

# 2001 SUMMARY

**Happy 50th Birthday!**



**AL-ANON'S  
HOPE BEGINS WITH ME**

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**Al-Anon Family Groups World Service Conference**

**Virginia Beach, VA    April 23-27, 2001**

Al-Anon Family Groups 2001  
World Service Conference  
**Happy 50<sup>th</sup> Birthday!**  
**Al-Anon's Hope Begins with Me**  
Virginia Beach, Virginia      April 23-27, 2001

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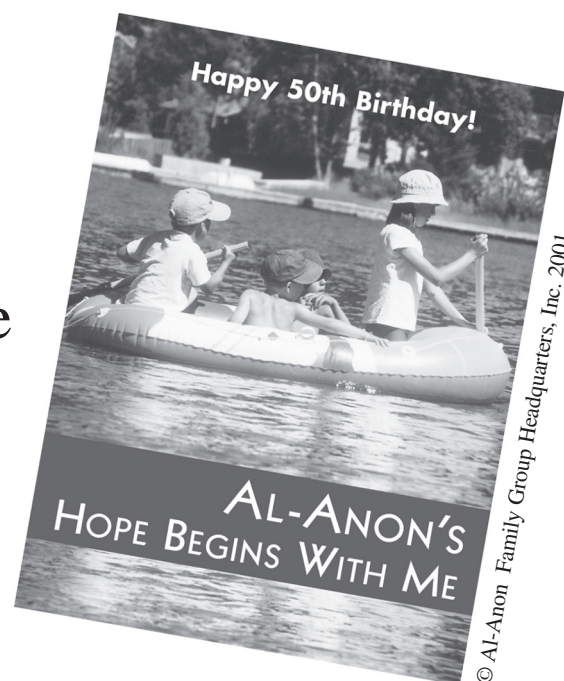
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## Concept II

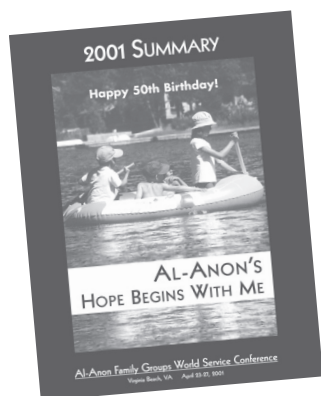
The Al-Anon Family Groups have delegated complete administrative and operational authority to their Conference and its service arms.

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

—2000-2002 Al-Anon/Alateen Service Manual, page 153

## CONFERENCE THEME AND OPENING REMARKS

Marjorie S.,  
*Conference Chairperson, Trustee*



“Happy 50<sup>th</sup> Birthday! Al-Anon’s Hope Begins with Me” is a very powerful and thought provoking statement, and our Conference theme. The Board members who participated in the skits during the week did so in the dress of the year 1951: white gloves, poodle skirts, bobby socks, pig tails “unusual” hats and dresses, and much more. All were grateful for the past 50 years, and the progress that had been made in the fellowship, and were looking forward to the future, with hope.

The 41<sup>st</sup> annual World Service Conference opened Monday morning, April 23, 2001, at the Ramada Plaza Resort Hotel in Virginia Beach, VA. Conference Chairperson Marjorie S. shared a quote from Lois W.: “It take only one person to start something but many to carry it out.” The chairperson went on to say, “And now 50 years later it is an exciting time to be involved in Al-Anon, especially Al-Anon service.” She welcomed Conference members and “encouraged them to expand their horizons, feel their feelings and have fun while doing the business of world wide Al Anon.”

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:

- David Zach, Director of Business Services (non-Al-Anon member)
- Pebble B., Chairperson, Executive Committee for Real Property Management
- Sheila A., Representative, UK & Eire

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

- Dolores T., Associate Director of Group Services—Group Services
- Tom C., Associate Director of Fellowship Communication-Literature II / Newsletters

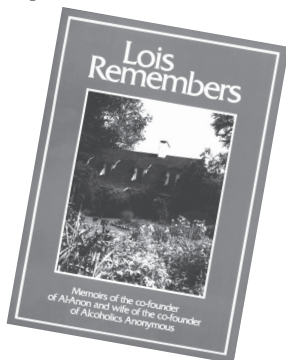
By a show of hands, the motion was carried. It was also agreed by consensus that still photographs could be taken during the Conference.

Voting procedures were 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.

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## GREETINGS FROM THE BOARD OF TRUSTEES

Catherine J.,  
*Chairperson, Trustee*



The Chairperson of the Board of Trustees welcomed everyone to the 41<sup>st</sup> annual World Service Conference, which she hoped would be a “rewarding, reflective, challenging and spiritual experience” for all.

She reminded everyone that the theme “Happy 50th Birthday! Al-Anon’s Hope Begins With Me” was “both a call to celebrate and a challenge for growth, giving us

an opportunity to show gratitude for those who have gifted us with their guidance by bringing Al-Anon to this 50<sup>th</sup> Anniversary.”

She read an excerpt from *Lois Remembers* and closed by saying, “I look forward to sharing your joy, enthusiasm, knowledge, and wisdom as we meet and get to know one another this week.”

## AREA HIGHLIGHTS

Each year, delegates gather on the evening before the official opening of the Conference to share their areas' successes, concerns, and projects. This annual tradition started as a "delegates only" session in 1966. Today, this meeting is open to all Conference members.

In almost all of the reports there was positive feedback and excitement about the new World Service Office (WSO) Trial Committee Structure, internet Web pages, action committees, and Al Anon's 50<sup>th</sup> birthday party. Other things shared included:

### *Successes:*

- State-wide conference call to discuss Alateen issues
- Breakout sessions had group representatives (GRs) feeling like they had been heard and they left with something concrete to take back to their groups before the next assembly

### *Concerns:*

- Getting and keeping volunteers active in service
- Al-Anon and Alateen meetings using AA literature
- Literature distribution centers (LDCs) competing for literature sales
- Misappropriation of funds and audit of area treasury
- Proper funding for action committees
- How do we get people who don't speak English to join in our assemblies?
- Permitting Alateens to smoke at meetings when it's illegal for underage persons to purchase cigarettes
- Development of new guidelines for, and scrutiny of, potential and current Alateen sponsors

### *Projects:*

- Successes taking an area inventory during each term
- Having a used jewelry sale and swap to

- raise money
- Publishing an area history book
- Reaching out to districts not represented
- Sending officers and coordinators to major events around the area on a rotating basis
- Having a silent auction to raise funds
- Doing a Conference Approved Literature (CAL) project for a middle school library
- Having workshops for GRs and district representatives (DRs) at all assemblies
- Doing a CAL survey to determine the most used literature
- Continuing to maintain an 800 phone number
- Sending a *Forum* subscription challenge to districts, with three legacy banners as the prize
- Adding funding to area budget to pay for past delegates to attend assemblies
- Using new sponsor questionnaire has helped avoid potential problems in a gentle way
- Using "Pennies for Pamphlets" jars in Al-Anon groups to help purchase Alateen literature
- Getting Alateens more involved because of the new structure

### *E-mail and communication:*

- Web pages and guidelines from WSO
- Broadcast mailings to all area officers, coordinators, and their alternates, Al-Anon information services/literature distribution centers for faster delivery of information
- New coordinator position for webmaster
- Meeting minutes sent via e-mail with hard copy to those who don't have e-mail
- Explore use of laptops in assemblies

### Notes on 50<sup>th</sup> Anniversary Birthday Parties and March 4<sup>th</sup>

#### (Lois's Birthday) events:

- If you feed them well, they will come!
- Pioneer Luncheon with long-time member sharings
- History Book for the past 50 years
- Al-Anon has 50 years of success, while other programs come and go
- Had the Polish translator speak at area assembly
- Some themes: *Celebrating our Golden Legacy of Service* and *Miracles of the Golden Journey*

## APPROVALS

### 2000 Annual Report

Earlier in the year delegates received a copy of the 2000 Annual Report and were asked to submit questions for written

response. The responses were distributed to all Conference members. Delegates were invited to ask additional questions in open

Ric B.,  
Executive Director

## General Sessions

Cecelia L.,  
*Treasurer, Trustee*

David Zach,  
*Director of Business Services  
(Nonmember)*

discussion. There were no additional questions from the floor so a motion to accept the

### 2001 Budget

The 2001 budget shows that we expect to break even for the year. We are projecting income and expenses of \$4,025,000.

We are projecting literature income to be less than 2000 and we are budgeting contributions to be \$1,160,000, with *Forum* and investment income to be about the same as 2000.

Overall expense is budgeted to increase by \$85,000. Expenses classified as operating are

2000 Annual Report was submitted to the Conference. (See WSC Motion #2)

expected to increase by \$83,000 and non-operating by \$2,000.

After the presentation, a motion to approve the 2001 Budget was placed on the agenda for later in the week. This provided delegates with an opportunity to review the details before voting. With no questions the motion was approved. (See WSC Motion #4 and pages 19-20 of this report for more details.)

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## WSO STAFFING

Ric B.,  
*Executive Director*

The Executive Director made a brief presentation to the Conference regarding changes in World Service Office (WSO) staffing. With the retirement of Sandra F., Transition Consultant, on April 28, 2001, the WSO senior management team will consist of the Executive Director and three Directors: Director of Business Services, Director of Member Services, and Director of Communication. The Director of Business Services, David Zack (nonmember) has no staffing changes to report. The Director of Member Services, Mary Ann K., will oversee two departments: Membership Outreach and Group Services. One new Associate Director has been added to the Group Services Department. The Director of

Communication, Caryn J., will oversee two departments: Fellowship Communication and Public Outreach. One new Associate Director has been added to the Fellowship Communication Department. The WSO Archives moves from Group Services to Fellowship Communication.

Conference members were provided a new trial WSO restructuring chart that reflects the relationship of the departments to the WSO Committees. There are no changes to the Trial WSO Committee structure or the names of the departments. The chart is in the center of this publication (p.44-45).



