alateen" designed to improve Al-Anon's commitment to Alateen by starting a new group or supporting an existing group. At year's end, 102 Al-Anon groups have responded with 32 committed to starting new Alateen groups. When a group submits a "commitment" form, the group is sent an extensive packet of information and a copy of the commitment form is sent to the area delegate and area Alateen Coordinator for follow-up.

Alateen Sponsors and Groups: Calls and e-mails have increased from concerned Al-Anon members regarding inappropriate conduct of Alateen members, such as improper language, sexual misbehavior, smoking, drink-

ing, and using drugs. Tools from *A Guide To Alateen Sponsorship - An Unforgettable Adventure* (P-86) and other Al-Anon and Alateen literature were referenced. A primary concern for sponsors remains the reporting of abuse.

Sponsors are responding enthusiastically to the Alateen Sponsor Questionnaire. Many AA group assistants are submitting information on the questionnaire. The Alateen Advisory Committee and area Alateen Coordinators suggest the questionnaire be updated to include information about the AA group assistant. Copies of the Sponsor Questionnaire are sent to Alateen Coordinators.

An Alateen Sponsor Preparation Workbook was presented to the 1999 WSC. Delegates were asked to bring the workbook to their areas recommending it be copied and used for district and area activities. Coordinators have expressed appreciation for this service tool and many have requested multiple copies. An individual copy was sent with a suggestion to make additional copies within the area. Several coordinators have initiated workshops for sponsor candidates based on the contents of this workbook. French and Spanish translations are in process.

Requests to register Alateen groups via e-mail continue and are denied because of the need to have written forms for safety reasons.

Project 3000, which aimed to supply a copy of *Courage To Be Me* to all Alateen groups, ended December 31. Gratitude was expressed to the 10% of the areas that participated.

Alateen Conferences: The Associate Director and Group Services Assistant, Alateen attended the EAR (Eastern Alateen Round-up) in North Carolina. The Associate Director attended NEAC (New England Alateen Conference) in Massachusetts. Time was spent with the board of each conference addressing their concerns. The Associate Director presented a writing workshop and a 30-minute report on Alateen at one conference; assisted in a Traditions workshop at the other; and facilitated a sponsor workshop at both conferences.

The Group Services Assistant, Alateen attended the Texas East Alateen Sponsor's POSSE (Program Of Sponsors Sharing Everything) in Gonzales, TX in October. In addition to telling her story, she facilitated a workshop based on the Alateen Sponsor Preparation Workbook. The Alateen Coordinator from West Virginia visited the WSO seeking help in planning a sponsors' conference for West Virginia and surrounding areas.

In response to the Group Services Committee suggestion to gather data about Alateen conferences and their relationship to area structures, a comprehensive survey has been developed. The survey, with a cover letter, was mailed in December with a requested deadline of March 15 in order to have the data available for the Group Services Committee meeting in April 2000.

Phone Calls, E-mail & Correspondence: The majority of communication was from professionals (educators, youth services directors in treatment centers, juvenile detention centers, and community services centers). In each case, information was sent to the area Alateen Coordinator and delegate for follow-up. Two other continuing topics include a request for information about "Ala-Tot," "Alakid," and "pre-teen" groups and about Al-Anon groups and members supporting, financing, and endorsing Alateen conferences. Other subjects included Alateen members and their sponsor disrupting an Al-Anon meeting by using Alateen CAL; minors smoking; disruption by older Alateens not transitioning; and the extent of the responsibility of an Alateen escort. An Alateen newcomer questioned if she qualified for Alateen after reading the Alateen 20 Questions on the web-site, since both of her parents have been sober alcoholics since she was born. The question prompted a suggested revision to this service tool to make it more inclusive.

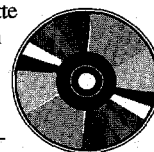
ARCHIVES

COMMITTEE

Skip A./Jack S., Chairpersons
Sandra F., Director of Group Services
Barbara M./Joe T., Archives Coordinators

The committee met in January and July of 1999. Transcripts of the first, second, and third World Service Conferences were sent to the committee, and excerpts were selected for use by area archivists and for WSO publications. An instruction sheet was developed by the committee and offered to area Archives Coordinators to assist them in creating archival displays. At the suggestion of the committee, the pamphlet *Al-Anon Then and Now* (AR-3) was removed from the WSO web site. Other committee activities included revision of the Longtime Member's Questionnaire and selection of inspirational quotes to be used for the 50th Anniversary Calendar.

Conversion of WSC Tapes: At the recommendation of the Archives Advisory Committee, all recordings of the World Service Conferences (reel-to-reel and cassette) are to be converted to CDs. New equipment designed to convert reel-to-reel tapes to CDs was purchased. Two volunteers are editing the long periods of silence out of the reel-to-reel tapes and then transferring the new versions to cassettes. The edited cassette versions are then transferred to CDs. Conferences from 1961 through 1969 have been converted. Conversion from reel-to-reel (which has a shorter shelf life) continues as a priority in order to retain this important historical data. Beginning in 1982, all Conferences were recorded in cassette format.



Imaging System: The purchase of two stations of an imaging system was approved by the Budget Committee (Group Records and Archives). The Archives Coordinator developed a data retrieval schematic (finding aid). When implemented, after review by the Archives Committee Chairperson and the Executive Director, this system will reduce the time spent in research. Board of Trustees minutes are being scanned (minutes from 1956 to 1979 have been completed). Files created in word processing applications will transfer with software designed to "snapshot" the files. Once the snapshot is taken, the files are then transferred into the imaging view.

Notable Acquisitions: Public Outreach submitted several old versions of guidelines that date back to 1966. Membership Outreach submitted two photo albums with pictures from the 1984-1994 World Service Conferences. An Al-Anon member from Kansas converted cassette tapes of Lois' talks to CDs and submitted them to the WSO.

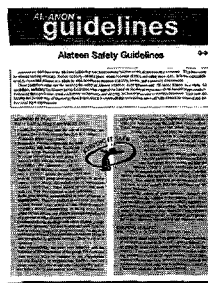
Coordinators: Two mailings were sent following the January and July Archives Advisory Committee meetings. The committee is currently exploring ways to encourage area Archives Coordinators to retain and to create enthusiasm among our membership regarding Al-Anon's history. An article in *Area Highlights* invited the area archivists to submit short histories of their areas. Several articles were received and will be printed in future publications.

Research Requests: The majority of requests continue to be "How old is my group?" The number is escalating with the upcoming 50th Anniversary celebration. Other requests include background on the wording of the Fifth Tradition; why is Al-Anon's color blue?; origins of the Unity Statement and Al-Anon Declaration; a search for Dr. Bob's children; history of the Lone Member Service; placement of the words "Recovery-Unity-Service" on the Al-Anon logo; and history of the Reserve Fund. Extensive research was conducted on the use of AA literature at Al-Anon meetings; this information was subsequently published in *The Forum*.

MEMBER SERVICES

Guidelines: A new Alateen Safety Guideline (G-34) was developed this year with extensive input from the Alateen Advisory, Group Services, and Executive Committees. Additional input was sought from Alateen

Coordinators. Final review was given by an attorney and the Board of Trustees. The following guidelines were substantially revised: The Open Al-Anon Meeting (G-27); Literature Distribution Centers (G-18); and Al-Anon/Alateen Area Conventions (G-20). There was also a minor revision and update to Cooperation Between Al-Anon and AA (G-3). There was a temporary update for Service in Correctional Facilities (G-14); a major revision of this guideline is underway based on a questionnaire sent to the CMAs of groups that meet in correctional facilities. Also in the works is a major revision of the Guidelines for Area Newsletter Editors (G-21) and a new Alateen guideline for Adults Involved in Alateen Service.



2000-2001 AFG Service Plan: The plan will debut at the 2000 WSC rather than at the beginning of the year. The Executive Committee approved the working theme of "One Purpose: Many Faces; Many Voices; Many Ways to STRETCH," combining the outreach theme of the 1999 Plan and this year's focus of reaching a variety of members. A draft of the plan was reviewed by WSO Directors and Associate Directors along with the Chairpersons of the Board of Trustees, the Executive and Policy Committees. The Executive Director will provide final review.

AIS/LDC Workshop: The planning committee was comprised of the Directors of Group Services and Fellowship Communication and the Customer Service Manager. There were 91 participants including the Chairperson of the Board of Trustees, the Executive Director and the staff planning committee. Evaluations indicated a 99% approval rate for the pace and content of the event. A final mailing was sent to all registered Al-Anon information service offices and literature distribution centers in November. It included a workshop recap and the results of a questionnaire on AIS/LDCs prepared in conjunction with the workshop. Members involved in AIS/LDC service continue to request this recap.

Getting in Touch (S-23): The January-June and June-December 1999 editions were completed and mailed with *Area Highlights*. The January-June 2000 edition is in production and will be mailed with the spring *Area Highlights*. There were over 60 changed records in each of the last two printings, reflecting the transience of these service arms.

Al-Anon Adult Children: Most telephone calls and e-mails surrounded clarification regarding outside literature, specifically the "problems and solutions." There have been many requests from established groups for the new adult children insert sheets for the group binders. There were several registration requests from Adult Children groups not previously registered. There are currently eight area Al-Anon Adult Children Coordinators.

Institutions: The Group Services Committee has been focused on improving service to institutions groups. As the first step in that direction, a questionnaire was sent to all groups listed as "institution" groups in our database with a copy sent to area Institutions Coordinators to distinguish institutions groups from regular groups that meet in an institution. There are currently 354 registered institutions groups. A questionnaire was also sent to the mailing addresses of correctional facilities that will result in a substantial revision of the correctional facility guideline. This guideline, at the suggestion of the Group Services Committee, will feature information on taking a Fourth and Fifth Step with inmates.

Lone Member Service: Three issues of the *Lone Member Letterbox* were completed. A featured topic was the 1998-2000 *Al-Anon/Alateen Service Manual*. As a result of a project conducted in Southern California, 59 new contacts enrolled in this service.

Inmate Correspondence Service: There are currently 155 participants (45 male and 37 female inmates; 30 male and 43 female contacts). Requests for complimentary literature continue to rise. These requests are forwarded to the area Institutions Coordinators.

Disabled: An extensive revision of S-14 now titled "Directory for Members with Special Needs" was completed (previously it was titled "Material for the Visually Impaired"). It now contains local resources that provide service for hearing as well as visually impaired members.

On-Line Meetings: There are 22 meetings listed with the WSO, including one Spanish-speaking meeting (listing for a German-speaking meeting is in progress). An on-line AIS intergroup attempting to register with the WSO was encouraged to continue its public information efforts but that registration would be delayed until the ad hoc committee completes its recommendations.

Phone Calls, E-mail & Correspondence: Among the many phone calls received daily by the Group Services Assistants, the majority were from members with group problems who sought direction in taking an informed group conscience. The number of Group Services letters remained steady during the year while the e-mail segment continues to dramatically increase. There have been approximately 3,300 e-mails since e-mail communication began in July. Requests for face-to-face meeting information, on-line meetings, concerned family members, and Group Records changes account for approximately 75 percent of e-mail correspondence. Requests from members on a variety of subjects include guidance for taking an informed group conscience; requests for direction regarding the use of outside literature at meetings; consideration of selecting the closing prayer; and distribution of group contributions. Questions regarding the role of dual members in the group and beyond the group level continue. Requests for information on "crosstalk" has increased significantly. There was a request from a district for guidance on having a mini-international with other districts in Canada.

GROUP RECORDS

	1998	1999
Information Services & GSOs	303	214
Literature Distribution Centers	186	130
Lone Members	264	247

Al-Anon Groups Worldwide	28,020	27,103
Alateen Groups Worldwide	2,928	2,696
Total	30,948	29,799

1999	US	CANADA	OVERSEAS
Al-Anon	14,529	1,764	10,810
Alateen	1,590	144	962
Information Services & GSOs	114	20	82
Literature Distribution Centers	98	10	28
Lone Members	179	16	53

Toll Free Meeting Lines:	1998	1999
Calls	25,809	22,086

Annual Group Directory: A hard copy and disk of all groups in the database for 1999 is placed in the WSO Archives. This information is gathered annually to retain information that was lost when the WSO ceased printing the Annual Directory.

Al-Anon/Alateen Registration and Change Form: This form was revised based on input from the Group Services Committee. Among the changes: the form has boxes instead of lines to improve legibility; the group identification number, area, and district numbers now appear more prominently on the top; a shaded portion was added advising the sender to provide a copy of the form to the district, area, and information service office. The instruction sheet on how to fill out the form was revised accordingly.

Group Records Filing: In October an imaging system was installed. This system will replace the hard copy information sent by our members and will

facilitate retaining and finding the records. All new files are being placed in this system. Plans are underway to scan the contents of the individual group folders currently being maintained in Group Records.

Area Printouts: As suggested by the Group Services Committee, each area receives up to two printouts annually as compared to up to four previously. These are either sent to the 47 Group Records Coordinators or the area delegates. This gives both the areas and the WSO more turnaround time to input the information. Seventeen of the areas now receive the printout on computer disk. The sheet describing how to complete the area printouts has been revised to include instructions for processing printouts on disk.

Individual Group Printouts: In addition to the two sets of annual printouts sent to Group Record Coordinators or area delegates, an individual printout is sent directly to each group requesting updated information. The first set sent in 1998-1999 to groups reflected close to 10% of the groups disbanded. With the second round this year, there were minimal inactive groups reported.

New Group Questionnaire: Group Records has been sending newly registered groups a letter after three months with an additional piece of literature and a questionnaire to determine the needs of the group. The Group Services Committee revised this form to provide additional information that will subsequently be reported to all areas and suggested the letter and form now be sent after six months. In addition a festive congratulatory form and a group history form is sent to groups after a year of registration.