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## WSC ICEBREAKER

World Service Office (WSO) volunteers wearing vintage hats, white gloves, and ties reminiscent of the 1950s were surprised by the late arrival of two unexpected guests. Dressed in gardening clothes and carrying a rake, "Lois W." portrayed by Cecelia L., and a not-so-casually-attired "Anne B.", played by Margaret M., greeted each other with

heartfelt hugs. Al-Anon's cofounders had not seen each other since 1983 and it had been many years since they had attended a Conference event. Al-Anon's two honorary lifetime trustees reminisced about past Conferences—the growth, the activities, the agenda, and the changes they observed.

Like others before it, this first luncheon



“Icebreaker” succeeded in helping Conference members get to know each other by answering an array of questions that magically appeared at each table. Because of

Al-Anon’s 50<sup>th</sup> birthday year, it was particularly nice to have a little extra help from the “visible presence” of our two cofounders.

## STANDING COMMITTEE ASSIGNMENTS

Delegates from each panel, trustees, and staff members comprise the standing committees that meet during the Conference. Many factors determine how a delegate is placed on a committee, such as the immediate past delegate’s committee assignment, the number of delegates from each region assigned to the committee, the committee requested by the new delegate, and timeliness of the request. Below are the delegate committee assignments for this year’s Conference:

Marjorie S.,  
*Conference Chairperson, Trustee*

Mary Ann K.,  
*Director of Member Services*

COMMITTEE	PANEL 39 (1999-2001)	PANEL 40 (2000-2002)	PANEL 41 (2001-2003)
<b>Admissions/ Handbook</b>	Miguel C., CT Juanita U., NM Pam C., WY	Su A., DE Suzanne C., MD/DC Diane H., TX(W) Signe L., MB	Thérèse L. F., PQ(E) Anne B., AL Phyllis B., WV Judy A., BC/YT
<b>Conference Committee on Trustees</b>	Sheila K., NF/LAB Julie F., SK Mirta S., NY(S)	Tammy F., PA Ann K., ON (S) Mary Kay R., OH Linda T., FL(N) Bill W., IL(N)	Mark H., CO Stephanie H., OK Nancy R., WA
<b>Group Services</b>	Robynn W., AK Debbie G., IA Ked K., UT Judy F., NV	Karen B., IN Claudette D., PQ (W) Anne F., NY(N) Shirley S., FL(S)	Karen R., AZ Pat M., VA Lorraine F., AB/NT Gene K., ND
<b>Literature I</b>	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	Monique R., VT Carol V., WI Betty O., MS
<b>Literature II</b>	Carmelo A., PR Pam A., ID Mary Lynn J., LA Laurie K., MO	Kay D., CA(S) Bea M., KS Carol R., MN(S)	Judy I., MN(N) Karen P., NJ Donna E., MT Edith T., NC
<b>Public Outreach</b>	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	Sarajayne B., GA Wendy MacD., MP Margot M., MA Judy J., OR

## FELLOWSHIP COMMUNICATION

Peggy S.,  
*Chairperson, Trustee*

Caryn J.,  
*Director of Communication*

Joe T.,  
*WSO Archives Coordinator*

### Archives Advisory Committee

At its meeting in January of this year, Committee members were apprised of the change in World Service Office (WSO) staffing and the assignment of the archives to the Communication Section of the WSO. They also completed a revision to the "Historical Overview of Al-Anon and Alateen," which was sent to all area Archive Coordinators.

At the Southeast Regional Service Seminar, in March, the WSO's PowerPoint

presentation, highlighting the WSO Archives and suggestions for area archives coordinators on record management, archival preservation, and displaying our treasures in a museum setting, was well received.

The Committee and staff worked in recent months to rearrange Al-Anon's treasures and invited Conference members to visit the archives to see the new display.



Wilma K.,  
*Chairperson, Trustee*

Howdy R.,  
*Assistant Chairperson, Trustee*

Pat Q.,  
*Associate Director of Fellowship  
Communication—Literature I/Forum*

Suzanne W.,  
*WSO Fellowship Communication  
Coordinator*

### Forum Editorial Advisory Committee

The Forum Editorial Advisory Committee includes members from Alberta, Arizona, Arkansas, Florida, and Ohio. Each quarter, the Committee reviews 250 manuscripts and critiques the last three issues of the magazine. A new manuscript screening process proposes to increase the percentage of potentially publishable manuscripts.

Also during 2000, the Committee spent a considerable amount of time planning the May 2001 Anniversary Issue, which celebrated Al-Anon's 50th Anniversary. May's "Inside Al-Anon" included an historical timeline and a photo collage of Al-Anon/Alateen history. Committee members discussed the results of the May 2000 Readership Survey. The Committee also discussed possible contest ideas.

It was reported that subscriptions declined 1,710 between January 2000 and January 2001: from 30,639 subscribers to 28,929.

Committee members discussed several marketing ideas to attract new subscribers and subscription renewals. Suggestions included offering a complimentary copy of Al-Anon's 50th Anniversary 2001 Calendar when newcomers or members use the March or April 2001 back flap, a project proposal to test the use of "bill me" postcards, and rerunning the Baker's Dozen offer.



## Literature Committee I

The Chairperson greeted new and current Committee members by presenting flyers for the new Alateen daily reader, *Living Today in Alateen* (B-26). Without the cooperation of so many people—volunteers, committee members, the writer, editor, and staff—the project would have taken much longer to complete.

The Committee's attention for the 2001 Conference focused on three main projects: *The Dilemma of the Alcoholic Marriage* (B-4), *Sexual Intimacy and the Alcoholic Relationship* (P-77), and *Blueprint for Progress* (P-5). Members discussed observations that came from the fellowship about these publications through the literature inventory process. The Committee considered both majority and minority points of view. After considerable discussion, the Committee proposed a motion to present to the Conference.

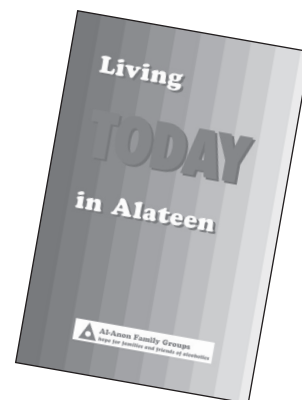
Rather than revise *The Dilemma of the Alcoholic Marriage*, the Committee agreed to recommend that the Conference grant conceptual approval for a new book about

recovery in alcoholic relationships. (See WSC Motion # 6) It decided to make recommendations to the other literature committee for discontinuance of *Sexual Intimacy and the Alcoholic Relationship*, and to the Board for discontinuance of *Having Had a Spiritual Awakening* (B-25). Both discontinuance recommendations were based on minimal interest from the fellowship.

The third major focus for the Committee was the most recent manuscript of *Blueprint for Progress*. The Committee conducted a page-by-page review to help the editor accomplish a major expansion and revision, as the 1999 World Service Conference motion stated. The Committee discussed adding subjects to the table of contents, keeping inventory questions open-ended, and adding multiple-use grids, charts, or columns. Although additional elements might carry the timetable for this project beyond the August 2001 goal, all agreed that the quality of the final product was more important than maintaining the original deadline.

Ann H.,  
Chairperson, Trustee

Patrick Q.,  
Associate Director of Fellowship  
Communication—Literature II/Forum



## Literature Committee II

Committee members welcomed the new Associate Director, Tom C., and reviewed projects completed during the last year and projects in process to provide an impetus for the discussion.

The Committee celebrated the completion of the major revision to the cartoon booklet *If Your Parents Drink Too Much* (P-22).

It was reported that the daily reader for Al-Anon adult children, with a working title of RECOVERY TODAY, is on schedule and proceeding well. Committee members will review one more batch of 20 to 25 sharings. Later this summer, the writer will begin assembly of the book in date order. When completed, the full Committee will be given one month to review and approve the manuscript. Up to ten extra sharings will be approved in case any sharings are eliminated in Policy review. Delegate members attending the Conference were given an opportunity to review three batches of sharings. The goal of the Committee is to have the book completed and ready for distribution at the 2002 World Service Conference.

Committee members reviewed one pro-

posed change to *One Day at a Time in Al-Anon* (B-6). They agreed to the proposed change, deemed it to be a housekeeping change, and referred it to the Executive Committee for concurrence.

Based on recommendation of the Outreach to Professionals Advisory Committee and the Public Outreach Committee, a motion was drafted for presentation to the Conference to rescind the 1998 Conference Motion granting conceptual approval to develop a brochure for professionals. The basis for this recommendation was the existence of other materials already available to Public Outreach and the creation of a new Public Outreach packet. (See WSC Motion #8)

The Board of Trustees asked the Committee to consider a recommendation for discontinuance of *Having Had a Spiritual Awakening* (B-25), a book that was introduced at the 1998 Al-Anon International Convention. Since that date, sales have plummeted. The Committee considered the marketing efforts made to the fellowship to create awareness for the book and, after a brief discussion, the decision was made to recommend discon-

Carolyn W.,  
Chairperson, Trustee

Tom C.,  
Associate Director of  
Fellowship Communication—  
Literature II/Newsletters

Caryn J.,  
Director of Communication





tinuance to the Board.

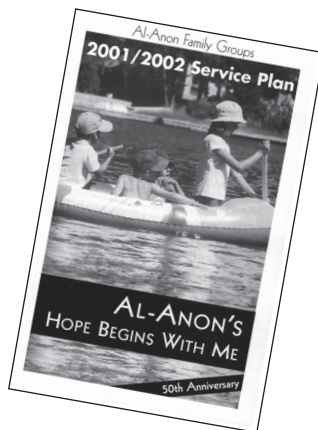
During the last several months, Committee members have reviewed the comments received from the area literature inventories regarding *Al-Anon's Twelve Steps & Twelve Traditions* (B-8). In reviewing the book, it was found that there are errors that require revision. The conclusion drawn from the feedback was that the book needs either a major revision or possible discontinuance.

After lengthy conversation the Committee decided that some text and stories required revision but that the primary focus of the book would remain unchanged. A Conference motion was not needed for these changes. Committee members and Policy Committee reviewers will participate in the process.

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## GROUP SERVICES

Mary Ann K.,  
*Director of Member Services*



### **2001/2002 Service Plan**

In the early days of the fellowship, there was no service plan. One glance at our literature order form of 2001, showing the wealth of information available, gives us the first indication that a plan is needed.

Many members realize that they can deepen their recovery through service. But, where does one begin? The 2001/2002 Service Plan offers suggestions to long-time service members as well as those just starting out. Whatever one's role in service there is a part for everyone in this Service Plan. Whether serving at the group, district, area, or Al-Anon information service there is a

page of suggestions for involvement. Where one serves today may be different from one's role in the future. Looking at the Plan for ideas to use today will help and it can also give encouragement to look forward to a new service position when rotating.

The picture on the cover of the Plan shows several young people engaged in an adventure, sailing down a river. As we celebrate Al-Anon's 50<sup>th</sup> Anniversary we know that keeping the youthful zeal of our pioneers is essential to our success in carrying the message to those still suffering because of someone else's alcoholism.

Jack S.,  
*Chairperson, Trustee*

Evalynn B.,  
*Associate Director of Group Services—Member Services/Alateen*

### **Alateen Advisory Committee**

The Committee is comprised of Alateen members and sponsors and Al-Anon members interested specifically in giving service to Alateen. Members of the committee are from Washington, Illinois, New York, Virginia, Nevada, and Pennsylvania.

The Board gave approval to the Committee to use the month of October as Alateen Focus Month. Approval was given on a

three-year trial basis, starting in 2001.

The Committee recommended to the Nominating Committee that custodial information and consent be added to the World Service Office Committee resume forms.

The Advisory Committee recommended to the Group Services Committee that Alateen conferences be best served by being connected to the area.

## Group Service Committee

Introductions of the new Associate Director of Group Services, Dolores T., and the new members of the committee were the first order of business. Group Services completed and published the new guideline for Group Records Coordinators (G-36) and a copy was distributed to all members.

The Committee then reviewed the activities of the World Service Office (WSO) Group Records Department and it was generally agreed that the department had made constant improvement. Group Records continue to be entered into the LaserFiche imaging system. A discussion surrounding the confusion between the group's current mailing address (CMA) on file with the WSO and the address for the group representative (GR), resulted in a suggestion that the GR information on the Registration/Update form be shaded and marked "for area use only." The WSO does not retain the GR information and all mailings go to the CMA. "Educate, Educate, Educate" became the motto of the day as the next suggestion was that the WSO continue to communicate with and educate the Group Records coordinators in the areas regarding the record keeping policies of the WSO and procedures for getting information to the groups.

The Committee reviewed the on-line registration form now available on a trial basis to delegates and area Group Records coordinators only. After the trial period it will be made available to the general membership on the member page.

The new group questionnaire summary was reviewed. The Committee agreed that the information collected on the form was more useful to the areas than to the WSO. It was requested that the WSO send the returned forms to the areas with the routine monthly mailings sent from the WSO Group Records Department.

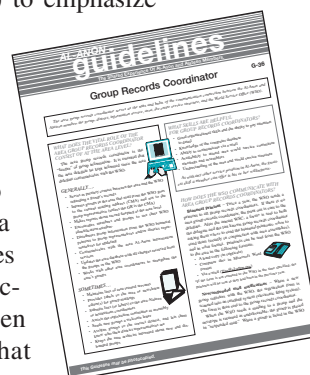
Getting groups to register was again singled out as a priority. Last year's handout

called "Let Your Light Shine on Your Group: Register" was discussed. It was suggested that the tri-fold leaflet be sent to all Group Records coordinators. This leaflet can be reproduced and adapted for use at the area level.

The Committee then discussed recommendations made by the Alateen Advisory Committee regarding Alateen conferences. It was decided by motion to approve their recommendation to revise the Alateen Conference guideline (G-16) to emphasize the section on communication with area service structures. The Committee will continue to consider ways to improve the safety of Alateen conferences in relation to Al-Anon and Alateen as a whole. The Group Services Committee supported the recommendation of the Alateen Advisory Committee that Alateen conferences are better served when they are connected to the area service structures.

Meeting information via the WSO Web site was discussed. The WSO is authorized to list Getting in Touch, as well as area Web sites. Members can only access meeting information through area Web sites as they develop. The area Web sites can hyperlink to the WSO Web site if they chose. Everyone was reminded to continue updating the Getting In Touch information and that the WSO updates the on-line version monthly.

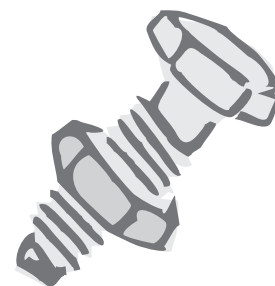
During the second session the Group Services Committee spent time looking at its future direction. During the brainstorming sessions, two topics were the main focus. One was the ongoing need to reach out to those who speak other languages. The other was how to make groups stronger. Both topics generated the ideas the committee will work on during the coming year.



Pat L.,  
*Chairperson, Executive Committee  
at-large member*

Sandra F.,  
*Transition Consultant*

Dolores T.,  
*Associate Director of Group  
Services—Group Services*



## MEMBERSHIP OUTREACH

Liz W.,  
*Chairperson, Trustee*

Mary Ann K.,  
*Director of Member Services*

Mary Ann K.,  
*Director of Member Services*

Mary C.,  
*Chairperson, Trustee*

Peggy S.,  
*Assistant Chairperson, Trustee*

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

### Admissions/Handbook Committee

The Committee discussed the trustee election process and stressed that it is the delegate's responsibility to educate the fellowship on the nominating and election process of regional trustees. The information on this process is provided to the delegates each year as part of the Conference Notebook. The same information is also sent to each area involved in the regional trustee nominating process at the next Conference. The Committee was asked to watch, with new eyes, what happened during the upcoming nominating process on Tuesday

night of this Conference week. The Committee presented a motion to provide clarity on the process (See WSC Motion #5).

The Committee spent time preparing for a skit entitled "Dig Into the Handbook" based upon a popular TV game show, which took place later on the Conference agenda.

Time was spent brainstorming ideas to continue marketing hope through the handbook. Some of these ideas may appear in *Area Highlights* – in other words, Marketing Hope Through a Hands On, Hands Out Handbook.

### 50th Anniversary

The Committee reminded the Conference that Al-Anon's 50<sup>th</sup> anniversary is not over until the end of the year. Local celebrations can continue so that as many as possible can take part. Members were encouraged to write to local newspapers thanking them for printing accounts of Al-Anon events. With this thank you, members can highlight Al-Anon's presence as a community resource for the past 50 years and thank the print media for cooperating with Al-Anon members to carry the message.

The Committee, in the spir-

it of celebration, asked the Conference members to sing and dance with them. An old song, "The Macarena," was given new words and a spirit of joyful celebration filled the Conference room. While "The Macarena" may be out of style today, working together to insure that

Al-Anon's message reaches as many as possible will never go out of style.

Several areas presented the World Service Office with beautiful gifts commemorating the 50<sup>th</sup> Anniversary.



### International Coordination Committee

The International Coordination Committee (ICC) Chairperson was the moderator for the 2000 International Al-Anon General Service Meeting (IAGSM) presentation. The IAGSM delegates representing the US and Canada shared highlights from the General Session discussion on Public Outreach to the Professionals, Public Outreach to the Groups or Areas, Internet, Evolving Structures, Communication Between Structures, and Communication

from the Structure to the Groups. The ICC Assistant Chairperson shared her personal experience and observations about the IAGSM. The Director of Member Services contributed highlights from the session titled, Solving the Problems Using the Concepts of Service.



## Regional Service Seminar Committee (RSS)

The revised composition of the Regional Service Seminar Committee was decided upon at the January meeting. It is made up of a volunteer chairperson, all regional trustees (RT), the Director of Member Services, the Executive Director (ex-officio), Chairperson of the Board (ex-officio) and assigned World Service Office (WSO) staff (voice only). The Committee is charged with making the seminars effective and motivational, insuring continuity, avoiding repetition, and recommending changes to the Board. It gathers and shares ideas from region to region to spark creativity and prepares breakout sessions at the World Service Conference (WSC).

### *The Committee's actions included:*

- Reviewing and updating its guidelines.
- Recommending to the Board that new RTs begin chairing RSSs as soon as elected.
- Making a commitment to improve communication about RT responsibilities.

The (North) and (South) Florida areas collaborated on a very successful RSS, held from March 30 through April 1. There were 384 in attendance and, of the people who returned evaluations, 57 percent were attending their first RSS. By all accounts heard at the Committee meeting and from the evaluations, it was a successful event.

The nine RSS breakouts at the WSC had varied assigned tasks. In three regions, areas had submitted bids for future RSS sites and the breakout discussions were devoted to placing the areas in a prioritized list with the most desirable for future RSSs. Regional Trustees will visit the preferred site and make a recommendation to the WSO for further development of a contract. Other regions discussed their calendars for future RSS dates and topics.



Larry A.,  
*Chairperson, Trustee*

Mary Ann K.,  
*Director of Member Services*

## Site for 2002 World Service Conference

The search for a site to host the 2002 Conference included nine hotels in the greater New York City region and three were eventually visited.

The factors used to make a decision included availability of meeting room space, cost, service, and food. Based on those fac-

tors, our 2002 World Service Conference will be held at the Sheraton Waterbury Hotel in Waterbury, CT from Sunday, April 21, 2002 through Friday, April 26, 2002. On Sunday, April 21, Conference members may visit Stepping Stones, the home of Bill and Lois W., as part of the icebreaker activities.