Group Records Questionnaire: A questionnaire was sent to Conference members and Group Records Coordinators to identify group records concerns expressed during the 1999 WSC. The questionnaire revealed that despite the problems, 73% are generally pleased with the service they are receiving from the WSO. Of those dissatisfied, several indicated their own area record-keeping may be at fault. One problem that surfaced surrounded changes sent directly to Group Records and not to the areas. When the area printouts are sent, the area record keepers are unaware of information sent directly to the WSO and sometimes revert to inputting the old information. Work is underway to eliminate this problem. A similar questionnaire will be sent following the 2000 World Service Conference to track whether improvements have been made. In addition to the quality control measures within the WSO, the 12 delegate members of the Group Services Committee have agreed to pay particular attention to the accuracy of the records sent from their areas.

FELLOWSHIP COMMUNICATION

Caryn J., Director

STATUS OF PROJECTS

Literature Inventory (Timetable): Both Literature Committees continue working on analysis of the Literature Inventory. A preliminary analysis of Phases I & II (62 recovery and service pamphlets and booklets) was completed by the end of 1999. All pamphlets/booklets will be placed in one of three categories: major changes; minor changes; and no changes (other than routine housekeeping). The vast majority are slated for minor or no change. Phase III (inventory of seven books) was completed by the areas and data is being tallied. The two committee chairpersons will meet with staff in January to plan our 2000 WSC presentation and establish a process for updating the literature.

Changes to One Day at a Time in Al-Anon (ODAT) (B-6/B-14): In a joint meeting, the committee members reviewed two possible wording changes to the ODAT to be presented to the WSC, in accordance with the 1978 Conference motion that no changes can be made to the text of the ODAT without majority approval of the Conference. A majority of both Literature Committees supported the two proposed changes. Two typographical errors from a previous printing will be corrected as in the original.

In a related discussion, it was noted that numerous "housekeeping" types of changes have been made since the 1978 motion. The Policy Committee has been asked to provide interpretation and guidance before any recommendations are finalized.

Review of Pieces on the Topic of Anonymity: The two Literature Committees were provided with background material on the numerous pieces on anonymity. Now that the inventory analysis on all pieces is complete, the committees will address the purpose and need for the multiple pieces.

LITERATURE COMMITTEE I

*Howdy R./Skip A., Chairpersons
Mary Lou M., Associate Director*

In July, two new at-large members were welcomed to Literature I. In September, one at-large member resigned due to increased school commitments, leaving one vacancy.

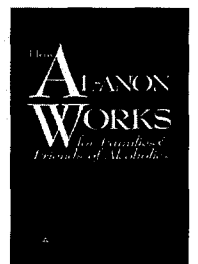
ALATEEN EVERY DAY (working title): At year end, 325 pages have been reviewed by the committee. The writer has been kept busy with rewrites and beginning the process of putting the sharings into daily order. The committee has approved a varied format for the pages: some will have CAL quotes; some questions; some original "thoughts for the day." A plea for sharings was given to the delegates at the 1999 Conference. The sharing sheet and writing workshop format were mailed with *Alateen Talk* and other WSO newsletters. Section 1 of the book (January and February) was approved by the committee and the Executive Director. More sharings are still needed.

The matter of pages dealing with teen drinking was addressed. It was agreed that if mention of a member's own drinking is an integral part of their story, it will be kept in. It was suggested that graphics be included in the book; some sharings have come with graphics. It was agreed that each day's reading does not necessarily have to fit on a single page; some may be a little longer, some a little shorter.

The writer has another set of 50 original pages ready to submit to the committee; these will be reviewed during first quarter 2000.

In addition to the Literature Committee members, an Alateen ad hoc committee is reviewing the manuscript. Members of both committees have expressed great pleasure with the quality of the drafts.

Replacement Story for How Al-Anon Works...(B-22): At the writer's request, one story from this book is to be replaced at the next printing. To maintain a balance of stories, one from a man who is or was married to an active alcoholic was sought. In response to a flyer mailed to all delegates and with the fall *Area Highlights*, 13 stories from male members were received. After review by staff, eight were submitted to the committee for review and ranking. Upon selection, the story will be reviewed by five Policy Committee members and the Executive Director. The selected story will then be inserted in the next printing of the book in mid-2000.



Blueprint for Progress (P-5): The 1999 WSC approved a motion "to approve a major revision and expansion of *Blueprint for Progress* to a comprehensive Fourth Step workbook." At the July committee meeting, members structured a questionnaire on the vision for this project, which was sent to all committee members for their feedback. In October, the at-large members reviewed the full committee's response, and a request for proposals was issued to Al-Anon member freelance writers in November with a due date of January 10, 2000.

Revisions of *Al-Anon IS for Men (P-1)* and *Does She Drink Too Much?* (P-62): Both pamphlets completed the CAL process, were printed, and released in the new design and text.

Revisions of *Sponsorship—What It's All About* (P-31) and *Why CAL?* (P-35): Both revisions have been approved and turned over to the Production Department to design for the next printings. The new *Why Cal?* has been released; substantial stock of *Sponsorship...* remains in the warehouse.

Alateen Just For Today (M-11/M-13): The Alateen Advisory Committee requested that we consider revision of this piece. Delegate committee members secured literature inventory related information from their areas. After review of the area's input, it was felt that the inventory did not show a need for a major revision immediately. The leaflet will be further reviewed with all other materials in the final process of the inventory.

LITERATURE II

Blanche M./Carolyn W., Chairpersons
Caryn J., Director

The committee welcomed one new at-large member in July. One at-large member resigned in September leaving one vacancy.

RECOVERY TODAY (working title): Almost all committee members submitted their comments and suggestions on the fourth batch of sharings. Several sharings from this batch will need to be sent back out to the committee for approval after editing changes are made. A fifth batch of sharings are due near the end of December and will be sent to the committee for review.

The Executive Director has reviewed and approved 140 sharings for the book.

Al-Anon Family Groups: The Literature and Policy Committee reviewers almost unanimously approved the original manuscript with a new preface, footnotes, and second appendix. The production schedule is on time for printing in time for the 2000 AA International Convention, July 2000.

PROFESSIONALS BOOKLET: The writer submitted a third draft of the booklet in late November. The manuscript was sent to committee and Public Outreach staff for review and comments are due first quarter 2000.

ADDITIONAL PROJECTS

Softcover Printing of *Courage to Change*: The at-large committee members were briefed on the Conference failed motion and discussion regarding soft-cover daily readers. Since the Conference, a request has been received for *Alateen: a day at a time* to be published in soft cover for young people incarcerated. The committee members drafted a poll sent to the delegates of this committee with several questions to be considered. The members wish to be responsive to the needs of the fellowship as well as to the issues brought forth by the Conference.

THE FORUM

Wilma K., Forum Editorial Advisory Committee Chairperson
Caryn J., Director
Mary Lou M., Associate Director
Pat Q., WSO Forum Editorial Coordinator

THE FORUM MAGAZINE

Editorial Committee: The Forum Editorial Advisory Committee met four times during the year and completed review of 200 plus manuscripts at each quarterly meeting. One member rotated off the committee after six years of service and a new member from Florida (N) was welcomed as the committee's newest member.

Subscription Renewals: Subscriptions were flat during the early part of the year and showed a slight increase in the last quarter, possibly due to the sponsorship bookmark promotion.

Humor Sharing Sheet: The humor sharing sheet designed by staff and mailed with the July issue resulted in dozens of submissions.

Inside Al-Anon: The year's topics included the 1999-2000 AFG Service Plan and what makes a "healthy group"; AA literature and its role in Al-Anon; highlights from the 1999 WSC; the Literature Inventory; Operation Alateen; Al-Anon internationally; events in 2000 (the AA International Convention and regional service seminars); contributions; diversity in Al-Anon; group registration; and Conference Approved Literature.

The January through October editions featured a "Cal's CAL workshop," highlighting the literature offered on that month's back flap. Topics included relationships, unity, Al-Anon history, our three legacies, overcoming the past, slogans, feelings, and service. These workshops were also mailed to Literature Coordinators.

Carrying the Message Bulletin: The one-sheet flier mailed monthly to area Forum Coordinators and delegates with sneak previews of upcoming member sharings has been published in numerous area newsletters.

Survey of Area Assemblies: A survey was mailed to area Forum Coordinators asking them for feedback on their roles and how they "carry the message" of *The Forum*. A total of 25 coordinators responded. A report was provided to the members of the Forum Business Committee, Forum Editorial Advisory Committee, and the Board of Trustees. It was noted that a great majority of service members do not subscribe at this time. Few have bought a subscription for a professional or as a gift.

1999 WSC Presentation: Staff, current, and past committee members and chairpersons presented a short, yet meaningful skit on *The Forum*. Each Conference member was given a packet of materials including a "Group Forum Inventory" to take back and share with their areas. The inventory form was also sent to all area Forum Coordinators.

Forum Business Committee: Fellowship Communication staff, the Executive Director, and the Director of Business Services compose this committee, which meets periodically to assess subscription status, discuss marketing ideas, and resolve problems with the production and distribution of *The Forum*. The committee met five times, discussing the analysis of subscriptions and renewal patterns and determined a recommendation for a "sponsorship" promotion, as well as finalizing plans for the Conference presentation on *The Forum*. The proposal to offer a "baker's dozen" subscription was implemented in the September, October, and November issues featuring a double bookmark order form. The order form encouraged current subscribers to "sponsor" new subscribers. A special newcomers' rate, with a bonus coupon toward the purchase of *How Al-Anon Works*, and a professional rate were approved for implementation in 2000.



CARRYING THE MESSAGE - A MARKETING PLAN FOR FELLOWSHIP COMMUNICATION

Caryn J., Director
Mary Lou M., Associate Director
Pat Q., WSO Forum Editorial Coordinator

Having Had a Spiritual Awakening: An ad in the Publisher's Marketing Association "new titles" publication, resulted in numerous requests for review copies.

Hazelden: The 1999 *Pathway Guide* published by Hazelden featured five of Al-Anon's books: *Courage to Change*, *Courage To Be Me*, *One Day At A Time* (English regular, large text, and the Spanish text); *Paths to Recovery*, and *Al-Anon's Twelve Steps & Twelve Traditions*. Hazelden also contacted the WSO for annotations and graphic copy on *Having Had A Spiritual Awakening...* for their catalog. A holiday catalog offered *Having Had A Spiritual Awakening...* with other like books in a package promotion.

Cherokee Publications: This North Carolina catalogue requested and was sent review copies of *Courage To Change* and *Having Had A Spiritual Awakening* for consideration.

Cal Workshops: Several workshops on CAL, in addition to those presented in *The Forum*, were mailed to the area Literature and Forum Coordinators, and to Conference members.

Courage To Be Me: Fellowship Communication worked with Alateen to determine a distribution method for donating books by areas to Alateen groups who do not have a copy. Requests for information on the book continue to come in from advertisements placed in *The Student Assistance Journal* in 1998.

Alateen Talks Back On...: The final of the *Alateen Talks Back On...* series of scrapbook workshops was drafted in preparation for mailing with *Alateen Talk*. As reprints of the booklets are needed, updated cover designs created by a contracted Al-Anon member artist are being used.

OTHER ACTIVITY HIGHLIGHTS

1999 WSC Summary: Following the timetable developed in the first quarter, the Director, with the Associate Director, Conference and the Executive Director, worked closely with the *Conference Summary* writer to streamline the preparation of the summary. A new system that required, wherever possible, all reports be submitted prior to the Conference was very helpful. The *Summary* was completed and mailed six weeks prior to last year's mailing date. The same writer has been contracted for the 2000 WSC.

Inside Al-Anon Xtra (IAX): Four issues (including the Conference issue) were mailed to English-speaking groups in the US and Canada, along with members of our service structure. Plans are underway to include the January IAX in the January issue of *The Forum*, with a special mailing to all groups, along with the 2000 Catalog. This is an opportunity to carry the message of *The Forum* to a wider audience and to familiarize members with *The Forum*, IAX, and "Inside Al-Anon."

Area Highlights: Four issues were completed and mailed. A new feature is the rotation of the order of departmental pages.

Literature Catalog: The 2000 catalog was designed and printed in late November. The catalog page of the web site and a four-page Public Outreach materials insert were produced in coordination with the 2000 catalog. It will be mailed to all groups with the January *Forum*, and sent to bookstores in our database in January.

Coordinator Mailings: Two mailings were sent to Literature and Forum Coordinators in January and August with helpful information for carrying the message.

Cal is for CAL!: Requests continue to be processed for use of the two "Cal" costumes for meetings, assemblies, and conventions. A staff member made and donated a new costume to replace one that has become worn out.

Requests for Reprints: Requests to reprint from both our literature and *The Forum* were processed. Numerous requests for the "Al-Anon promises" were received. We continue to inform the fellowship that there are no Al-Anon promises, and that what they have heard are either extractions from CAL inappropriately used or material that is not CAL.

Trademark: A jewelry designer in violation of use of our trademark is now in compliance. He requested and was given permission to sell the stock of the two items we did not approve to a discount wholesaler who promised not to market these materials as Al-Anon "logos."

A request to use the Al-Anon logo trademark on coffee mugs was received and approved.

Newcomer Kit Sleeves: A redesigned white sleeve is now in use for all newcomer kits.

Conference Approved Literature Inventory for Groups (S-62): This leaflet for group use was revised, redesigned, and released.

Our World Service Office (S-30): This overview of the WSO was completed and distributed early in the year.

Sales Statistics: In preparation for Phase III of the Literature Inventory, monthly detailed computer queries were run to acquire current order statistics on our books.

"Family" Literature: Numerous Al-Anon pamphlets and leaflets were submitted to in-house design in the new "family" presentations. Detailed information on the design changes has been presented in several WSO publications to educate the fellowship. As our pamphlets come up for reprint, they are retyped and redesigned with the "family" look. No changes other than routine housekeeping were made in the text of these pamphlets. The existing artwork for *The Concepts: Al-Anon's Best Kept Secret?* (P-57) was deemed unusable by production. An Al-Anon member artist was contracted to create original artwork for the reprint prior to its release in the "family" design. The new artwork was also used in the first printing of *The Concepts: Al-Anon's Best Kept Secret?* (SP-57) in Spanish.