Marjorie S.,  
*Conference Chairperson, Trustee*

Mary Ann K.,  
*Director of Member Services*

## Spanish Luncheon

All Conference members were invited to attend a special luncheon celebrating our Spanish-speaking membership. The Associate Director Membership Outreach—International was the moderator of the program and introduced members of the World Service Office (WSO) that work with the Spanish-speaking membership.

The Translation Manager shared with the audience how Al-Anon is growing worldwide. Two major projects completed were *Paths to Recovery—Al-Anon's Steps, Traditions and Concepts* (SB-24) and the 2001 Spanish Catalog (SS-15). The updated 2000-2002 *Al-Anon/Alateen Service Manual* (SP-24/27) will be printed at the end of the summer.

The Associate Director of Group Services—Groups Services, shared briefly

her personal story and her duties at the WSO as one of thirteen bilingual employees. She then invited delegates to come to the microphone and share highlights of activities occurring in their areas over the past year. Some of their comments were:

- When I heard staff members speak in Spanish, I thought, "What would it be like without Al Anon?"
- In my area, non-Spanish speaking members support Spanish meetings, even though they do not understand the language.
- At our area assembly, 25 Spanish-speaking members gathered around me after sharing at the assembly. Only two spoke English.
- I have attended Spanish-speaking meetings. I don't understand the language,



but I do understand the tears.

- Al-Anon has given me pride in my culture. With so many minority delegates it shows the openness of our program.

Finally, all attendees were invited to participate in brainstorming ideas for future

ways to carry the Al-Anon message to the Spanish communities. This activity was followed by a rousing song performed by six Spanish-speaking Conference members and ended with the Al-Anon Declaration in Spanish.

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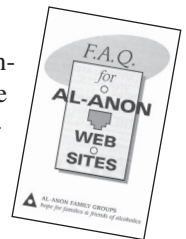
## POLICIES AND PROCEDURES

Jack S.,  
*Chairperson, Trustee*

### Internet Ad Hoc Committee

The committee presented Conference members with the new service tool titled, F.A.Q. for Al-Anon/Alateen Web Sites (S-66). This service tool provides the membership with the most frequently asked questions (F. A.

Q.) about creating and maintaining a Web site. The duties of this ad hoc committee are now completed.



Skip A.,  
*Chairperson, Trustee*

### Long Range Study Panel

The Long Range Study Panel (LRSP) began its productive year with a review of its history and purpose. It clarified its purpose as follows: to develop ideas (to be more of a “think tank”) and then pass them on to the Board. The Board then evaluates them and delegates the ones to be implemented, each to have a definite goal and a measurable outcome.

With Board approval, the LRSP will no longer monitor the Five Year Plan or evaluate the Service Plan. A descriptive statement of the Panel was developed and approved:

*The Panel, an analytic resource for the Board, acts in an advisory capacity to encourage the World Service Office (WSO) and its committees to plan for the future. It identifies and explores long-range issues facing the WSO and addresses current issues with long-range implications not assigned to a particular committee. The Panel tries to anticipate the needs of the WSO with regard to Al-Anon's rapidly changing membership and the impact of technological and social changes in society as a whole.*

*After seeking Board approval, the Panel may meet with the various service committees, volunteers, and staff and prompt them to stretch beyond their day-to-day workload to establish long-range goals and to develop strategies for accomplishing those goals. Committees are also urged to evaluate their*

*progress in achieving prior long-range goals.*

*The Panel may create its own topics for discussion, or they may come from the Board or any other WSO committee. The Panel recommendations will revert back to the Board and the committee of origin or another appropriate committee.*

The brainstorming session on what the Panel would like for Al-Anon in 20 years generated numerous ideas, many of which fell into six categories: advertising, group growth, technology, structure, finance, and the Al-Anon culture changes. Ten ideas under the category of advertising were developed and sent on to the Board.

The Board had asked the Panel to evaluate the Trial Service Structure. In 1998 a survey was developed to inventory the service structure. Delegates, area chairpersons, area coordinators, and district representatives were sent surveys – a total of 4,873 were sent out. The survey was given to the World Service Conference (WSC) members and delegates where asked to fill them out. They were also asked to encourage those who received the questionnaire in their areas to complete it and return it to WSO. Results will be used in the evaluation prior to the vote at the 2002 WSC making the committee structure permanent.



## Policy Committee

Nine “clarification” motions were presented by the Chairperson of the Policy Committee to revise the text of the Policy Digest and Twelve Concepts of Service sections of the 2000-2002 *Al-Anon/Alateen Service Manual* as follows:

- to provide a factual update to pages 78-79 regarding WSO newsletters. (See WSC Motion # 9)
- to correct the wording on pages 147-148 changing the description of the scope of the World Service Conference from “continent” to “United States and Canada.” (See WSC Motion # 9)
- to change the wording on page 179 to correct that although the Alateen Steps are the same as Al-Anon’s, the Traditions were slightly revised. (See WSC Motion # 9)
- to correct the wording on page 68 to indicate that the name “Alateen” as well as “Al-Anon” should not appear on an envelope. (See WSC Motion # 9)
- to correct grammar on page 184. (See WSC Motion # 9)
- to correct wording on page 59 to clarify that there are Policy Committees in other countries and to describe the current composition of the Policy Committee. (See WSC Motion #10)
- to amend the text on page 60 correcting the description of WSO committees. (See WSC Motion #11)
- to correct the ambiguity in the title of the

section on page 66, and to clarify that the “committee” referred to is the “area world service committee.” (See WSC Motion #12)

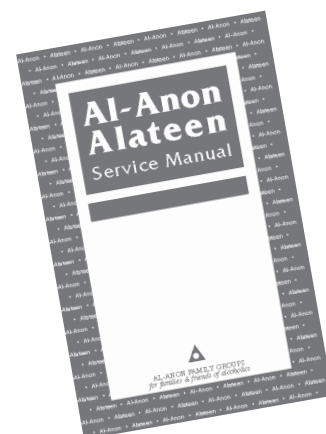
- to revise the text describing the Policy Committee on page 179 in the Twelve Concepts of Service section to coincide with the description that appears on page 59 in the Policy Digest section of the *Manual*. (See WSC Motion #13)

An Open Policy Committee meeting was held during the Conference so that all members of the Conference could observe the operations of the Committee. Following the opening of the meeting and the reading of the secretary’s report, one topic was submitted for discussion. A report from an ad hoc committee brought forward two motions for consideration regarding the linkage of literature distribution centers (LDC) to the service structure.

The first motion offered a definition of an LDC to be added to the Policy Digest, p. 74. After a lengthy discussion the motion was referred back to the ad hoc committee for reconsideration. Concern about naming an LDC is to be addressed. The second motion suggested the requirements for registering an LDC be added to page 75 of the Policy Digest. Wording changes were suggested, but due to lack of time, this discussion will continue at the Policy Committee meeting to be held in July 2001.

Helen R.,  
*Chairperson, Trustee*

Sandra F.,  
*Secretary, Transition Consultant*



## PUBLIC OUTREACH

### 2002 Al-Anon/Alateen Membership Survey

This presentation provided an explanation to the Conference of the purpose of the Membership Survey as a long-range planning tool for the World Service Office (WSO), as well as a resource for professionals, researchers, and students. It helped delegates understand their role in the successful distribution of the survey and the importance of their involvement in the process.

The survey will be distributed in March

2002 to a randomly selected sample of Al-Anon and Alateen groups as well as Alateen sponsors. Delegates were asked to include the preliminary information about the survey in their report to their areas and to work with area Alateen coordinators to help increase Alateen participation in the survey.

Claire R.,  
*Associate Director of Public Outreach—Professionals*



## Reports

Gladys C.,

*Chairperson, Trustee*

Claire R.,

*Associate Director of Public  
Outreach—Professionals*



### National Public Information Canada (NPIC) Subcommittee

In the past year, an effort was made to refine the purpose of NPIC and its corresponding Subcommittee guideline. The function of the office is to provide outreach information to professionals and the media, both nationally and regionally. A presentation describing the focus of NPIC and its ongoing activities and services was developed for the Canada West Regional Service Seminar. That presentation was updated and presented at the NPIC dinner/presentation by the Chairperson. Participants also received an explanation of NPIC's professional and media outreach projects. Delegates were asked to continue encouraging their areas to send "Eyes and Ears" coupons to the World Service Office (WSO) to help confirm public service announcement airplay. Information about utilization of association directories and the World Wide Web to increase communication and outreach to professionals was also provided.

The Associate Director—Professionals made two trips to the NPIC office to interview candidates for the NPIC Public Outreach Coordinator contracted position. A viable member candidate was not obtained during the first visit. The position was then opened to the general public and candidates were interviewed on the second visit. A candidate was chosen and a contract signed.

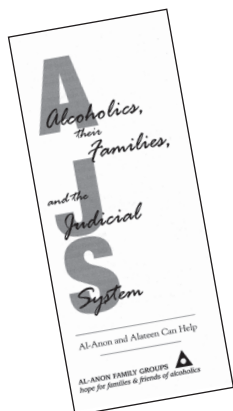
The Subcommittee attained its goal of increasing the subscriber list of *Al-Anon Speaks Out Canadian Bulletin* from 830 to 1027. An ongoing project at the WSO is to enter the list into the computer system, giving the WSO the ability to categorize subscribers by profession and provide breakdowns of subscribers by area. It will also help with planning outreach projects in Canada. Delegates were encouraged to work with area coordinators to make expansion of the subscriber list an ongoing project. Subscriber sign up sheets were provided.

Larry A.,

*Chairperson, Trustee*

Claire R.,

*Associate Director of Public  
Outreach—Professionals*



### Outreach to Professionals Advisory Committee

The Committee met once in January and reviewed and updated its purpose and guideline.

The results of the 1999 Membership Survey were reviewed, and the Committee prioritized the 12 recommendations given to it by the vendor. These recommendations were then forwarded to the Public Outreach Committee, and five "21st century" outreach projects and four ideas for better serving institutions coordinators were selected for development.