Reprints of books requiring scanning and redesign included *Dilemma of the Alcoholic Marriage* (B-4), *One Day At A Time in Al-Anon* (B-6/B14), and *Courage to Change* (B-16). This process requires photocopying, scanning, and proofing by the team secretary, followed by detailed proofing by the Director and Associate Director.

Twelve Traditions Illustrated (P-60) (not available at this time): A proposal to fulfill the 1996 Conference motion asking for a one-time reprint of this piece was approved. A member artist has been contracted to provide new artwork.

Cal's Journal for Recovery (M-67) was completed and distributed at the Conference. Advance order forms for LDCs and the fellowship were mailed. It was printed concurrently in French and Spanish for the first time.

Letters/E-mail/Phone calls: Inquiries have been varied, from submission of sharings for *The Forum* and daily readers to initiating requests for reprint or brief easy-to-answer queries. Following the Conference, numerous calls and e-mails were received from members asking for clarification on the use of the AA big book and its status of not being Al-Anon literature.

On-Line Shopping: Research was conducted and a memo presented to Public Outreach specifying features of on-line "shopping" for future consideration on the web site. A meeting was held with Public Outreach staff to clarify our direction with the on-line catalog.

Consignment Policy: Throughout the year, the Director and Accounting Circulation Manager reviewed and approved consignment orders for conventions, assemblies, and round-ups. With this review process in place, fewer items are being shipped and returned unnecessarily.

Narcotics Anonymous: The Director was contacted by the Literature Coordinator of this organization and was asked detailed, in-depth questions pertaining to our development of literature and the Conference approval process. The current process for NA includes 560 area literature committees reviewing materials and providing feedback. They also asked for the definitions of service materials in the CAL process.

PUBLIC OUTREACH

Phyllis M., Director

COMMITTEE

Marjorie S., Chairperson, Public Outreach Committee

Howland R., NPIC Chairperson

Margaret G., Chairperson, Outreach to the Professionals Advisory Committee

Phyllis M., Director

Claire R., Associate Director

STATUS OF PROJECTS

1999 Al-Anon/Alateen Membership Survey and Al-Anon Membership Assessment: A draft report was received from the vendor. Comments, corrections, and recommendations were provided to the vendor. A preliminary reportback was presented to the Board of Trustees. The report is being finalized for January 2000 distribution to the Board of Trustees. The 1999 *Membership Survey* pamphlet (S-23) will be printed for first quarter 2000 availability.

US Military Outreach Project: It was the consensus of the committee to focus on chaplains because of the confidentiality afforded to family members. Mailing lists are being sought.

US Corporate Outreach Project: The project was redirected from CEO mailings to EAPs based upon the fact that CEOs from our initial mailing forwarded our letter and materials to their Employee Assistance Program. "Tornado" and "Why Be Alone" poster ads were placed in three bimonthly issues of the 1999 *EAP Digest*. The Assistant to the Director attended the National EAP Conference to acquire additional information about EAP programs, their perspective about the impact of alcoholism upon family members, and their needs for client referrals.

Judicial System Project: The Public Outreach Committee approved the Outreach to Professionals Advisory Committee's recommendations to develop a project targeting primarily judges and other professionals in the judicial system. Implementation for the project is scheduled for spring 2000.

"Be Our Eyes and Ears" Public Service Announcement (PSA) Coupon Project: For the third consecutive year, members returned coupons to the WSO to report seeing or hearing the radio or TV PSAs in their community.

US "Tornado" Public Service Announcement (PSA) Second Distribution: The PSAs were rereleased in February to an additional 1500 radio and 500 TV stations. These stations did not receive the PSAs in the first distribution. Due to an historic increase of sales, PSA stock had to be reordered to meet the membership's demand.

A comparative study of TV Sigma tracking reports available from the vendor is as follows:

	<u>Number of Airplays</u>	<u>Estimated Value*</u>
<i>First Distribution</i> (September 1998 to February 1999)	11,275	\$ 6.6 million dollars
<i>Second Distribution</i> (March to December 1999)	6,068	\$ 3.5 million dollars
Total	17,343	\$10.1 million dollars

*Based on Sigma tracking reports and an estimated value of \$581.00 per airplay.

The number of broadcasts for the second distribution was a little more than half of the first campaign. The return on the investment was an extended and continued use of the "Tornado" PSA for six months. Further analysis can be made when final broadcast reports are received for the "Why Be Alone" PSA campaigns.

US "Why Be Alone" Public Service Announcements (PSAs) Distribution, Posters and Table Display: The "call to action" of the 1999 PSA is "There is hope and help when you reach out and get connected to Al-Anon/Alateen." A total of six versions (English, Spanish, and French) of Al-Anon and Alateen PSAs and posters was produced. The table display was produced in three languages. The TV PSAs were shown at the World Service Conference. Delegates also received copies of the Al-Anon and Alateen posters.

Order forms were provided to the fellowship in three languages. Ad slicks of the posters were also available to the membership for outreach projects.

US Distribution "Why Be Alone" Public Service Announcement (PSA), First Campaign: The PSAs were released to 1500 radio and 490 English and 10 Spanish TV stations in July. Sigma tracking reports from the vendor for TV air play from August 23 to December 5 (17 weeks of an 18 week campaign):

Al-Anon	3,679
Alateen	1,727
Total	5,406

Estimated value: \$3,140,886*

*Based on Sigma tracking reports and an estimated value of \$581.00 per airplay.

The National Youth Anti-Drug Media Campaign: The Office of National Drug Control Policy (ONDCP) selected the Spanish Al-Anon and Alateen "Why Be Alone" public service announcements (PSAs) for a media match funding program. When selected by ONDCP, PSAs produced by non-profit organizations related to substance abuse will be aired during prime time.

This 195 million dollar allocation by Congress to ONDCP is available for a five-year period (1999 to 2004). It enhances laws already providing not-for-profit organizations with free access to air time and improves their ability to have their message aired during prime time. There will be strict oversight of stations by Congress to insure the current system of free PSA air time is retained and that the amount of unpaid PSA air time is not reduced.

As a result, airplay of the Spanish "Why Be Alone" TV PSAs greatly increased and had unprecedented prime time airing. There was a substantial increase in the number of Spanish newcomers calling the WSO for meeting information as a result of the ONDCP program.

The typical Spanish calls for a sixteen-day period would total 96, or six per

day. Data was collected for sixteen days (October 27 - November 17) which included the Media Match and resulted in 198 Spanish calls or 12.4 calls per day. Spanish newcomer calls were a substantial portion of this increase.

The English, Spanish, and French "Tornado" PSAs are being submitted to ONDCP for airplay in 2000.

Public Service Announcement (PSA) Partnership Program: WSC members and area coordinators were informed about a new trend among local TV stations. Businesses contribute money for a local station to develop and market community outreach programs using local corporate contributions. The partnership program is designed as a goodwill effort to the viewing audience on behalf of the station and local corporations. As a result, corporations are paying for the station to play the PSA. This is a corporation endorsing the importance of Al-Anon, not Al-Anon endorsing a particular corporation.

Public Service Announcement (PSA) Development, 2000: A variety of suggestions for the theme were received from committee members. A discussion at the Conference Committee meeting illustrated the difficulty of producing a PSA concept that appeals to everyone. The production process of producing PSAs and training factors in working with vendors were evaluated. The production of PSAs annually for a three-year period will be reviewed in July 2002 to determine if the data continues to support the benefits of producing a new PSA each year.

The committee selected a theme depicting how alcoholism suffocates hope and how Al-Anon/Alateen provides the "air" for recovery. Although recommended by the vendor, production of 60-second PSAs greatly increases the cost of the project. Thirty-, 20-, and 15-second English and 30-second French and Spanish PSAs will continue to be produced. Filming of the new PSA occurred in December. The PSA is being readied for July 2000 distribution.

Operation Alateen: The following activities were undertaken to help implement and encourage the WSO's Operation Alateen project: placement of the "Why Be Alone" Alateen poster as a paid ad in the national publication, *EAP Digest*; inclusion of a list of ways Public Outreach coordinators can support Alateen in a biannual mailing; listing Alateen PSA and poster activities in the ongoing "Be Our Eyes and Ears" and "My Hand Is Out" coupon projects; an Alateen article for the newspaper outreach project; and the addition of the Twelve Steps and Alateen's Twelve Traditions to the Alateen section of the WSO web site. Plans are also underway to add Alateen sections to the French and Spanish sections of the WSO web site in 2000.

WSC Presentation, New Structure Breakout Session: Consolidation of PI, CPC, and Institutions Coordinators' positions into Public Outreach and the results of the "Great Expectations" coordinators' survey were discussed. Feedback from coordinators who are in areas with consolidated coordinator positions was given. Delegates provided suggestions for improving distribution of coordinator mailings so that time-sensitive projects such as the PSA campaigns reach the local membership more rapidly.

Newspaper Outreach Project: As a means of increasing the number of feature articles and press releases printed in newspapers, a newspaper project was undertaken. Four times per year, a two-column feature article was written and released by the vendor. The titles of the articles were: "Concerned About Someone's Drinking;" "Al-Anon: A Choice For Change;" "Helping Young People Cope With Alcoholics;" and "Coping With Alcohol, Holidays, and Families." Each article is made available to 10,000 US and 2000 Canadian newspaper editors.

As of November 10th, there were 1,080 estimated placements for three articles. Articles were released at intervals throughout the year. Sample clippings along with monthly reportbacks of placements of three of the four articles encompassed 32 US states and five Canadian provinces for

three articles. No data or clippings were available as of the end of the year for the article, "Coping With Alcohol, Holidays, and Families," released in October. Clippings and reportbacks are provided by the vendor for a one-year period following the release of each article. While 100 placements for each article are guaranteed, the final results and data for each article and the entire project will be available in 2000.

US

The 1080 placements have an equivalent value of \$432,880 with a circulation of 17,315,220 newspapers distributed and estimated readership of 69,260,880. A recap of the US vendor's report to November 10th is as follows:

Canada

A total of twelve placements were printed through August 31, 1999. These placements were published in five provinces (AB, BC, NC, ON, and PQ) and had an estimated readership of 208,179 people. One third of the placements were about Alateen.

Literature Consolidation and Service Materials Review: With the exception of the PI, Institutions, and CPC guidelines, the committee's overall review of all Public Outreach materials was completed. This project took three years to complete.

Pamphlets

Help For Employees Troubled By Someone Else's Drinking (S-63): The EAP pamphlet was made available for distribution.

Fact Sheet For Professionals (S-37): A major rearrangement and reformatting of the text was produced.

"Al-Anon Can Help" Series: The pamphlet covers were reformatted into the new service literature style. The stock for the two mental health pamphlets (P-79 and P-80) was depleted and the two items were discontinued. A new consolidated mental health pamphlet, *Doubting Your Sanity* (P-89), was produced. A major revision of *Living In A Shelter* (P-82) was completed.

Materials, Kits, and Workbooks

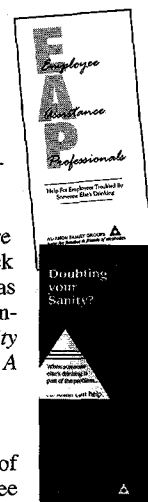
Open Letter Series: Minor revisions were made to five of the existing open letters. The Alateen Advisory Committee provided substantial revisions for the Open Letters To My Teacher and Student Assistance Professionals. The seven letters were made available for distribution. Subsequently, it was called to the attention of the Public Outreach Service that a major review of the Open Letter To The Police (OP-4) is warranted.

Public Outreach Service Catalog: The idea of producing a catalog of service materials using the four pages of the CAL Catalog (S-15) was approved by the committee. The intent of the catalog is to provide the membership with a concise and current list of service materials. Content recommendations were submitted to Fellowship Communication for compilation.

Attracting and Cooperating (S-40): An interim printing was ordered so that a complete review of the text can be made.

Al-Anon Speaks Out, Special Edition (S-18S): The committee recommended discontinuance of the 1983 issue focusing on the Twelve Traditions. A special issue on the same topic will be created in 2000 as a replacement.

"Living With A Timebomb" (R-63) and "Domestic Violence" (R-64) Reprints: Because their age exceeded the two year criteria for publication of reprints, these items were discontinued.



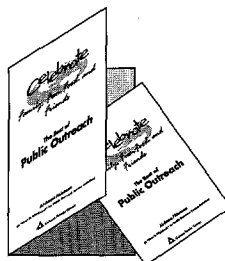
Newspaper Outreach Project Recap

Title	Date of Publication	Clippings Retrieved	Circulation	Estimated Readership*
Concerned About Someone's Drinking	3/9/99	115	2,305,422	9,221,668
Al-Anon: A Choice For Change	4/2/99	107	1,575,314	6,301,256
Helping Young People Cope With Alcoholics	6/11/99	48	448,069	1,792,276
Coping With Alcohol, Holidays, and Families	10/15/99	Data Unavailable		

* The vendor uses the newspaper industry's circulation standard that every newspaper distributed is read by an average of four people to calculate estimated readership.

Interim PI, Institutions, and CPC Kits (K-3, K-5, K-15): A recommendation was made to discontinue the three interim kits upon the completion of the new service activities booklet, *The Best Of Public Outreach* (P-90).

The Best Of Public Outreach (P-90): Because of its motivational nature and suggested forms included in the text, a workbook format in a folder with pockets was developed and readied for distribution in March 2000.



Videos: Because the three videos are ten or more years old, the timeliness, accuracy of content, and manner of presentation were carefully studied as to whether they still meet the needs of the fellowship.

Alateen Tells It Like It Is (AV-16) and *Walk This Path of Hope* (AV-19): The 1987 and 1989 videos were reviewed. Recommendations to discontinue the videos were made and approved by the Board of Trustees. The items are available for distribution until existing stock is depleted.

Al-Anon Speaks For Itself (AV-10): The at-large committee viewed the 1986 video. Delegate committee member review is in progress.

NEWSLETTERS

Al-Anon Speaks Out: The spring and winter issues were compiled and distributed. The winter issue focused on spirituality. On-line versions of each issue were posted in the "Resources For Professionals" section of the WSO web site.

Special offers for service and contact materials were included with each issue. The types of requests received reaffirmed the results of the 1997 readership survey of professional needs for local contact and meeting schedules, information about Al-Anon's service structure, and literature.

As a cost saving measure, area trusted servants, AISs, LDCs, delegates, trustees and GSOs received their copies of the newsletter with *Area Highlights*. District representatives were added to the mailing list to expand the membership's awareness of the newsletter and to encourage local outreach projects with professionals.

COMMUNICATIONS

Professional Inquiries: Professionals contact the WSO in a variety of ways: the toll free 888-245-2666 telephone number, e-mail, fax, and mail.

Inquiries received from professionals are generally for information on how to refer clients.

Al-Anon/Alateen World Wide Web Site: The WSO web site was accessed 120,591 times up to December 1. This represents a 43% increase in site traffic in comparison to 1998 and brings the total number of visitors to 277,746 since the site was launched on October 12, 1996.

A breakdown of annual visits to the home page is as follows:

1996	1997	1998	1999
4,010	42,599	72,451	120,591

The home page remains the predominant entry point (239,651) for visits. However, the WSO site is also accessed through other sections (Alateen, Forum, Literature), largely as the result of hyperlinks. Hyperlinks from other sites represent 14% (38,095) of the total visits (277,746) to the site.

Expanded features of the Spanish section and the new French section were posted to the existing site with separate counters for their home pages. A new design for the site's graphic appearance was created. The redesigned English, Spanish, and French home pages, Steps, Traditions, Concepts of Service, meeting information, resources for professionals, and the Alateen sections were shown to the WSC. French and Spanish translations of the WSO English autoresponder message for e-mail submissions and professional post cards were configured for the existing and redesigned sites. The transition from the current to the redesigned web site was made in September.

The new web site graphic appearance was simplified for the general service offices (GSOs) who are considering the development of world wide web sites. Templates of the home page, meeting information, Hope and Help (Preamble, S-17 and S-25 leaflet questionnaires), Steps, Traditions, and Concepts were made available to the GSOs for translation. Public Outreach worked cooperatively with Membership Outreach to develop instructions and coordinate the GSO templates project.

COORDINATORS

Surveys: Delegates asked to be provided with copies of Public Outreach coordinator surveys and summaries so that they would know if their respective area coordinators participated in the survey.

Biannual Mailings: Mailings were distributed in February and July. The implementation of a coordinators' survey suggestion was made. This new approach consists of providing one featured or "showcase" project and one high priority project selected from a series of additional activities. Favorable

responses from coordinators were received for the "My Hand Is Out" coupon project at their area assemblies. Because it resulted in an increased number of volunteers at the local level, the project will be ongoing to help coordinators and district representatives encourage and motivate volunteerism.

Included in the February mailing was the "Great Expectations" survey which asked coordinators to provide information about how long and when they are distributing Public Outreach mailings to district representatives. Results showed that it takes six to eleven weeks for the coordinators to distribute information to districts.

Conference Call: Twenty of 150 PI, CPC, and Institutions Coordinators participated. The following topics were covered: suggestions for the content of biannual mailing materials; ideas for increasing distribution of biannual mailings to the districts; and "Why Be Alone" PSA distribution. The concept of a conference call was supported by the participants. The Public Outreach team will recommend several more to be conducted in 2000. We anticipate participation will increase.

PARTICIPATION AT CONFERENCES AND EXHIBITS

US Exhibits: Five professional conferences were selected: National Employee Assistance Program (EAP); National Association For Native American Adult Children (NANACOA); SW Human Resources; American Public Health; and National Council On Family Relations. Local members staffed the display booths.

Exhibit Booths: A new table top featuring the 888-425-2666 (888-4AL-ANON) telephone number was purchased.

COOPERATION WITH OUTSIDE ENTITIES

Meetings With Staff: The Assistant to the Director of Public Outreach attended the quarterly meetings of the National Institute Council on Alcohol Abuse and Alcoholism and Human Services, Bethesda, MD. The Assistant to the Director and Director of Public Outreach attended an informational meeting for the Office of National Drug Control Policy (ONDCP), Washington DC. This meeting was hosted by our PSA Vendor, TV Access. The Associate Director of Group Services, Alateen attended a focus group meeting of the National Center On Addiction and Substance Abuse (CASA) held in Washington, DC. The Annual Day of Sharing for Al-Anon, Alcoholics Anonymous, and the National Council on Alcoholism and Drug Dependency (NCADD) was hosted by the WSO. The meeting was attended by the Associate Director and Director of Public Outreach; the Director of Group Services; the WSO Executive Director; the General Services Manager and Institutions Secretary of the AA General Service Office (GSO), NY, NY; the Tidewater Al-Anon Information Service and AA Central Service Office chairpersons. NCADD was unable to send representation.

Presentations: The Executive Director presented two workshops at the University of Utah School of Alcoholism and Other Drug Dependencies, Salt Lake, UT. The Director of Public Outreach gave a presentation at the Norfolk Military Base, Norfolk, VA.

Professional Entities and Organizations: The National Center on Addiction and Substance Abuse (CASA) at Columbia University, NY, NY requested interviews with members for a report focusing on the benefits of family recovery. The Public Outreach Service arranged for twelve delegate and trustee members of the WSO to participate in the CASA report. The anticipated date of publication in a journal is in the first quarter 2000. The National Clearinghouse for Alcohol Information (NCADI) has requested literature for its Treatment Resources Database (TRD). This TRD is one of four databases maintained by NCADI for disseminating information about materials through its Center for Substance Abuse Prevention (CSAP). The National Center on Addiction and Substance Abuse requested a full report of our Membership Survey.

Resource and Agency Directories, Newsletters, and Magazines: Various directories and publishers contacted the WSO by post, e-mail, or fax to

update our listing. These included: *Journal of American Medicine (JAMA)*; April issue; Wells Fargo Company's employee newsletter; Grey House Publishing, *1999-2000 Complete Mental Health Directory*; Channing L. Bete Co., Inc.'s Scriptographic preteen workbook, *What's Up With Alcohol* and accompanying *Teacher/Leader's Guide*; Weekly Reader Corporation's September *Current Health* issue; Office of Minority Health Resource Center's publication, *Sources of Health Materials Lists* (US Department of Health); "*Parenting Resources*," Home and School Connection, Resources for Educators, Inc.; *Frontline*, newsletter for the National Runaway Switchboard, "Friend to Friend," an article in *Twist* magazine for teenage girls; *New York Times Magazine*, October 24; and *Town and Country* magazine for 2000 publication.

COOPERATION WITH THE MEDIA

Publications: Information for articles about Alateen was requested by the following magazines: *Seventeen*, *Teen*, and *Scholastic Magazine*. *Soap Opera Digest* sought background information for a character appearing in an episode of "As The World Turns." *Senior Membership Horizons* published by American Express listed Al-Anon as a resource in an article entitled, "Alcoholism, Identifying Drinking Problems." Al-Anon and Alateen were mentioned in an article citing Bill W. as one of the 100 most significant people in the 20th century in a June 14 issue of *Time Magazine*. A writer from *People Magazine* sought information in conjunction with a celebrity (unnamed) book project about children who grew up in a home with alcoholism. The Assistant to the Director was interviewed for an article in *Real Woman Magazine*.

Newspapers: A reporter from the *Washington Post*, Washington, DC, interviewed the Director to respond to a reader's question. A New Year's Day "Dear Abby" column featured "One Day At Time" attributed to Al-Anon. An Ann Landers article about the frustration of a daughter over her mother's drinking resulted in over 380 calls to the Group Services toll-free meeting information number. Peg Winschup, editor of "Ask Beth," the Boston Globe's nationally syndicated column for teens, sought information about Alateen. Numerous articles appeared in the syndicated columns, "Dear Abby" and "Ann Landers."

Television: As a result of numerous alcohol-related responses to an article about family estrangement posted on their web site, 20/20 contacted the WSO. TNN, Nashville, TN is planning to interview members for an interactive TV show on how to cope with family alcoholism in early 2000. QVC contacted the WSO for the third consecutive year to request PSAs to air during its annual Christmas Eve broadcast. The "Tornado" PSA was aired and reached an estimated 66 million households of cable and satellite viewers.

Internet: Various requests were received from commercial and not-for-profit organizations and health related web sites for permission to hyperlink to the WSO web site or to add Al-Anon/Alateen to their database as a resource. International requests for hyperlinking to the WSO web site included: "AA On The Gold Coast," world wide web site in Australia, and the Irish National Centre For Technology Education In Ireland. The Substance Abuse and Mental Health Services Administration (SAMHSA) and White House Office of National Drug Control Policy added the WSO site to their "Links For Parents" section in the "Parenting Is Prevention" web site.

Members Requests: Inquiries from members included providing the Media Kit to a member in Victoria, BC for a newspaper article about alcoholism written in Polish; providing a Spanish speaking member with a "Tornado" poster to make her aware that the WSO annually produces Spanish posters; an explanation regarding the WSO's responsibility and copyrights for producing posters; obtaining PSA poster artwork for bus posters; suggestions for maintaining anonymity when Alateen sponsors or Al-Anon members appear on TV; a request for WSO encouragement to the membership to increase the number of Al-Anon listings in local telephone directories; responding to a reporter requesting full face photographs of members interviewed for an article; clarification about the lack of case or

hyphen sensitivity of the WSO web site address (URL); materials approved for posting on-line; suggestions for creating a district, AIS, or area web site; suggestions for an educators' workshop; and materials to make available at health fairs.

NATIONAL PUBLIC INFORMATION CANADA **(NPIC)**

COMMITTEE

Catherine J. Howland R., Chairpersons
Carole P., Public Outreach Service Manager for Canada
Phyllis M., Director Public Outreach
Claire R., Associate Director Public Outreach

Office: The benefits of remaining in Ottawa were reviewed and reaffirmed. NPIC relocated in September 1999 to a 200-square-foot office in an executive office complex in Nepean (south Ottawa). Voice messages referring callers to the new NPIC business telephone (613-723-8484) and fax (613-723-0151) numbers were arranged with Bell Canada until April 2000. Mail is being forwarded for two years from the post office box to the new office address (Capital Corporate Centre, 9 Antares Drive, Suite 245, Nepean, ON K2E 7V5). Moving notification cards, letterhead, and business envelopes were printed with the new NPIC address. Literature is being updated with the new address and contact information. The Canadian delegates were personally notified by telephone of NPIC's move.

Annual Staff Visits: The Executive Director and Director of Public Outreach visited NPIC in its new location in September 1999. They were given an overall view of the new NPIC office, the executive centre business complex, and the city of Ottawa.

Measuring Project Data: The committee requested more statistics about projects and demographic information so that projects can be evaluated more in depth and to ascertain the direction of future projects. A goal of monitoring and expanding NPIC's outreach to professionals, the media, and the general public was established. This is based upon the fact that 55% of professional inquiries are from Ontario, followed by Nova Scotia (8%), and British Columbia (8%). Using a provincial breakdown of groups from the AA GSO, the committee was informed that there are 62% more AA groups than Al-Anon groups. It was also noted that in the past ten years, there has been a decline of Al-Anon/Alateen groups which decreases the availability of Al-Anon nationwide and at a community level.

Using the statistic reported in the 1993 General Social Survey (GSS) and cited again in the Canadian Centre on Substance Abuse (1999 Profile), nearly one in ten (2.7 million) adult Canadians are having problems with their drinking. Applying the standard that every alcoholic affects at least four people, it was calculated that there are 11 million Canadians in need of Al-Anon/Alateen. This constitutes 37% of Canada's 30 million population. Data of this nature gives the committee a sense of perspective about the need for Al-Anon/Alateen by the Canadian population.

STATUS OF PROJECTS

Al-Anon Speaks Out, Canadian Bulletin (S-18c): The 1999 bilingual issue was mailed to 560 professionals. The French portion was posted in the professional resources section of the French WSO web site. Articles for the 2000 issue were selected.

Your Canadian Al-Anon/Alateen Connection, NPIC (S-61): Production was completed of this new bilingual pamphlet. Canadian literature distribution centers were sent a supply for distribution within the fellowship and local outreach projects. The pamphlet was also included in a group-wide mailing to increase the fellowship's awareness of NPIC. The NPIC Committee has recommended posting the pamphlet on the WSO web site.

WSC Dinner/Presentation: NPIC's 20th birthday was celebrated by the Canadian WSC members. A retrospective of NPIC's history, purpose, vision, and NPIC's current activities was provided. Delegates were given copies of the new pamphlet, *Your Canadian Al-Anon/Alateen Connection, NPIC (S-61)*, for distribution at their AWSC meetings.

The committee decided upon the 2000 theme, "Public Outreach in Canada—The New Millennium." The purpose of the dinner presentation will be to increase enthusiasm and commitment for stimulating more Public Outreach projects in each province.

Canadian Military Outreach Project: Eleven Military Family Resource Centres responded to a special offer for complimentary client packets. Literature was provided to 120 military chaplains attending an annual retreat in Kingston, Ontario. A mailing list of military chaplains was supplied by the Office of the Chaplain General. Cover letters and complimentary packets were sent to the Office of the Chaplain General, National Defense Headquarters for a nationwide distribution to military clergy. Contact information was obtained for future projects with the Military Family Resource Centres and the National Addiction Rehabilitation for Military Drug and Alcohol Counselors.

Corporate Outreach Project: An outreach to Employee Assistance Programs (EAP) was launched with a mailing to 68 Family Services EAP Program's local offices. Executive Directors, Clinical Directors, and EAP Coordinators were contacted. Family Services is one of Canada's largest EAP Programs which provides counseling to over 500 companies and 400,000 Canadian employees. A special offer for client packets and ad slicks yielded a 21% response rate. More than half of the respondents requested PSA ad slicks for their publications and newsletters.