Among those recommendations was the idea of increasing outreach to the military and expanding the survey question about the military in the Al-Anon and Alateen. This would help the World Service Office (WSO) learn more about members' involvement and relationship with the military.

It was the consensus of the Committee that a majority of the questions should remain the

same for the 2002 Member Survey. The Committee also discussed ways of increasing Alateen awareness among educational professionals. Members each selected categories of professionals so that specific "how to" service tips for outreach projects can be created.

Committee members submitted feedback on the contents of the Attracting and Cooperating (S-40) service tool, *A Member's Guide: Working as a Professionals, Working with Professionals* (P-34), and Planting A Seed (P-55) guideline. Their recommendations are being forwarded to the Public Outreach Committee.

The new complimentary judicial pamphlet, *Alcoholics, Their Families, and the Judicial System* (S-65) is now available. Copies were distributed to Conference members.

## Public Outreach Committee

The meeting opened with a discussion of the meaning of Public Outreach and how to get the message to the public, our potential newcomers. The Committee reviewed the revised World Service Office (WSO) staffing structure and the Public Outreach committee structure, including the Outreach to Professionals Advisory Committee and the National Public Information Canada (NPIC) Subcommittee. The roles of delegate and at-large members were clarified.

The Committee heard updates from the NPIC and Outreach to Professionals Advisory Committee Chairpersons. Staff updates on professional and media outreach included:

- A WSO mailing of the new judicial outreach pamphlet, *Alcoholics, Their Families, and the Judicial System* (S-65), to 7,000 professionals. Areas in Canada and the US where no mailing list was available will be given the materials to mail.
- A plan for Al-Anon participation in September National Recovery Month.
- The use of a new envelope for mailings to professionals, with the name "Al-Anon Family Group Headquarters, Inc.," the WSO Web site address, and a box highlighting our 50th Anniversary on it. It will be used only for WSO mailings to professionals.
- A report on the "Suffocating" Public Service Announcement (PSA). It has been very well received with nearly 10,000 US airings reported, for a value of \$5.4 million. "Eyes and Ears" cou-

pons from Canadian members are letting us know that PSAs are being seen there.

- A report on the "Suffocating" Alateen PSA in English and Spanish included in the Office of National Drug Control Policy (ONDCP) Media Match for six months. As this program is youth-oriented, the Al-Anon version, which focuses on a husband-wife relationship, was not included. WSO toll-free meeting line calls attributed to "television" have not been as heavy as during previous Media Match periods.
- Numerous clippings from newspapers across the US and Canada sent to WSO. Clippings include calendar listings, WSO press releases, and local interviews.

The new Al-Anon/Alateen new PSA, "Silence," was premiered to the Committee. The Committee reviewed the final poster designs and a production timetable for the coming year. A brainstorming session was conducted for new ideas for the next PSA.

Based on recommendations from the Advisory Committee, the Committee approved minor changes to the 1999 survey questions in preparation for the 2002 Member Survey, making sure to keep the questions as consistent as possible for better data tracking.

The full Committee sat as a "task force" to review suggested changes to the service tool *Attracting and Cooperating* (S-40), which has proved to be a valuable tool for members involved or interested in Public Outreach service.

## Public Service Announcements (PSAs)

The Conference was shown the newest PSA, "Silence," which will be released during the summer months of 2001. It presents the role "Silence" plays in an alcoholic family during those pre-Al-Anon days and the feelings and experiences of those affected by alcoholism. The Al-Anon and Alateen versions were shown in English, Spanish, and French.

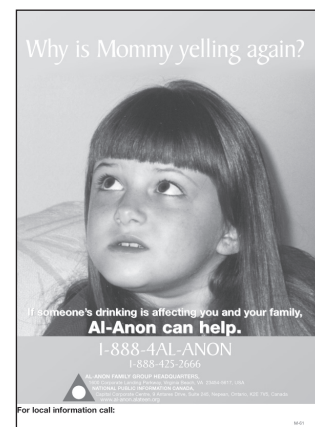
The Board has allotted funds for its limited distribution of the PSAs and the World Service Office (WSO) will coordinate its distribution to area Public Information coordinators. They will receive a distribution list

for their area this summer. The delegates were encouraged to support their coordinators, districts, and Al-Anon Information Services (AISs) and to take the steps necessary in their local communities to get as many stations on board as possible. Together, the message of hope can be carried to families and friends of alcoholics through the media.

For the last eighteen months, the WSO has kept track of the number of calls from newcomers. There was a marked increase in the number of calls attributed to TV. PSAs do make the phones ring.

Margaret M.,  
Chairperson, Trustee

Mary Lou M.,  
Associate Director of Public  
Outreach—Media



Mary Lou M.,  
Associate Director of Public  
Outreach—Media



Claire R.,

*Associate Director of Public  
Outreach—Professionals*

Mary Lou M.,

*Associate Director of Public  
Outreach—Media*

### September Recovery Month

The Associate Directors informed the Conference of the plans for the 14<sup>th</sup> annual September Recovery Month sponsored by Center For Substance Abuse Treatment, a US government agency. Al-Anon members are encouraged to participate.

The theme of the nationwide event will be “We Recover Together: Families, Friends, and Communities.” The purpose of the event is to inform communities about the benefits of recovery. An estimated 28 cities across the US will host forums. The importance of support and recovery programs for family members and friends of alcoholics was included in the kit text, public service announcements, and related TV, web cast, and web chat programs. Al-Anon and Alateen were cited as a resource in the kit, which was distributed to 75,000 professionals, associations, and organizations. Conference delegates were asked

to encourage their Public Outreach coordinators and Al-Anon Information Services (AISs) to cooperate with September Recovery Month host city forum planners, and to recommend to members in their areas that they use the month of September as an opportunity to sponsor open meetings and speaker meetings.



## SELECTION OF TRUSTEES

Sheila K.,

*Chairperson, Delegate*

Ric B.,

*Secretary, Executive Director*

### Conference Committee on Trustees (CCT)

The Conference Committee on Trustees (CCT) is a subcommittee of the Nominating Committee and became a permanent committee in 1990. The main purpose of the CCT is to assist the Nominating Committee by reviewing and evaluating the resumes of candidates for trustee-at-large and the Executive Committee for Real Property Management. It consists of nine voting members: six delegates from the previous years' panels who serve for a second and third year, and not more than three delegates from the current year's panel. During the trial structure, there are 11 voting members.

The candidate selection process happens between Conferences. The formal scoring of each candidate is done based upon pre-established criteria. Résumés are read and sometimes the total on the scoring sheet may

not dictate the final outcome. A real sense of Al-Anon spirituality and guidance is present when the evaluations are done. At the CCT meeting during the Conference in 1999, it was recommended that the Board send a letter to the delegates asking for facts regarding the candidates in their area. Delegates responded only if they wished to offer facts that might influence the selection of a candidate. Everything must be submitted to the Nominating Committee before its October meeting.

This year's Committee chairperson thanked everyone for the privilege and honor of serving on the Committee and for the opportunity to be a small part in the selection of trustworthy candidates who will guard the principles and growth of Al-Anon for future members.

## Nominating Committee

Candidates for trustees-at-large (TAL) do not come through the area structure, but are solicited from the membership at large within Canada and the United States. Any Al-Anon member who thinks he or she is qualified is asked to submit a résumé to the World Service Office no later than August 15<sup>th</sup>. The résumés 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 his or her background and service experience. The three nominees are then chosen by the Board to be presented at the World Service Conference for traditional approval. Election takes place at the annual meeting of the Board.

Nancy B.,  
*Chairperson, Trustee*

Ric B.,  
*Secretary, Executive Director*

### The following trustees and officers were affirmed by the 2001 WSC:

#### **Trustee-at-large:**

Peggy S., 2<sup>nd</sup> three-year term  
Genevieve B., 1<sup>st</sup> three-year term  
Ora B., 1<sup>st</sup> three-year term

#### **Officers of the Board:**

Catherine J., Chairperson  
Jack S., Vice-chairperson  
Cecelia L., Treasurer

#### **The Board announced Executive Committee appointments for 2001-2002:**

Helen W., 2<sup>nd</sup> year/Chairperson  
Syntha E., 1<sup>st</sup> year  
Pat L., 3<sup>rd</sup> year  
Caryn J., WSO staff, 2<sup>nd</sup> year of two-year term

#### **Regional trustees:**

Cecelia L., US North East, 2<sup>nd</sup> three year term  
Skip A., US South East, 2<sup>nd</sup> three year term  
Colleen R., US North Central, 1<sup>st</sup> three year term

#### **Executive Committee for Real Property Management:**

Pat H., three-year term

The Board announced Richard M., Chairperson - Executive Committee for Real Property Management.

## Regional Trustee (RT) Selection Process 2001

The process of nominating regional trustees (RT) for election at this World Service Conference (WSC) actually began a year ago. The nominating committees for each region electing a RT are comprised of the delegates from each of the areas within their region, three other delegates and three alternates chosen by lot at last years WSC from among the first- and second-year delegates, and three trustees and two alternates, also chosen by a 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 were selected at their area election assemblies. The names were forwarded to the WSO after the assembly and prior to January 1. Once all résumés have been received, the profiles are gathered for mailing to Conference members for review prior to the World Service Conference when one nominee from each region is selected.

Roll calls were taken for the three regions nominating RTs at the 2001 World Service Conference (US Northeast, US Southeast, and US North Central) and the nominating process was continued.

Catherine J.,  
*Chairperson, Board of Trustees, Trustee*

## Regional Trustee (RT) Selection Process 2002

"At the World Service Conference (WSC) [each year], three regional trustees are nominated by the WSC Nominating Committee,

[which is] composed of the delegates from the respective regions, delegates chosen by lot from outside the regions, and Board members

Mary Ann K.  
*Director of Member Services*



chosen by lot.” (2000-2002 *Al-Anon Alateen Service Manual*, p. 109). This process assures that the Board is geographic diverse and that the talent of our many members is used to get a wider group conscience on the Board.

The nominating process for 2002 actually began Monday night during the Regional Service Seminar breakout sessions for three regions: US South Central, US Northwest, and US Southwest. Delegates in these regions were given a packet, which contained the résumé forms for trustee, a list of area chairpersons and the RT plan. In June following the Conference, area chairpersons will receive an

identical packet. Delegates were asked to take these to their area assembly, complete them after a candidate and alternate candidate are selected, and send the nomination information (or notification that there is no candidate) to the World Service Office for receipt no later than January 1, 2002. Failure to meet this deadline constitutes forfeiture.

After all résumés have been received, they are mailed to all Conference members. In addition to the region’s delegates first- and second-year delegates from outside the region who will participate in the vote are as follows:

REGION	VOTING	ALTERNATE
US South Central	Earldene L., HI Wendy MacD., MP Thérèse F., PQ (E)	Judy A., BC/Yukon Mary Kay R., OH
US Northwest	Judy I., MN (N) Karen P., NJ Marilyn L., TX (E)	Claudette D., PQ (W) Karen R., AZ
US Southwest	Sarajayne B., GA Pam M., VA Ann K., Ontario (S)	Nancy R., WA Stephanie H., OK

## TREASURER’S REPORTS

Cecelia L,  
*Treasurer, Trustee*

David Zach,  
*Director of Business Services*  
(Nonmember)

### Auditor’s Report

At December 31, 2000, our World Service Office had total assets of almost \$11 million and liabilities of about \$3.5 million leaving a balance of net assets of approximately \$7.5 million among three funds – General, Reserve, and Building.

Income from operations was approximately \$4 million and expenses were \$3.9 million. As a result the General Fund earned approximately \$150,000.

A gross profit of \$2,500,000 was realized on literature sales, approximately \$137,000

more than expected. Contributions were \$985,000 compared a budget of \$1,160,000. Total expenses were within 3% of budget.

The Reserve Fund had income from the sale of stock and changes in unrealized appreciation of \$272,000. A net charge of \$38,000 was incurred in 2000 for postretirement health benefits costs, which are recorded in the Reserve Fund.

Building Fund expenses are charged to the General Fund through occupancy costs.

Cecelia L,  
*Treasurer, Trustee*

David Zach,  
*Director of Business Services*  
(Nonmember)

### Budget Report

Please see pages 19 and 20 for 2001 Budget Reports.

**AL-ANON FAMILY GROUP HEADQUARTERS, INC.**  
**2001 BUDGET**

	<u>2000 Budget</u>	<u>2000 Actual</u>	<u>2001 Budget</u>
<b><u>Literature Sales</u></b>			
Courage to Change	\$ 601,000	\$ 635,800	\$ 622,000
Courage to Change - large print	64,000	75,000	65,000
One Day at a Time	308,000	323,600	315,000
One Day at a Time - large print	29,000	38,200	37,000
Paths to Recovery	255,000	277,200	266,000
How Al-Anon Works	168,000	189,900	176,000
Courage To Be Me	31,000	36,700	31,000
Having Had a Spiritual Awakening	63,000	46,900	21,000
From Survival to Recovery	67,000	78,900	72,000
As We Understood	36,000	39,100	36,000
Al-Anon's Twelve Steps & Twelve Traditions	56,000	64,800	61,000
Alateen - a day at a time	50,000	67,700	45,000
Living Today in Alateen			132,000
In All Our Affairs	34,000	43,600	35,000
Dilemma of the Alcoholic Marriage	37,000	48,600	38,000
Alateen - Hope for Children	10,000	14,100	15,000
Lois Remembers	12,000	16,100	12,000
Al-Anon Family Groups	2,000	2,800	
Al-Anon Family Groups — Classic Edition	80,000	95,600	38,000
Forum Favorites - Volumes 1 - 4	8,000	10,000	4,000
Other Literature	<u>1,050,000</u>	<u>1,039,000</u>	<u>888,000</u>
<b><u>Income from Publications</u></b>	<u>2,961,000</u>	<u>3,143,600</u>	<u>2,909,000</u>
 <b><u>Cost of Literature</u></b>	 <u>637,000</u>	 <u>633,300</u>	 <u>611,000</u>
 Gross Profit from Literature Sales	 2,324,000	 2,510,300	 2,298,000
Forum Subscriptions	290,000	307,700	291,000
Interest Earned	234,000	286,300	276,000
Contributions	<u>1,160,000</u>	<u>985,100</u>	<u>1,160,000</u>
<b><u>Total Income</u></b>	<u>4,008,000</u>	<u>4,089,400</u>	<u>4,025,000</u>
<b><u>Less: Expense (Schedule 1A)</u></b>	<u>4,008,000</u>	<u>3,940,400</u>	<u>4,025,000</u>
<b><u>Excess of Income - General Fund</u></b>	<u>0</u>	<u>149,725</u>	<u>0</u>

**AL-ANON FAMILY GROUP HEADQUARTERS, INC.**  
**2001 BUDGET**

	<u>2000 Budget</u>	<u>2000 Actual</u>	<u>2001 Budget</u>
<b><u>Operating Expenses</u></b>			
Salaries (includes Temp Help)	\$ 1,820,000	\$ 1,789,200	\$ 1,752,000
Payroll Taxes	143,000	136,400	148,000
Employee Benefits	<u>450,000</u>	<u>410,100</u>	<u>457,000</u>
Total Labor Costs	2,413,000	2,335,700	2,357,000
Building Occupancy	317,000	342,400	338,000
Packing & Shipping (Net)	(10,000)	(8,400)	(5,000)
Postage - Forum	141,000	112,400	116,000
- other	154,000	145,400	152,000
Telephone - 800 #'s	25,000	31,700	32,000
- office	40,000	36,000	38,000
Stationery & Office Supplies	95,000	105,900	110,000
Office Services & Expenses	46,000	90,700	92,000
Outreach Activities	17,000	6,200	21,000
Repairs & Maintenance	21,000	20,900	21,000
Travel & Meetings - Committees	121,000	129,800	130,000
- Office	10,000	700	11,000
Regional Service Seminars	21,000	7,500	15,000
Legal & Audit	25,000	56,100	30,000
Printing - Forum	105,000	98,700	107,000
- Conference Summary	14,000	13,200	14,000
- Other	24,000	31,700	27,000
Direct Conference Costs (Net) (Schedule 2)	46,000	50,800	59,000
French Literature Service	3,000	1,800	
Canadian Public Information (Schedule 3)	44,000	27,400	35,000
Public Information Exhibits	12,000	5,900	10,000
In-Office Volunteers	6,000	4,900	6,000
Insurance	16,000	14,300	16,000
Internet	5,000	2,100	5,000
Miscellaneous	<u>22,000</u>	<u>26,000</u>	<u>35,000</u>
<b><u>Total Operating Expense</u></b>	<u>3,733,000</u>	<u>3,689,800</u>	<u>3,772,000</u>
<b><u>Non-Operating Expense</u></b>			
International Al-Anon Gen'l Service Mtg.	50,000	20,300	
PSA/PI Campaign	75,000	70,700	75,000
Depreciation & Amortization (Excl. Bldg.)	<u>150,000</u>	<u>159,600</u>	<u>178,000</u>
<b><u>Total Non-Operating Expense</u></b>	<u>275,000</u>	<u>250,600</u>	<u>253,000</u>
<b><u>Total Expense (Schedule 1)</u></b>	<u>4,008,000</u>	<u>3,940,400</u>	<u>4,025,000</u>

# CHOSEN AGENDA ITEMS

## A Brief History

On Tuesday, April 20, 1976, Ted K., Chairperson of the Board of Trustees, conducted the first of these sessions, which were, at that time, called “Green Light.” A “Green Light” meant that all ideas and feelings were a “GO” for Conference floor discussion.

He went around the room and everyone offered a topic for discussion. He then continued to go around the room until every topic was exhausted. He listed them on flip chart sheets that were papered all around the room. There were 80 topics. He combined the topics that were similar and removed those items that were already scheduled for discussion at that year’s Conference. Other topics were referred to committees or the Board of Trustees. Conference members then voted by a show of hands and prioritized the topics.

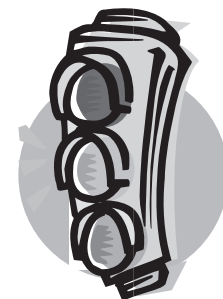
Posting of the topics on flip charts remained the same until 1986. At that Conference, a motion was passed: that the

Green Light questions be received at the World Service Office before the start of the Conference. The “Red Light” session could then be held on the first day of the Conference. The vote was 82 yes, 10 no.

The title Green Light remained from 1976 through 1994. In 1995, the Conference Committee determined that Green Light/Red Light was confusing and changed the title to “Timely Topics.” In 1998, the title of the session was changed to “Conference Chosen Agenda Items.”

At the onset of this Conference, members were given a list of all questions submitted to the Conference. They were asked to review the entire list and vote on the three items that they considered the most important. The four questions that received the most votes were then brought to the floor for open discussion. The remaining questions were discussed during workshop sessions. Questions that received less than five votes were answered in the Ask-It-Basket.

Sandra F.,  
Transition Consultant



## Open Discussion No. 1: Chants and Prayers

The following questions were the basis of discussion on the floor of the Conference:

- Are “chants” after the closing prayer (i.e., *it works if you work it* and others) considered an appropriate meeting closing? They seem to be getting longer with new add-ons each year, depending where you live. If so, why are they not in the suggested closing in the *Service Manual*?
- Why not suggest using the “Declaration” after the Serenity Prayer at the opening of our meetings rather than at the closing, which is usually the Lord’s Prayer?
- Why does “group autonomy” endorse Christianity by having the group close with the Lord’s Prayer? Why doesn’t the World Service Office (WSO) put out a policy statement that closing with any religious prayer is not appropriate?