A pilot project with small (500 or less employees) regional corporations and associations located in Ottawa was planned. Implementation is underway via correspondence, speaking opportunities, and presentations. The Public Outreach Service Manager for Canada is compiling a list of 300 corporations and 50 associations. Canadian delegates were advised of this project and it will serve as a guide for planning and implementing nationwide corporate outreach projects.

"Tornado" Public Service Announcements (PSAs): The second distribution to 50 English and 50 French radio and 30 English and 15 French TV stations was made. An article appearing in the *Canadian Association of Broadcasters Bulletin* yielded an additional 12 radio and four TV stations' requests for PSAs.

"Why Be Alone" Public Service Announcements (PSAs): The first distribution to 50 English and 50 French radio and 45 (30 English and 15 French) TV stations was completed. As a result of an announcement appearing in the *Canadian Association of Broadcasters' Bulletin*, an additional 19 radio and two TV stations requested the PSAs.

Radio station service reports (of airplay) are not available in Canada; however there was a 21% increase in radio PSA distribution for the "Why Be Alone" first campaign. This increase is attributed to articles in the *Canadian Association of Broadcasters Bulletin* stating availability of Al-Anon PSAs to their membership across Canada.

"Fear and Anger," "Tornado," and "Why Be Alone" TV Public Service Announcements (PSAs): An average of 7% of the 135 TV stations who aired the PSAs for the three campaigns provided service reports.* Comparative data for the number of airplays and their estimated value is based on the service reports received as follows: **

	<u>Number of Airplays</u>	<u>Estimated Value*</u>
"Tornado" (September 1998 to February 1999)	518	\$131,528 Canadian funds \$86,808 US equivalent
"Why Be Alone" (First campaign, July 1999 to December 1999 – covering results to date. First campaign ends February 2000)	458	\$103,206 Canadian funds \$68,116 US equivalent
Total	976	\$234,734 Canadian funds \$154,924 US equivalent

*Forty five (35 English and 10 French) TV PSAs are distributed with each campaign.

**Values are based on actual invoices received from TV stations because Canada does not have Sigma tracking reports.

Judicial Project: Two publications were obtained as resources for planning the Canadian outreach effort. The *Directory of Services for Victims of Crime* provides addresses for 835 agencies and organizations. *Justice, Directory of Services* contains addresses and contact information of persons responsible for all justice services.

Cooperation With The Media, Outside Entities, and Conferences/Conventions: Television and Radio: Teletoon, a national children's TV station, reported airing of the Al-Anon PSAs for the second consecutive year. Teletoon's audience consists of 85% of all Canadian households and has three national coverage signals.

Magazines: *Pharmacy Practice*, a monthly magazine for pharmacists published by Maclean Hunter Healthcare Group, cited Al-Anon/Alateen as a resource in its Patient Information Planner. This planner was sent to over 60,000 doctors and pharmacists throughout Canada who can use the listing to refer patients/clients to Al-Anon.

PARTICIPATION AT EXHIBITS

Exhibit Booth: NPIC's free-standing exhibit booth was replaced with a table top display booth.

Exhibits: NPIC exhibited at the Biennial Symposium On Employee and Family Assistance Conference, Ottawa, ON. November 7 - 10, 1999. The "Why Be Alone" poster appeared in the exhibit's Resource Manual and Canadian *EAP Digest*, fall 1999 issue which were provided to attendees. Local members assisted the Public Outreach Service Manager for Canada with staffing the booth.

COMMUNICATION

Toll-Free Number Calls: A total of 373 calls were received. Seventy-three percent were from newcomers seeking meetings and information. Seventeen percent were from professionals. Seven percent of the calls were from members using the 800 number in error. Three percent of the calls were requests for information about Alateen. Calls were largely received as a result of literature and the PSAs.

Business Telephone Number: A total of 325 calls were received. Sixty-percent of the calls were from newcomers and 22% were from professionals seeking information. Thirteen percent of the calls were from members. Five percent of the calls were inquiries about Alateen.

MEMBERSHIP OUTREACH

Mary Ann K., Director

CONFERENCE

Pat S., Chairperson

Marion W./Marge S., Assistant Chairpersons

Susan A., Associate Director, Conference

COMMITTEE

The committee held one full staff (March), one interim (June), and three full committee meetings (July, October, and January).

Mailings To Conference Members: Conference members received regular mailings bimonthly. During the first quarter, they received the Conference Communication Kit containing registration and other pertinent materials. Second year delegates were asked to sponsor new Conference members. Conference members also received the preliminary budget, Auditor's Report, regional trustee resumes for the regions electing trustees, 1998 Annual Report, Policy motions, and Admissions/ Handbook motions for insertion in the Conference Notebook.

Subsequent mailings included material related to the 2000 World Service Conference, as well as newsletters, public service announcements, copies of letters to coordinators, departmental memos, the *Service Manual* (French translation), revised guidelines, and revised pamphlets.

Area Highlights: Delegates, trustees, DRs, area coordinators, newsletter editors, and area chairpersons receive *Area Highlights*. Area newsletters are read and articles are excerpted for compilation in the newsletter. Sharings from past delegates, a compilation of area coordinators' reports, and articles from WSO staff and delegates are included. A cover article related to the Conference is written for each issue. About 2,800 newsletters are mailed quarterly with inserts.

1999 WORLD SERVICE CONFERENCE

Conference Call: Prior to the Conference, the Conference Chairperson, Assistant Conference Chairperson, and Associate Director, Conference hosted a one-hour conference call in which 21 new Conference members participated. The 1999 WSC began with a visit to Stepping Stones which set a positive spiritual tone for the week. Marion W. stepped in for Pat S. at the last minute and did a fine job chairing the Conference.

1999 Conference Summary: Five hundred fifty-seven copies of the 1999 *Conference Summary* were mailed to delegates, trustees, IAGSM delegates, and GSOs. A total of 250 past delegates, past staff, and past trustees received a copy. The 2,497 bulk orders to delegates were filled and mailed. Individual orders were filled.

Conference Preparation: From January through May, activities focused on coordinating and wrapping up the 1999 World Service Conference. The routine tasks necessary for planning the Conference were concluded. The remainder of the year involved negotiations with the Holiday Inn Executive Center and preparations for the 2000 WSC.

Regional Trustee (RT) Procedures: A cover letter, voting procedures, and resumes of RT candidates from US Northwest, US Southwest, and US South Central regions were sent to all voting and non-voting Conference members prior to the RT nomination session at the 1999 World Service Conference.

Nancy B., US Southwest, Carolyn W., US South Central, and Ann H., US Northwest were elected as regional trustees.

Area delegates in Canada Central, Canada East, and Canada West regions received material at the 1999 World Service Conference, as these regions will nominate candidates for regional trustees at the 2000 World Service Conference.

Candidates for regional trustee at the 2000 WSC include:

Canada Central - Gladys C., Manitoba, Nancy D., Ontario South
Canada West - Marge S., Saskatchewan
Canada East - Genevieve B., Atlantic Provinces, Catherine J., Newfoundland/Labrador

Areas not listed did not submit candidates this year.

Overseas Representation: All GSOs received an invitation to the World Service Conference. UK & Eire, France, Italy, and Mexico each sent a representative.

Leadership Workshop: The leadership workshop provided an opportunity to brainstorm ideas for encouraging service through the use of a game format (Get in the Car).

Taping: Stuart Smith filled in at the last minute to tape the WSC sessions as Bud Smith was unable to attend due to illness.

Closing Dinner: Twenty three guests attended the closing dinner and heard the two spiritual speakers who shared their experience, strength, and hope.

Hospitality Room Volunteers: As a token of appreciation, *Having Had a Spiritual Awakening...* was given to the hospitality room volunteers.

2000 WORLD SERVICE CONFERENCE

"One Purpose: Many Faces, Many Voices, Many Ways"

April 26-30, 2000

Holiday Inn Executive Center, Virginia Beach, Virginia

Equalized Expense Fund: The Executive Committee designated the 2000 Equalized Expense at \$900 US with subsequent Board approval. Full cost of attending the Conference is \$1,350. As of December 29, 1999, equalized expense payments in the amount of \$900 have been received from 17 areas; between \$1,000 and \$1,350 from 31 areas; and over \$1,350 from five areas. A total of 53 areas have contributed as of year end.

Election Assemblies/Panel 40 (2000-2002): Outgoing delegates received AWSC forms to complete at their election assemblies and mail to the WSO. Twenty three areas elected Panel 40 delegates in the fall of 1999. Each delegate received a welcome letter with pertinent material including a *1999 Conference Summary*, *1998-2000 Al-Anon/Alateen Service Manual*, and information regarding the new service structure.

Delegate Committee Appointments: A questionnaire mailed to Panel 40 delegates requested their committee preference. Following the return of the questionnaires, assignments to delegate committees commenced. Factors which determined each new delegate's committee assignment included committee assigned to the past delegate in that area, number of delegates from the same region on the committee, new delegate's preference, and timeliness of the form's return.

Budget: Keeping costs within the budget was accomplished with the help of the many Conference members who were willing to room with another Conference member. Fifteen of those rooming together who commented on the evaluation form reported a positive effect that this arrangement had on their Conference experience. A few comments indicated that sharing was not preferred.

Planning: The contract with the Holiday Inn Executive Center was signed for 2000. Other activities for the 2000 Conference were accomplished.

Opening Session: Pat S., Conference Chairperson, will open the Conference on Wednesday, April 26 at 8:30 AM in the Executive Ballroom of the Holiday Inn Executive Center, Virginia Beach, VA.

Conference Dates: The days of the 2000 WSC will be from Wednesday to Sunday. These changes were made to accommodate religious holidays in April. In 2001, the Conference will be scheduled Monday through Friday.

Ice Breaker: At the Conference Ice Breaker, Conference members will become acquainted through an Al-Anon meeting format.

Clearing the Air: Conference members were asked to submit questions for the "Clearing the Air" session in order to give some structure to this meeting. There will also be a "parking lot" format for questions that come up during the course of the Conference.

Spanish Lunch: In order to provide an opportunity for everyone to experience the Spanish luncheon, an invitation to attend will be extended to all Conference members with an opportunity to indicate their intentions on a response card.

Ask-It-Basket: The Ask-It-Basket process has been modified slightly to save delegates from having to spend time reviewing questions that are not pertinent to their experience. A committee will consist of one volunteer delegate to answer area questions, one staff member and one trustee to answer WSO questions.

RT Elections: 2001 RT election packets were prepared for distribution at the 2000 WSC, and 2000 RT election packets were mailed to area chairpersons in the Canadian regions regarding the nomination of RT candidates.

Visit to the WSO: On Monday, May 1, buses will depart for the WSO with a return trip to the hotel after lunch.

Three Minute Talk Theme: Outgoing delegates received an invitation to present a three-minute talk on the Conference theme.

WSC Chosen Agenda Items: Conference members submitted their questions to the WSO by December 1 to be sorted in preparation for discussion at the Conference. Through a vote, Conference members will select four topics for open discussion. Remaining topics will either be addressed in workshops and reported back to the Conference or included in the Ask-It-Basket.

Taping: The three-minute and spiritual speakers will receive complimentary tapes of their talks. Conference members may purchase audio tapes of the three-minute and spiritual speakers' talks.

Overseas Representation: All GSOs received an invitation to the World Service Conference. As of December 31, 1999, New Zealand has indicated its intention to send a representative.

Conference Notebook: Printing of the Notebook will take place immediately following January Board week. Material mailed from the WSO prior to the Conference will not be duplicated in the Notebook. This material stamped, "FOR WSC NOTEBOOK," is to be brought to the World Service Conference for inclusion in the Notebook.

Meals: Menus have been planned in consultation with the Associate Director, Conference, WSO's Meeting Planner, and the chef at the Holiday Inn Executive Center to assure that all the dietary needs of the Conference members are met.

Closing Session: A separate evaluation of the Closing Session resulted in some modifications such as limiting the time to one hour and announcing a "two minutes at the mike" rule.

2001 WSC Site: Possible sites for the 2001 WSC include seven hotels in the Hampton Roads, Virginia area.

SUBCOMMITTEE: ADMISSIONS/HANDBOOK

*Mary A-T/Don C., Chairpersons
Susan A., Associate Director, Conference*

A number of changes to improve the clarity and consistency of the Handbook were proposed on the Conference floor and most were approved. The committee is continuing to work on improving the usability of the Handbook. One committee member designed a workshop that other delegates could use to get feedback from their areas on how to improve the Handbook.

The committee began reviewing the Handbook for potential revision should the new structure be approved in 2002. The new Canadian territory of Nunavut was noted as having Al-Anon groups that may be interested in becoming part of the Conference structure.

2000 AA INTERNATIONAL CONVENTION

*Ric B., Chairperson
Susan A., Convention Coordinator
Marsha W., Co-Coordinator*

Theme: Hope@Al-Anon.Alateen.Everywhere
June 29 - July 2, 2000
Minneapolis, Minnesota

In an attempt to minimize expenses, AA has asked that Al-Anon's participation at the 2000 International Convention be patterned after AA's participation at Al-Anon's Convention in Salt Lake City. They have asked that the Host Committee not do fundraising and refrain from meeting until September 1999. Host committee guidelines were revised to reflect the changes.

Budget: The Host Committee budget was set at \$4,000, the amount approved by AA.

Conference Presentation: A presentation at the 1999 WSC consisted of a video of Minneapolis, a humorous skit written by the Minnesota (South) Delegate and acted out by other delegates in the region, giving Conference members an inside look at "Everything the Convention and Visitors Bureau Didn't Tell You About Minnesota," and a handout prepared by AA on the most frequently asked questions.

Sales: Two items will be sold at the convention, AL-ANON FAMILY GROUPS (CLASSIC EDITION) (working title) and the 50th Anniversary Calendar.

Registration: The brochure in either English, Spanish, or French was mailed to all registered Al-Anon groups, lone members, district representatives, newsletter editors, electronic meetings, information services, literature distribution centers, and GSOs in August by AA's mailer. After registering at a cost of \$85 (\$95 after May 15, 2000), members received their name badges and hotel information. Hotels were assigned through a lottery system beginning in November. This was a different housing process than that which was followed for previous conventions.

Host Committee: A hospitality area for the host committee and meeting rooms will be located in the Marriott Hotel. We have received one request for a hospitality room for on-line Al-Anon. Meeting rooms in two other hotels (Radisson and Marquette) will also be used.

Workshops: As a departure from previous conventions, speakers will be chosen randomly from the list of registered participants rather than sending a questionnaire. WSO staff and volunteers and possibly past delegates will

chair the workshops. Registrants from other countries will be invited to chair and co-chair workshops in their language.

50TH ANNIVERSARY

*Mary Ann K., Chairperson
Margaret G., Board Liaison*

Plan: English, French, and Spanish versions of the plan were prepared and given to the delegates at the WSC. The Board of Trustees' concept of how to celebrate the 50th Anniversary was to have celebrations and activities take place on a local level. In this way, neither expense nor distance will be a barrier to anyone wishing to join the festivities of "50 Years of Passing It On."

Calendar: To make the calendar representative of Al-Anon's history and a record of events for 2001, delegates were asked to send a specific date either from the history of their area, or for events in 2001. General Service Offices around the world were also asked to provide a date from their structure for the calendar. These dates represent, in a small way, the history of the fellowship and future celebrations. The calendar will sell for \$6 each, two for \$10, and will be available in the spring of 2000.

Gratitude Book: Each Al-Anon group was sent a gratitude sheet where members were invited to share feelings about the program. This sheet will be compiled into several books for view at the WSO and press events.

RSSs: At each RSS, the 50th Anniversary was presented; plans are to continue this through 2001.

Press Letters: The press has been generous to Al-Anon over the year, printing meeting times and human interest stories. Valentine's Day 2001, the WSO will initiate a letter writing campaign by members to their local press, thanking them for their cooperation over the years and letting them know of Al-Anon's 50th Anniversary.

INTERNATIONAL COORDINATION COMMITTEE

*Mary C., Chairperson
Peggy S., Assistant Chairperson
Marsha W., Associate Director, International*

COMMITTEE

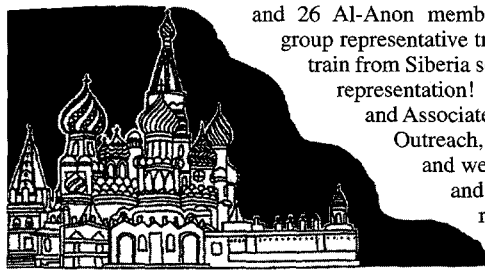
The presentation by the International Coordination Committee (ICC) at the 1999 Conference focused on the value of Conference Approved Literature sent to Russia through the "Adopt a Russian Group" program. Excerpts read by the ICC, taken from over 50 letters received from Russian members, conveyed what receiving this literature means in their own words.

The Chairperson of the ICC advised Conference members in her report that since it is impossible for the Russians to reprint at this time, the ICC wanted to extend the "Adopt a Russian Group" program. This program encourages members to buy Russian literature and send it to one of the 108 groups because there is no other continuous source for receiving literature.



RUSSIA

October 1, 2, and 3, 1999 were the dates of the second Russian Service Meeting hosted by the Russian Al-Anon Service Committee. The theme was "Al-Anon to Personal Freedom." There were 19 cities and towns represented. Thirty-two group representatives, which included two Alateens, attended with voice and vote. Additionally, there were eight Russian



Service Committee members with voice and vote and 26 Al-Anon members with voice. One group representative traveled for two days by train from Siberia so her group would have representation! The Executive Director and Associate Director, Membership Outreach, International attended and were asked to share WSO and personal experiences regarding the Twelve Concepts of Service and The Twelve

Traditions. The assistance of translators, also Al-Anon members, during the meeting helped them participate and answer questions that were asked during all meetings.

INTERNATIONAL AL-ANON GENERAL SERVICES MEETING (IAGSM)

"Al-Anon's Future, Our Responsibility"

The dates of the IAGSM were changed to October 4-7, 2000 out of respect for those celebrating holidays on October 8 and 9. The German GSO will host the meeting in Essen at the Holiday Inn Essen City Centre (formerly the Balance Hotel). The names of 16 new delegates representing 13 structures have been submitted to date. Delegates from the US and Canada will be chosen at the January Board meeting.

SERVICES

Translations: The following were sent to reviewers: Netherlands (Dutch), *The Twelve Steps and Twelve Traditions*; Brazil (Portuguese), *...In All Our Affairs: Making Crises Work for You*; Sweden (Swedish), *Dilemma of the Alcoholic Marriage*.

Requests/Information

Requests and correspondence were received from the following locations: Australia; Belgium, Flemish-speaking; Belgium, French-speaking; Bolivia; Costa Rica; Colombia; Commonwealth of Independent States; Denmark; Ecuador; Estonia; France; Greece; India; Israel; Hong Kong; India; Israel; Malaysia; Mexico; Malta; New Zealand; Netherlands; Peru; Philippines; South Africa; Spain; Ukraine; UK & Eire; US Virgin Islands; West Indies; Tanzania, East Africa; Ternopil, Ukraine; Turkey; Accra-Ghana, West Africa.

Mailings to GSOs and Delegates

Reprint Permission

In All Our Affairs

Article from *The Forum*, Sponsorship

How Al-Anon Works For Families & Friends of Alcoholics

Al-Anon Family Groups

Understanding Ourselves

Living With Sobriety

Detachment

Alateen: Hope for Children of Alcoholics

Blueprint for Progress

Alcoholism, A Merry-Go-Round named Denial

Alcoholism, the Family Disease

A Guide for the Family of the Alcoholic

Information for the Newcomer

Troubled by Someone's Drinking?

A Guide for Sponsors of Alateen Groups

Joy of Service

1996-1998 Al-Anon/Alateen Service Manual

Just for Today

Freedom From Despair

Are You troubled by Someone's Drinking?

Alateen: a day at a time

Argentina

Australia

Brazil,

Colombia, Germany

Costa Rica

Costa Rica

Costa Rica

Costa Rica

Costa Rica

Costa Rica, Denmark

Costa Rica

Costa Rica

Costa Rica

Costa Rica

Costa Rica

Finland

Finland, Mexico

France

India

India

India

India

Is Someone's Drinking Getting to You?

Operation Alateen

Youth and the Alcoholic Parent

Facts About Alateen

Twelve Steps and Twelve Traditions

Does She Drink Too Much?

How Can I Help My Children?

Homeward Bound

Living with Sobriety

India

India

India

India

Netherlands

Sweden

Sweden

Sweden

Sweden

Sweden

AL-ANON INTERNATIONALLY

AFRICA

South Africa: The GSO advised their office has moved from Braamfontein to Rosettenville. They now have e-mail.

ASIA

India: The AIS in Calcutta advised WSO that they are exploring forming a GSO at the request of some of the groups. The WSO sent information and will work with them as a resource as they work towards this goal.

Japan: The response from the Al-Anon Japan GSO indicates the GSO is selling literature to and servicing all groups in Japan. Al-Anon Japan GSO is currently in the process of re-registering the WSO trademark to insure WSO is shown as the owner.

Korea: A representative from the GSO advised they held a national conference this year.

AUSTRALIA / NEW ZEALAND

Australia: A representative from the GSO wanted to know if the GSOs are limited to printing one public information (PI) piece each year. The WSO responded that each general service structure working in countries outside of the United States and Canada may reprint WSO material and is not limited to printing one PI piece. This topic is addressed on page 84 in the 1998-2000 *Al-Anon/Alateen Service Manual* under the heading "Public Information Literature."

New Zealand: The GSO informed the WSO that the Third Regional Service Seminar took place in August 1999. The theme of this seminar was "Keys to Recovery." The GSO now has e-mail.

EUROPE

Belgium (Flemish-speaking): A representative advised that their Conference took place in March.

Belgium (French-speaking): The IAGSM delegate advised that their structure met with the GSOs from France and Switzerland (French-speaking) to share service experience.

Denmark: In response to a letter from the WSO, the GSO indicated that government funds were not used to produce the reprint of *One Day at a Time in Al-Anon*. The representative from the GSO indicated they knew using outside funds was not appropriate and assured the WSO that the only funds used from this project were through the GSO.

Finland: The GSO now has an e-mail address. The Conference elected a new IAGSM delegate to attend the meeting in Essen.

France: A representative from the GSO advised they created a web site as a way to share information about their first Al-Anon/Alateen Convention. They also have e-mail.

Germany: The GSO sent a question regarding whether an active member of other self-help organizations like Overeaters Anonymous, Emotions Anonymous, or Adult Children of Alcoholics could hold office beyond the group level. WSO responded, "Yes," as the policy in the *Service Manual* only addresses members of AA. The GSO also now has e-mail.

Iceland: A representative from the GSO advised they now have their meeting list on the Internet.

Italy: The GSO sent translated sharings from members for consideration

in ALATEEN EVERYDAY and RECOVERY TODAY. The GSO is also considering restructuring their service board.

Netherlands: The General Secretary reported they had a good Conference in April and are looking forward to continuing the service of helping families and friends of alcoholics in their country.

Norway: The General Secretary advised they are measuring a growing interest in Al-Anon as telephone calls and correspondence have increased. They also report groups are ordering more literature and that contributions to the GSO reached a new record in 1998.

Poland: The IAGSM Delegate advised there is much activity from 13 regions and 400 groups in their country.

Russia: The AIS in Moscow advised that the forum held November 18, 1998 was successful. To highlight one of the results, they advised that an article entitled "Relatives and Friends of Alcoholics Unite!" appeared in the Moscow paper.

Spain: A representative from the GSO asked if an additional delegate from an area could be sent to Conference because the area had grown enough to warrant another delegate. WSO advised that in the US and Canada model, states or provinces having more than 400 groups may petition the Conference to divide and send an additional delegate to the Conference. Additional guidelines are listed on page 113 of the 1998-2000 *Al-Anon/Alateen Service Manual*.

Sweden: A representative from the GSO wanted to know what was the latest edition of the pamphlet (P-52) *Al-Anon is for Adult Children of Alcoholics*. There was a reprint of this piece in 1997.

Switzerland (French-speaking): A representative from the GSO questioned the validity of Al-Anon adult children of alcoholics meetings that have begun forming in that country. WSO advised that, based on our experience in the 1980s, the formation of Al-Anon adult children groups seems to be a response to a need expressed within the fellowship.

Switzerland (German-speaking): The Conference elected a new IAGSM delegate to attend the meeting in Essen along with the returning delegate.

UK & Eire: The GSO has a web site and e-mail address. The General Secretary was the representative to the World Service Conference in April 1999.

NORTH AND CENTRAL AMERICA

Mexico: The GSO sponsored a successful Public Outreach Symposium and Press Conference in November. Because of previous scheduling, WSO personnel were not able to accept the invitation extended by the GSO.

El Salvador: The GSO notified the WSO of a new address.

SOUTH AMERICA

Argentina: In cooperation with Brazil's GSO, Argentina hosted the first Iberoamerican Al-Anon Services Meeting October 22-24, 1999. The following countries attended: Argentina, Brazil, Colombia, Costa Rica, Spain, Mexico, Peru, Uruguay, and Venezuela. Among the subjects discussed were: communication between structures and with the WSO; reprint permission; and sponsoring other countries. The GSO now has e-mail.

Brazil: The 21st General Service Conference will take place in April 2000. Because of scheduling commitments during that time, the WSO can not send a representative. At the request of the Conference, all groups in Brazil open with an explanation of Alateen. The GSO also has a web site and e-mail address.

Colombia: The GSO plans to send a representative to the 2000 International Al-Anon General Services Meeting for the first time.

Ecuador: The representatives from the Al-Anon information service (AIS) indicate there is interest in forming a GSO in that country.

Peru: The Al-Anon information service (AIS) in Lima contacted the WSO and advised they would like to become a GSO.

Venezuela: The GSO questioned how the Chairperson of the Board is chosen under the WSO structure. WSO advised the Chairperson of the Board is nominated and elected by the Board of Trustees.

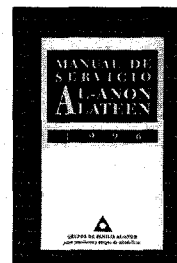
TRANSLATIONS SERVICES

Staff: Rachel L., a native of Montreal, Quebec, joined the staff as the new Language Services Coordinator. Rachel attended the Revision Committee Meeting in Montreal November 19, 1999. Raquel K. was invited to participate at the First Al-Anon Iberoamerican Meeting celebrated in Argentina from October 22 - 24, 1999, with the participation of nine Spanish-speaking GSOs. During this meeting, much of the WSO experience was shared and questions answered. Raquel attended Brazil's General Service Conference as their guest for five days at the end of March. A report was provided to the International Coordination Committee.

SPANISH SERVICES

Raquel K., Translation Services Manager

New Material Completed: *The Concepts: Al-Anon's Best Kept Secret?* (SP-57); the freelance translation of *Paths to Recovery* (SB-24); 1998-2000 *Al-Anon/Alateen Service Manual* (SP-24/27) and flyer for it; *Links of Service* (SS-28); Membership Survey/Evaluation/Letter (PO); Cal's Journal for Recovery (SM-67) and flyer order form, was given to delegates at the WSC; Spanish translation for world wide web site; new auto responder; US Southwest Regional Service Seminar registration form; letter, flyer, evaluation form and workshop highlights; new PSA "Why Be Alone?" Al-Anon/ Alateen posters, radio/TV spots, table displays (PO); flyer/order blank; trilingual birthday envelopes; 1999 *Getting In Touch* stickers; newcomer envelope (SK-10); 50th Anniversary Plan; three letters for Group services: How to Register, Information, Happy Anniversary, Welcome Letter; Open Letters to: Spiritual Leaders, Doctors, Lawyers, Police, My Teacher, Human Service Professionals, and Student Assistant Professionals; letter from Executive Director to subscribers of *Acción* and subscription form. Correspondence was sent to and from eleven Spanish-speaking GSOs, individuals regarding business and program issues, and also e-mails.