It was stated by several that it is not appropriate for the WSO or Conference to make a policy or issue a statement regarding the use of chants or the Lord’s Prayer in the closing of a meeting.

The common threads running through most of the responses from Conference members were group autonomy and group conscience. The Conference members suggested taking a group conscience to see if something else might work, such as the Declaration. Some felt that certain prayers belong in church.

One member suggested that by reading the history of AA, it was felt that the Lord’s Prayer is not considered a religious prayer. Yet another member stated, “I did not come to Al-Anon

for two years because I am from a religious minority. We do not use the Lord’s Prayer. I was desperate, so I came back. Lots of people don’t come back.” Another Conference member said, “People did not return to our meeting, so I called them. They said they couldn’t come because the prayers are offensive to their culture.”

Several spoke about the pros and cons of the chanting at the end of meetings. One member shared that she came back because that was the message she heard at the close of the meeting, while others stated that for them chanting is very disruptive after a spiritual meeting.

“I heard some things today that make me more aware of our differences. I will be more tolerant.” A member reminded the Conference: Lois W. said, “It doesn’t matter what prayer we close with, but we close with a spiritual moment.”

## Open Discussion No. 2: Trusted servants fulfilling service role.

The second open discussion on the Conference floor addressed these two questions:

- How do you “demote” a district representative (DR) that won’t step down or is not performing the duties as described in the *Service Manual*?
- Could we have a discussion on accountability of trusted servants such as removing a DR or area officer who acts inap-

## Workshops

propriately, possibly illegally, such as theft? (Discuss taking action vs. punitive action; disclosure of facts; bonding trusted servants, etc.)

It was clear that the best interests of the fellowship were first and foremost in the minds of the Conference members. Being a trusted servant means that you intend to be accountable to those you serve and those being served need to select their trusted servants for their ability to exercise sound judgment in practical matters. A rule, guideline, or policy can be made for everything, but that will not stop people from doing what they do. When problems arise, discuss them and come to a group conscience. Possibly do a group inventory. One question might be, were the group expectations different from the trusted servant's expectations? Read Warranty Five, Concept Nine, and trust in the process by using the Steps and Traditions.

### Open Discussion No. 3: Avoiding Service Restructuring Conflicts

The topic of the third open discussion addressed two questions:

- During this transition period working toward restructuring, some areas have successfully re-engineered their assembly process. How can we avoid problems of double-headed service between district and Al-Anon information service (AIS)/intergroups working without districts? We also have very large groups doing service work independent of their local service arm. How can we keep unity, spread the word of Al-Anon/Alateen and enhance the concept of working together?
  - How can we know if the “trial structure” works if we have an insufficient number of areas trying it?
- Education is the key. One area panel traveled to another area

to help implement the new structure. It is important to keep talking about how it all fits together and how the links of service work to avoid double-headed management. Contact the World Service Office (WSO) for information regarding the new structure and how it is working in other areas. If groups are working independently, invite them to the assembly to share the projects.

### Open Discussion No. 4: The Fourth Tradition

The final floor discussion was from the following question:

- The Fourth Tradition—how far does autonomy go and at what point does it affect Al-Anon as a whole? Do we need something in the *Service Manual* or a guideline on the Fourth Tradition?

One area reported that several groups in their area were using the book *Alcoholics Anonymous* in their meetings. The group representatives from some of those groups attended a workshop at the Southeast Regional Service Seminar on the use of Conference Approved Literature in meetings. As a result of that workshop, they went back to their groups, took a group conscience, and decided to discontinue its use. There is more information regarding outside publications in the *2000-2002 Al-Anon/Alateen Service Manual* on page 79.

On page 200 of the *Service Manual* it states “Many of these difficulties with the Traditions represent honest differences of opinion in interpretation of the Traditions.” Members shared that while focusing on Tradition Four is healthy it is also essential to study Tradition One. For instance, use of outside literature or discussion of issues other than alcoholism can distort our message of hope and help. Our worldwide goal is to keep Al-Anon, Al-Anon. By hearing the same Welcome, Steps, Traditions, Concepts of Service, and use of Conference Approved Literature, the newcomer will grasp our program.

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## Small Group Discussions

### Chosen Agenda Items – Workshop Highlights

Six groups of Conference members discussed the additional questions that received more than five votes in the process for identifying the floor discussions. Each group was given several topics to review, along with instructions for reporting back to the full floor of the Conference. Like questions were put together. Some topics were discussed in more than one group, resulting in the summary of member comments.

#### Topic – Alateen

- How can we give Alateens more support from the group level and up?
- How can we improve support for Alateen? Are there ways we can involve school personnel as Alateen sponsors?
- What can we do to get Al-Anon to accept Alateen as part of the Al-Anon family group?

- How can we get the Al-Anon groups to accept the transitioning Alateen in their group?

Members referred those interested to find the answers in *A Guide to Alateen Sponsorship—An Unforgettable Adventure* (P-86), the Alateen sponsor preparation workbook (available for copying from WSO), and the pamphlet, *Moving On! From Alateen to Al-Anon* (P-59). Since Alateen is Al-Anon, it is our responsibility, as Al-Anon members, to encourage group autonomy and help Alateens with matters that need a group conscience, such as lowering the age of group members. Those who are younger than teenage usually recount the story of what is going on at home and ask for specific ways to stop their parents from drinking. They do not share about recovery. It is important to focus on the Alateen message, to be sure that Conference Approved Literature (CAL) is used in meetings, and that the use of articles or games of an instructional or therapy-related nature be avoided.



**Topic – anonymity on the Internet**

- How can we assure anonymity at the “Internet” level? There have been some concerns about this issue.

This discussion stimulated some interesting dialogue and some answers for those who are currently using the Internet for communication. Fact Sheet for On-Line Meetings (S-60) was referenced as a guideline for sharing on-line with other Al-Anon members. Several other ideas were shared, such as the use of blind copy and no return address; educate yourself and be careful what you send; develop anonymity “netiquette,” put an anonymity comment or disclaimer before each message; talk at length with your Internet service provider to assure that they will maintain your anonymity or allow the use of a pseudonym.

**Topic – Service Work**

- How do we get Al-Anon members interested in Public Information, correctional facilities, and service work?
- How to encourage people to do service?

One answer was using the power of example, attract by modeling behavior, attraction and not promotion, as our Eleventh Tradition suggests. But the overwhelming feeling in the responses was “back to basics.” For the newcomers, offer to spend one-on-one time together; call them and ask for help; pick them up for a meeting; greet them at meetings so they feel welcome; let them know that mistakes are okay and let them start easy; be positive and enthusiastic; be willing to educate by explaining what is going on. For those who attend meetings regularly, encourage them by invitation and offer support; encourage service in individual sponsorship; form action committees for short- and long-term projects; rotate and delegate; when attending service functions, stay two to a room and invite two more to stay with you. For those who have already been through the links of service, remind them that their experience is needed. To keep long-time members active, budget funds to reimburse them for participating at district and area meetings and assemblies; have a special table for past trusted servants. For all levels of service, make it fun. Have potluck luncheons, speaker meetings or group social functions.

**Topic – Strengthening Service Arms**

- How can we get members more involved in service (assemblies and area functions)?
- How can we get groups to participate in district meetings, intergroup and assembly meetings?
- How can we keep long time members interested enough to help/volunteer at area assemblies? It appears they are dropping out of service.
- What can members do to revitalize their group? District? Area?
- A district representative (DR) would like to know the best way to handle a group in her district that will not participate in district meetings or area assemblies.

For those who feel left out of the links of service it was suggested that an orientation be conducted once a year at assemblies and that group representatives be included also. Have a lunch

meeting with the delegate prior to the assembly. With the new trial structure, form action committees and include jobs for DRs. Have a long weekend of fellowship. Keep in touch. Communication helps bridge the gap.

**Topic – Contributions**

- How do we get members to break the buck barrier without presenting it with guilt?
- Are our contributions (service and financial) to our fellowship sufficient to allow us to be truly self-supporting?
- How can we encourage our members to support Al-Anon more generously, starting at the group level? Would it help to put out a letter again showing the value of a dollar 30 years ago versus the value of a dollar today?

The “buck barrier” has a long history, but members can show by example that it can be overcome. In your groups, put what you can afford in the basket and let others be responsible for what they can afford. Have your treasurer present a financial report so members know what it costs to maintain the meeting. Read the leaflet, *The Seventh Tradition Suggests* (S-21). It has lots of useful information on donations. Be mindful that when you are gone from your home group, expenses go on. Make up the difference at a subsequent meeting. Support of your home group eventually supports the World Service Office.

**Topic – Financing the WSO**

- How would we finance the World Service Office (WSO) and our world services if we did not sell literature?

The answer seemed to be educate, educate, educate. Read Warranty One, starting on pg. 192 of the *2000-2002 Al-Anon Alateen Service Manual* for a gentle explanation on how important it is to donate not only your time but also your money to support both the World Service Office (WSO) and the group. With our changing society, we need new, fresh, and updated literature to draw the “new, fresh and updated people with problems” to our fellowship. New and innovative information continues to be needed “to market our hope.”

**Topic – Reading Conference Approved Literature**

- New members seem less inclined to read for recovery. How can we use other forms of communication (books on tape, etc.) to address our changing lifestyles (More time in the car, etc.)?

With an ever-increasing demand on time some felt that members are not reading Conference Approved Literature or *The Forum*. Those who shared on this topic boiled it down to one sentence: Our lifestyles began to change by coming into the rooms of Al-Anon and by starting to read the literature.

**Topic – Dominance and Control**

- How can we recognize and deal with issues of dominance/control at the group, area or World Service Conference

## Workshops

level? Do we enable such behavior from personalities we like? What are the most effective ways to constructively approach such a difficult situation?