Updated Material - Minor Revisions: *Understanding Ourselves* (SP-28); *Al-Anon IS for Men* (SP-1); *Al-Anon, You & the Alcoholic* (SP-2); *Living with Sobriety* (SP-49); Order Blank (SS-16); Just for Today Alateen wallet card (SM-11); Al-Anon/Alateen It Is Not Bookmark (SM-44); Supplementary Order Blank (SS-11); Just for Today Al-Anon card (SM-10); Just for Today Al-Anon bookmark (SM-12); *Are You Concerned?* (SM-1); *Are you Troubled by Someone's Drinking?* (SS-17); *Facts Sheet for Professionals* (SS-37); *Al-Anon, You, and the Professional* (SP-2); *Purpose and Suggestions* (SP-13); ODAT(SB-6). Major Revision: *Links of Service* (SS-28).

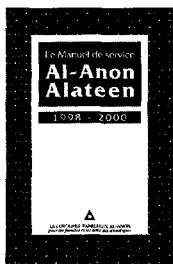
Newsletters: Four issues of *Al-Anon y Alateen en Acción*; a database was created for subscriptions; *Al-Anon Speaks Out* on the web page; *Inside Al-Anon Xtra* 1999 World Service Conference Highlights was mailed to groups, individuals, delegates, coordinators, and GSOs; four appeal letters (February, May, August, and November) and inserts.

Projects in Progress: Alateen Sponsor Preparation; Alateen Sponsor Preparation Facilitator; revision of the translation of the book *Paths to Recovery* and development of a process to set priorities in translating books/pamphlets; *Sponsorship: What It's All About* (SP-31) 2000 Catalog; Guidelines: G-3; G-1; G-2; G-4; G-5; G-13; G-30; G-31; update *Youth and the Alcoholic Parent*; *Fact Sheet for Al-Anon On-line Meetings* (SS-60); Edit *Acción* Vol. 33 No. 1; edit page for *Area Highlights*; February 2000 Appeal letter; article for *The Forum* about the first Iberoamerican Meeting; *Al-Anon Speaks Out* 2000 for the web page.

FRENCH SERVICES

Rachel L., Language Services Coordinator

New Material Completed : *Joy of Service* (FS-57); Cal's Journal for Recovery (FM-67) and flyer/order form; *Service Manual* (FP-24/27) and flyer/order form; French translation for world wide web site; new auto responder; Membership Survey/Evaluation/Letter (PO); trilingual birthday envelopes; 50th Anniversary Plan and inserts (gratitude sheet, request for dates); new PSA, "Why be Alone?" (storyboard, radio, and TV spots, Al-Anon/Alateen posters and flyer/order blank); *Your Canadian Connection NPIC* (FS-61c); 1999 *Getting in Touch* stickers; newcomer envelopes (FK-10); *Le Lien* subscription transition letters (three); letter to DRs; letter to station manager/labels (PO); letters for Group Services informational materials: Information, Happy Anniversary, How to Register, Welcome Letter, Alateen Letter, Open Letter to Student Assistant Professionals (OSP-7); Guideline FG-18 (LDC). Correspondence sent to and from French GSO, delegates and individuals regarding business, program issues, and e-mails.



Updated Material - Minor Revisions: *One Day At A Time* (FB-6); *Courage to Change* (FB-16); *Troubled by Someone's Drinking?* (FS-17); *Alateen Sponsorship: Is It for You* (FS-27); *Fact Sheet for Professionals* (FS-37); *Are You Concerned About...* (FM-1); *Alateen Do's and Don'ts* (FM-9); *Just for Today Al-Anon bookmark* (FM-12); *Alateen bookmark* (FM-13); *Let It Begin with Me wallet card* (FM-8); *Al-Anon IS for Men* (FP-1); *Al-Anon, You, and the Alcoholic* (FP-2); *Alcoholism, the Family Disease* (FP-4); *How Can I Help?* (FP-9); *It's A Teenage Affair* (FP-10); *Youth & the Alcoholic Parent* (FP-21); *Dear Mom & Dad* (FP-67); *Open letters* (OS-1; OD-2; OL-3; OP-4; OT-5; OH-6).

Major Revisions : *Links of Service* (FS-28).

Newsletters : March 1998/April 1998 and May 1998/June 1998 *Forum*; *Inside Al-Anon Xtra* 1998 World Service Conference Highlights; one issue of *Le lien* 1998 with the Executive Director's letter; four issues of *Le Lien* 1999; a database was created for subscriptions to the French newsletter; *Al-Anon Speaks Out* 1999 (Canadian bulletin); *Inside Al-Anon Xtra* 1999 World Service Conference Highlights; four appeal letters.

Projects in Progress : New - Revision by Alberte C. of *Paths to Recovery* (FB-24) and flyer/order form; Reprint *From Survival to Recovery* (FB-21); material for Web site (PO); Appeal letter (February 2000); *Al-Anon Speaks Out 2000* (Canadian Bulletin) (FS-18c) printed and on-line version; CAL 2000 Catalog; FS-16 LDC/1 order form; Operation Alateen; Alateen Sponsor Preparation Workbook; Translation of revised Guidelines (G-5, G-12, G-18).

REGIONAL SERVICE SEMINAR COMMITTEE

Ann H., Chairperson
Mary Ann K., Director

COMMITTEE

The US Southwest RSS was translated into Spanish using volunteer members. The mailing of the registration form will now include past delegates from the region and surrounding areas as well as DRs.

The committee set a firm deadline of January 31, 2000 for all bids to be submitted for the 2001 RSSs. During the RSS Breakouts at the World Service Conference, delegates were notified that late bids will not be accepted, and delegates are asked to check and sign each bid.

Due to increased staff travel and the assignment of Al-Anon's participation at the AA International Convention in the year 2000, RSS on-site responsibility, as well as working with the Host Committee and RT on the agenda, is being coordinated by the Associate Director, Public Outreach (US

Northeast RSS), the Director of Group Services (US South Central RSS), and the Director of Fellowship Communication (Canada West RSS). The Membership Outreach staff remains responsible for the printing and mailing of registration forms as well as the hotel negotiations and contracts.

Attending Staff: The Executive Director will attend all three seminars. The Director of Membership Outreach and the Archives Coordinator will attend the US Northeast RSS. The Assistant to the Director, Group Services (Lone Member, AIS/LDC) and the Assistant to the Director of Public Outreach will attend the US South Central RSS. The WSO *Forum* Editorial Coordinator, the Public Outreach Service Manager for Canada, and the Accounting/Circulation Manager will attend Canada West RSS. The AIS/LDC workshop will take place on the Friday of the Canada (West) RSS.

Packets containing agendas, RSS guidelines, bid forms, and other material were distributed to US Southeast, Canada Central and US Northwest area delegates at the 1999 World Service Conference in anticipation of the 2001 Regional Service Seminars. Credit cards were accepted for registration fees for the first time in 1999.

1999 REGIONAL SERVICE SEMINARS

Canada East RSS

Catherine J., Chairperson
Marsha W., Coordinator

Site: Memorial University of Newfoundland
St. John's, NF

Dates: May 14 - 16, 1999

Theme: Service - the Beacon of Hope



There were 134 registrants. From the 44 evaluations turned in, the Friday night WSO sharing was the most popular session. Whisper translation took place during the general sessions for two French-only speaking members. Host Committee members from US North Central attended. The WSO paid for rooms and meals; members paid for their travel. One workshop was chaired in French.

US North Central

Larry A., Chairperson
Susan A., Coordinator

Site: Savery Hotel, Des Moines, IA

Dates: August 27 - 29, 1999

Theme: Harvest the Benefits of Service



There were 300 registrants. From the 128 evaluations turned in, the Friday night WSO sharing was the most popular session, followed by Alateen and the WSO slide presentation.

US Southwest RSS

Nancy B., Chairperson
Mary Ann K., Coordinator

Site: Holiday Inn City Center, Tucson, AZ

Dates: November 5 - 7, 1999

Theme: Stuck on Service



There were 397 attendees. Thirty-two Spanish registrants listened to the general sessions simultaneously translated into Spanish with equipment borrowed from the California (South) Assembly. Two members of the Canada (West) RSS Host Committee attended this event in preparation for next year's event. While the WSO personal sharings remain the most popular, the other presentations were considered equally helpful with special attention and affection for Alateen.

2000 REGIONAL SERVICE SEMINARS

US Northeast RSS
Cecelia L., Chairperson
Claire R., Coordinator

Site: Lancaster Host Resort and
 Conference Center, Lancaster, PA
 Dates: March 31 - April 2, 2000
 Theme: Piecing It Together Through Service



The chairperson visited the site in May and met with local Host Committee members. The reservation/registration form, letter, flyer, and envelopes were produced. Packets were mailed in September. A tentative agenda has been set.

US South Central RSS
Carolyn W., Chairperson
Sandra F., Coordinator

Site: Holiday Inn & Northwest Arkansas
 Convention Center, Springdale, AR
 Dates: August 11 - 13, 2000
 Theme: Blooming in Service



The chairperson visited the site in May and met with Host Committee members. The reservation/registration form, letter, flyer, and envelopes are in production, with a mailing scheduled for January.

Canada West RSS
Marjorie S., Chairperson
Caryn J., Coordinator

Site: Best Western Richmond Inn, Richmond, BC
 Dates: November 3 - 5, 2000
 Theme: Service Offers Serenity - SOS



The chairperson visited the site in June and met with local Host Committee members. Registration information will be mailed in May 2000. The AIS/LDC Workshop will take place on Friday, November 3.

Executive Committee for approval or denial. Recommendations made by the Budget Committee that do not deal with day-to-day operations are sent directly to the Board of Trustees for consideration at its next quarterly meeting.

The Budget Committee presented the 1999 Preliminary Budget to the Board of Trustees. With Board input and consideration, the proposed 1999 budget was adopted. At a special Board meeting prior to the 1999 World Service Conference, the Board revised the proposed budget for presentation to the Conference.

There were monthly reviews of the financial statements. Appeal letters were also reviewed. Automatic withdrawals for contributions from checking accounts (US only) and credit cards were made available to members. Our Annual Report listing contributions by state, province, or overseas will now also list contributions in Canadian dollars. Delegates will now automatically receive an itemized list of contributions by group, by area.

In July, the committee revised the 1999 Budget based on the first six months' revenue and expense figures. Projected income from contributions was adjusted upward and income from the sale of literature was adjusted downward and expenses were adjusted accordingly.

Two full days in November and one in December were taken to develop the Preliminary 2000 Budget. As needed, directors and/or associate directors of each service met with the Budget Committee to discuss various aspects of their departmental budget requests. The preliminary budget for the year 2000 was finalized for presentation to the Board of Trustees.

CUSTOMER SERVICE

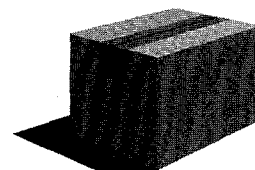
Cathy Broyles, Controller (non-member)
Jayne D., Customer Service Manager

Order Blanks: Order blanks are now being produced semi-annually in January and May.

LDC Updates: The Customer Service LDC update previously distributed only to LDCs, is now being distributed to all trustees, delegates, directors, and associate directors.

LDC Contact, Sponsor List: The Customer Service Department received many inquiries from delegates regarding the LDC contact list. The purpose of the list is to create a service link for LDCs to share information regarding inventory control, literature sales, and accounting systems. Delegates see the value of LDCs sharing information and are trying to achieve 100 percent participation from all LDCs in their area. We are currently at 97 percent participation.

Consignment Orders: The World Service Office extended and revised the Consignment Policy. The Consignment Policy was created to provide literature to assemblies, conventions, RSSs, area workshops, and Public Outreach booths. Pamphlets and booklets are no longer available on consignment. Books are only sold by the case lot. Consignment orders are to be reviewed and approved by the WSO. The WSO reserves the right to reduce quantities based on information submitted. The WSO will notify the customer if changes are made to an order.



Accounts Receivable: As of December 1, 1999, the majority of LDCs are currently up-to-date.

BUSINESS SERVICES

Richard Keilly, non-member,
Director of Business Services

BUDGET COMMITTEE

Don C./Cecelia L., Chairperson
Richard Keilly, Director of Business Services (non-member)



All projects involving money or additions charged to the budget originate in the Budget Committee. Those actions are detailed in the Board and Executive portions of this report. Minutes of the Budget Committee meetings are reported to the Executive Committee. The Budget report becomes part of the Executive Committee minutes, and in this way the Board of Trustees is kept advised. Budget Committee motions are reviewed by the

HUMAN RESOURCES DEPARTMENT

Betsy Trost/Don Walker, Human Resources/Office Manager (non-members)

Salary Increases: Cost of living increases were paid to new employees on their one-year anniversary date. The remainder of the staff received their increases on June 1. Merit increases for employees were based on an employee's work performance during the preceding year.



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

Memorandum Series: We continue to use the memorandum series to keep all employees apprised of job vacancies, new staff, holiday schedules, special events, co-worker information, and changes in office procedures. E-mail is used for routine memos to reduce paper and distribution time.

Holidays/Office Events: On March 17th, the staff recognized and shared their cultural diversity in a Multi-Cultural Celebration during the lunch hour. Various other events were held throughout the year, including: the Third Annual Employee Recognition/Relocation Celebration Day on July 16; the annual End of Summer Picnic on October 15; a pizza party on December 3; and the annual Christmas Party on December 17.

Benefits: Two new pieces of equipment were donated to the fitness center: a rowing machine and a fitness glider.

A 19" television was donated to the WSO and will soon be installed in the cafeteria.

Over 30 staff members volunteered to participate in a Department of Public Health program called "Club Ped." The goal of this on-going program is to help people feel better while improving their cardiovascular health.

Training and Development: The staff attended a variety of education seminars including: Managing Multiple Projects & Meeting Deadlines; Assertiveness Skills for Supervisors; Lessons in Leadership with Dr. Stephen Covey; How to Get Organized; Basic and Intermediate Electronics; ADA, FMLA, and Workers Compensation; COBRA/HIPAA Seminar; and Stress Solutions for Women.

We also offer training videos to the staff on such subjects as Microsoft Word, Excel, Access, Powerpoint, the Internet, as well as a series of videos addressing customer service skills and supervisory skills.

OFFICE OPERATIONS

Reception: This year saw over 80 visitors. Tours are offered at 2:00 PM daily by the receptionist. In keeping with a long-standing tradition, all visitors are asked to sign the WSO guest book. Routine requests for literature catalogs and general information processed during the year included 559 by telephone; 195 by mail; 38 by fax; and 29 by e-mail.

Volunteers: We have had some volunteers working on our Newcomer Kits and special mailings. We are looking forward to seeing an increase in participation from our volunteer force with the arrival of vacationers.

PUBLICATIONS

Cathy Broyles, Controller (non-member)

Steve Raiford/Suzette McKinney, Publications Managers (non-members)

The graphic designers completed beginner and advanced HTML training and began designing, updating, and posting sections on the Al-Anon web page in the first quarter. By the third quarter the web site was completely

redesigned. All of the French and Spanish pages and most of the English pages were completed in-house. The live posting was also done in-house.

A new piece of equipment and an upgrade to an existing piece of equipment decreased the amount of time required in handling paper in the print shop. The large paper cutter was upgraded with a computerized attachment and a paper jogger was purchased. Both will reduce the amount of heavy lifting required and speed up the bindery process.

A member of the warehouse staff has been cross-trained to help out in the print shop whenever the workload in the Shipping Department permits.

Twenty-five pamphlets have been redesigned to fit the new design format and several were printed in-house this year for the first time.



The position of Publications Manager has undergone a change in job description. This position now includes many tasks formerly done by the Publications Coordinator including upkeep of the production report and graphic design.

TECHNOLOGY

Edward Corona, Technological Services Coordinator (non-member)

This year, the following changes/additions have been accomplished: purchase and installation of a proxy server which is used to connect the user to the internet; purchase and installation of a new network server; upgrade of network operating system from Netware 4.11 to Netware 5 to upgrade system and correct any Y2K problems; upgrade of data backup software from Backup Exec version 7 to Backup Exec version 8 to make it Y2K compatible; installation of numerous versions of Alan.exe to Members Only to correct previous problems and also to enhance the program; installation of numerous versions of Alansql.exe to Members Only to correct previous problems and also to enhance the program; upgrade of version of Netscape running on workstations; purchase of three new computers; upgrade of version of Btrieve 6.10 to 6.15; purchase of new printer.



APPENDIX

STAFF

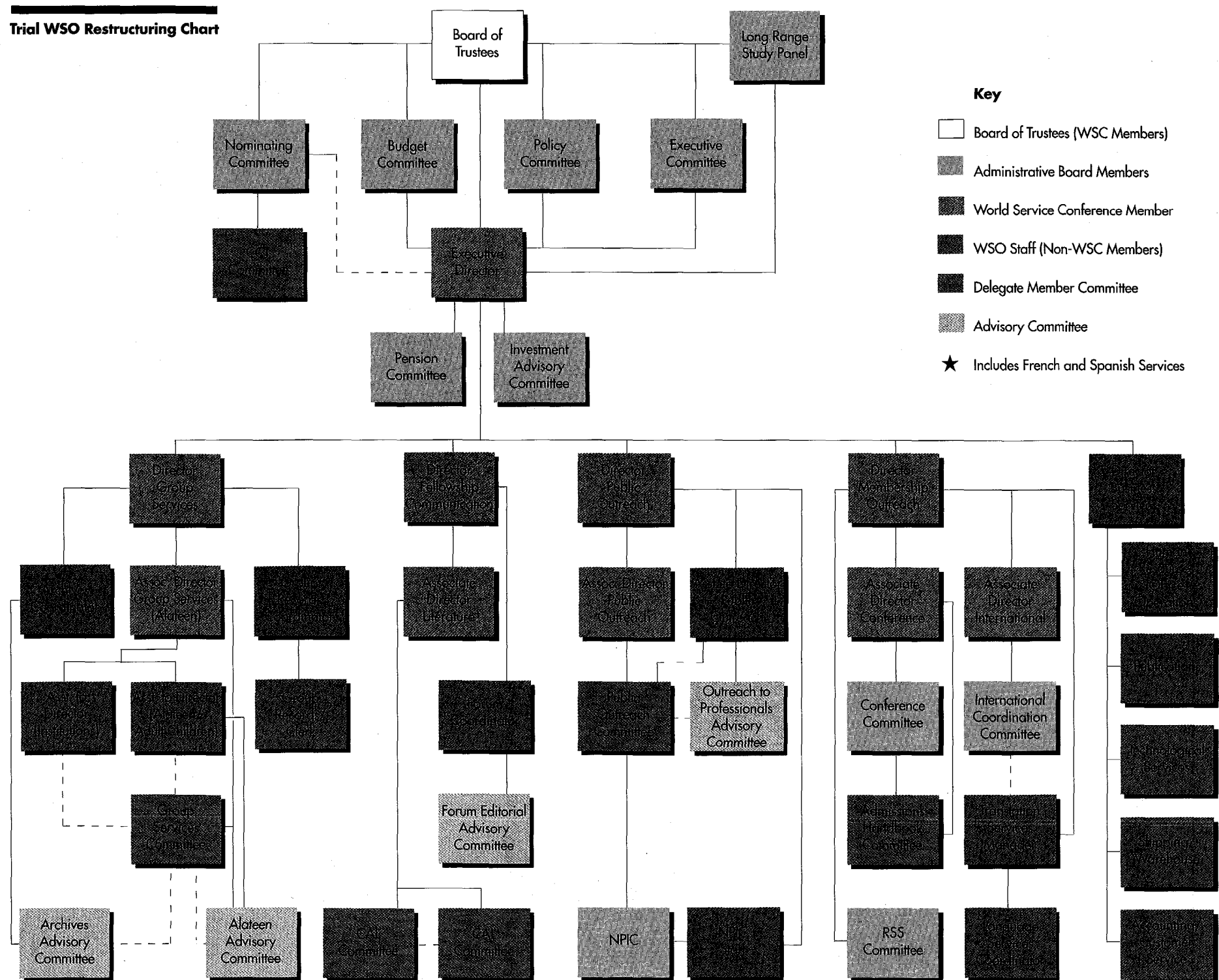
Ric B., Executive Director
Fran T., Administrative Coordinator
Sandra F., Director Group Services
Evalynn B., Associate Director, Alateen
Barbara M., Assistant to Director, Institutions, Lone Members
Cynthia H., Assistant to Director, Alateen, Adult Children
Joe T., Archives Coordinator
Sheylah Alcide,* Group Records Coordinator
Caryn J., Director Fellowship Communication
Mary Lou M., Associate Director, Literature
Pat Q., WSO *Forum* Editorial Coordinator
Phyllis M., Director Public Outreach
Claire R., Associate Director, Public Outreach
Julie M., Assistant to Director, Public Outreach
Carole P., Public Outreach Service Manager for Canada
Mary Ann K., Director Membership Outreach
Susan A., Associate Director, Conference
Marsha W., Associate Director, International
Raquel K., Translation Services Manager
Richard Keilly,* Director Business Services
Cathy Broyles,* Controller
Jayne D., Customer Service Manager
Donald Walker,* Human Resources Manager
Camille Peters,* Business Coordinator
Edward Corona,* Technology Coordinator
Carlos Delgado,* Warehouse Manager
Suzette McKinney,* Publications Manager

*non-member

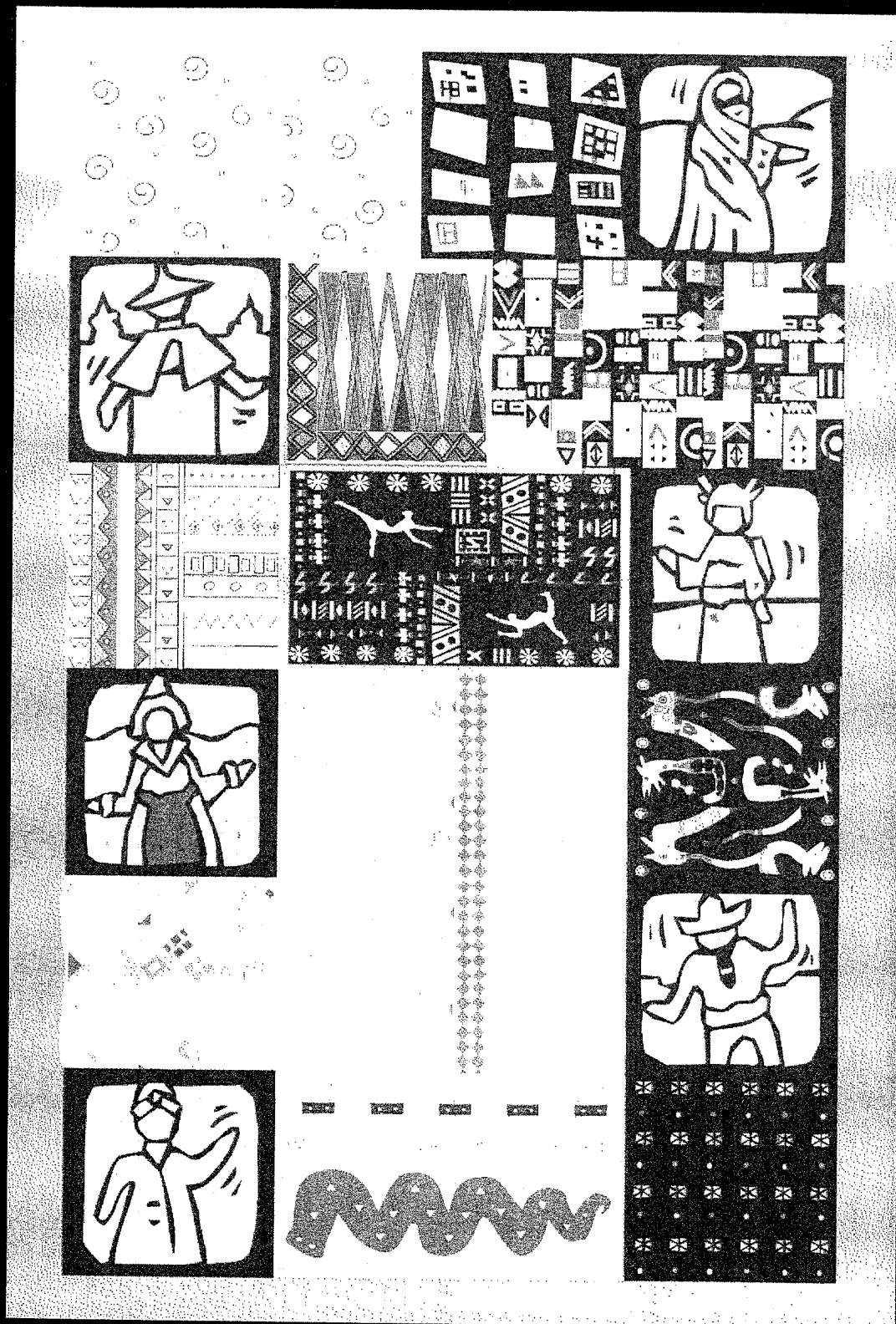
1999-2000 VOLUNTEER CHAIRS AND STAFF SUPPORT

Board of Trustees - Helen R., Chairperson; Ric B., Executive Director
Executive - Doris S., Chairperson; Ric B., Executive Director
Policy - Margaret M., Chairperson; Caryn J., Director, Fellowship Communication, Secretary
Nominating - Catherine J., Chairperson; Ric B., Executive Director
Budget - Cecelia L., Chairperson; *Richard Keilly/David Zach, Director Business Services
Long Range Study Panel - Nancy B., Chairperson; Phyllis M., Director, Public Outreach, Secretary
Group Services - Pat L., Chairperson; Sandra F., Director, Group Services
Alateen - Larry A., Chairperson; Evalynn B., Associate Director, Alateen
Archives Advisory - Jack S., Chairperson; Sandra F., Director, Group Services; Joe T., Archives Coordinator
Literature I - Skip A., Chairperson; Mary Lou M., Associate Director, Literature
Literature II - Carolyn W., Chairperson; Caryn J., Director, Fellowship Communication
Forum Editorial Advisory - Wilma K., Chairperson; Caryn J., Director, Fellowship Communication; Mary Lou M., Associate Director, Literature; Pat Q., WSO *Forum* Editorial Coordinator
Conference - Pat S., Chairperson; Susan A., Associate Director, Conference
Admissions/Handbook Subcommittee - Don C., Chairperson; Susan A., Associate Director, Conference
50th Anniversary - Mary Ann K., Director of Membership Outreach, Chairperson
2000 International - Ric B., Chairperson; Susan A., Associate Director, Conference, Convention Coordinator; Marsha W., Associate Director, International, Co-Coordinator
International Coordination - Mary C., Chairperson; Peggy S., Assistant Chairperson; Marsha W., Associate Director, International
Regional Service Seminars - Ann H., Chairperson; Mary Ann K., Director, Membership Outreach
Public Outreach - Marjorie S., Chairperson; Phyllis M., Director, Public Outreach; Claire R., Associate Director, Public Outreach
Outreach to Professionals Advisory - Margaret G., Chairperson; Phyllis M., Director, Public Outreach; Julie M., Assistant to Director, Public Outreach
National Public Information Canada (NPIC) - Howland R., Chairperson; Phyllis M., Director, Public Outreach; Claire R., Associate Director, Public Outreach; Carole P., Public Outreach Service Manager for Canada (NPIC)

*non-member



2000 SUMMARY



Al-Anon Family Groups

World Service Conference

Virginia Beach, VA April 26-30, 2000