Some answers to the question of how to recognize and deal with these issues can be found in the Group Problems and Solutions section of the *2000-2002 Al-Anon Alateen Service Manual*, page 38. Also helpful is a reading of Concept Nine, the guideline Taking a Group Inventory (G-8), and study of Tradition One. Members can also talk to the individual one-on-one. If it affects the area, consider doing an area-wide inventory conducted by someone outside the area. Conduct workshops at assemblies on the Traditions and the Concepts of Service.

### Topic – Outreach to Minorities/Diverse Populations

- What successes have other areas had with attraction and coordination with members of other languages? (We do not currently have a Board position for International Outreach Coordinator—has any other area tried this approach?)
- How can we inform our groups on ways to do Public Outreach to attract minorities?

Members felt that it was important to welcome those who come to meetings and then follow up to see if they have any questions. Aiding minority members in starting new meetings is also a good first step. Then show a willingness to support them however you can. Do some research on minority populations in your home area to see who is not being served. A diversity coordinator at the area level may be one way to reach out to those who speak other languages and have different cultures. The World Service Office lone member service for English-speaking members are also a way for some to reach out.

### Topic – Keeping dual members focused on the Al-Anon program

- The Al-Anon literature needs to be revised to be more direct and explicit about individual AA members sharing in Al-Anon, to include, review, and make changes in the *Service Manual*, *Al-Anon Spoken Here*, guidelines, and other literature that refers to an AA member in Al-Anon.
- How do we keep Al-Anon, Al-Anon with the continued influx of dual members into our meetings? How do we explain to them the importance of talking about only Al-Anon Conference Approved Literature (CAL) and the necessity of anonymity?
- Is there a way we could transition AAs who participate in Al-Anon into Al-Anon?
- How can we inform dual members of their limits of service to Al-Anon/Alateen?
- How can we not discriminate against dual members? Many of our young people came in through Alateen, remained in Al-Anon/Alateen and joined Alcoholics Anonymous. They feel that Al-Anon/Alateen is their primary program and they should be allowed to serve in our structure.

With regard to service, members were referred to page 63 of

the *2000-2002 Al-Anon Alateen Service Manual* for information on eligibility. A reading of the guideline, Cooperation between Al-Anon and AA (G-3) would provide more information. Some personal experience included having workshops prior to elections to explain who can serve, and to focus on what dual members can do instead of what they cannot do.

Keeping the focus on Al-Anon in recovery meetings was also discussed. A study of Tradition One was suggested, with the idea that we must be patient with those who are not familiar with how Al-Anon works, but firm and stand on our principles. Dual members are Al-Anon members too and need to be treated with the respect due them. We all have a responsibility to make our meetings as safe as possible and to keep them that way. It was suggested that the Table Anonymity Card (S-9) would be a good reminder.

### Topic – The health of our Al-Anon and Alateen groups

- How do we improve the health of Al-Anon/Alateen groups? How can we attract members to use the Steps, Traditions, and Twelve Concepts of Service? How do we impart the value of home group, sponsorship, commitment, recovery, and service?

The health of each individual group rests on the shoulders of the members of the meeting. All meetings, whether it's a home group meeting, a district meeting or an area meeting, that use Steps, Traditions, and Concepts of Service benefit from the principles they embody. Sponsors who encourage the use of the Steps, Traditions, and Concepts of Service point the sponsored person in the direction of his or her own road to personal recovery.

### Topic – District Representatives (DRs)

- What can we do to help district representatives feel more a part of the links of service?

Some areas hold an orientation for the group representatives and district representatives once a year at assemblies. By the delegate staying in touch with the DRs they also feel more a part of the service structure. It was suggested that delegates and area officers have lunch meetings with DRs at assembly or hold a meeting prior to the assembly. As a group they could then share their experience, strength and hope.

### Topic – Meeting Programs

- Many meetings in our area have no planned program or topic and a chairperson is drawn by a raffle ticket or “whoever feels like doing it tonight.” Recently, a chairperson was angrily confronted by a member of a group for being “controlling” when the topic of the meeting was on a piece of Al-Anon literature. Please comment on the value of planning programs and selecting a chairperson.

Many meetings in an area have no planned program and that causes discomfort with some of its members. The group suggested that passing a calendar around or asking someone to chair might help. Having assigned topics, creating a meeting structure,

or using Conference Approved Literature takes the burden from the meeting chair and puts it in the hands of the group as a whole. If a member is unhappy with the meeting topic, ask that person if they would like to chair the next meeting. For those times when no chair or program is available, create a topic basket.

### Topic – Crosstalk

- I always heard “it’s in the book,” as in the *Service Manual*, but crosstalk isn’t addressed there. My question is: should crosstalk be addressed in the *Service Manual*? Or perhaps a pamphlet defining it and suggesting ways to handle it? Any other ideas?
- How can we inform members who “crosstalk” that we do not do that in our meetings?

With regard to crosstalk, each group is autonomous; it’s up to the group conscience. Since there are many definitions of crosstalk, it was suggested that the group have a meeting on crosstalk with the goal of taking a group conscience at the end, which would affect future meetings. The group conscience could then be stated at the opening of each meeting. Anytime someone tries to listen to more than one person at a time, someone is not being heard. Waiting for a chance to speak is not listening. Loving interchange is not crosstalk.

There have been articles written in *The Forum*, and older issues of *Inside Al-Anon* on this topic, which are available from the WSO. (Note: members may send the WSO self-addressed stamped envelopes for copies of these articles – attn. Group Services.)

### Topic – Reaching out to young adults

- How can we reach more people in the 18 to 30-age range?

We can reach out to the 18-30 year olds by putting posters and literature in places where they are, such places as colleges and day care centers where young parents congregate. In meetings that young people attend, older members can help them feel a part of the group by not saying much. For persons who were in Alateen, encourage them to make the transition to Al-Anon. Do an outreach project to educate professionals, particularly college administrators and dorm directors. But the bottom line is, they will come when they are ready.

### Topic – Scary Members

- What is the most effective way to assure the safety of Al-Anons (including Alateens) when “scary” individuals (i.e., angry, seductive, preying, abusive, controlling, mentally unstable, paranoid, or under the influence of alcohol / drugs) are visitors/members at meetings?

When “scary” members or visitors attend meetings, safety of the meeting attendees is paramount. Safety isn’t an unreasonable expectation. First, have a few of the group’s core members talk to the individual after the meeting. If behavior doesn’t change, consider having a meeting for a group decision on boundaries. A Tradition One study would be helpful. If there is not change in the situation, and anyone feels threatened, calling for help is an option.

### Topic – Sponsorship

- Low level of sponsorship: what can we do to promote sponsorship and service sponsorship?
- How can Al-Anon promote sponsorship—both “personal and service”? Along the same lines, how can we express the importance of sponsorship vs. talking to Al-Anon friends?

How to promote sponsorship brought some suggestions, like having a dinner to talk about personal sponsorship. For those newcomers who seem to be afraid of asking for a sponsor, put the names of those willing to be a temporary sponsor in hat and pull out the name of that newcomer’s temporary sponsor. There is no replacement for literature, so be sure to have it available. Set an example by being a good sponsor. Have meetings and workshops on service and personal sponsorship.

### Topic – Special Focus Groups

- Is the publishing of group meetings like “women’s only” or “stag” or “adult children” in an Al-Anon directory going against Tradition Four? How far does the autonomy go?

Special focus groups have a purpose. It would be punitive to refuse to include them in an Al-Anon directory. See also Warranty Four. In one area, each group must be registered with the WSO to be in its directory. Al-Anon publishes literature that reaches out to parents of alcoholics, children of alcoholics, men, gays and lesbians, and members of Alcoholics Anonymous.

### Topic – Al-Anon Tools

- What, if anything, is Al-Anon lacking that members of Al-Anon are using and suggesting the use of the AA big book in our meetings? What Al-Anon tools are currently available that we are under utilizing or are new tools needed?

Even with our current inventory of literature, it seems as though more may be needed or what we have is under utilized, as evidenced by the use of AA’s “big book” in some meetings. Concept Eleven, paragraph 6, talks about the Literature Committee and its responsibilities “to see that every aspect of the Al-Anon program of recovery is presented in adequate and comprehensive written material for our members, friends and the world at large.” Members in this discussion group noted that new Al-Anon members might lack self-confidence, which might cause them to search elsewhere for answers. But, it was suggested that we learn to trust the answers we find in our current literature and that we use the tools we now have to education the fellowship.

### Topic – Younger members

- Are we causing confusion within the fellowship by stating a minimum age for Alateen membership in our guidelines yet directing articles and activities (*Alateen Talk*) towards children younger than the stated minimum age of twelve?

An informed group conscience can lower the age of group members. It is suggested that groups adapt activities to be age specific, such as the lollipop game, which works for adults also.

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Some groups chose to divide into two sections—one for older members and younger members. There are also articles in *Alateen Talk* that are for younger members. Care should be taken not to make the articles and games too instructional or therapy based. In welcoming younger members it is important not to diminish the needs of those in the 12-21-age bracket.

### Topic – Literature for Younger Members

- How can we get more literature for pre-teens published? We have a large contingency of Alateen members under the age of 12 (usually from six to eleven years old). Many have written sharings to the WSO for literature to be published. They need literature that is helpful for their age group.

Only three-to-five percent of our fellowship consists of members under the age of ten. It was suggested to teach sponsors to use what we have, such as the center page of *Alateen Talk*, Stoppers from *The Forum*, sharings in *The Forum* from younger members, and now our new daily reader, *Living Today in Alateen*

(B-26). (Editors note: Use of the Alateen Talks Back series of pamphlets, the revised *If Your Parents Drink Too Much* (P-22), and *What's "Drunk" Mama?* (P-44) are also suggested.)

### Topic – Marketing Hope

- How can we reach “out of the box” when trying to market hope to people we haven’t reached before.

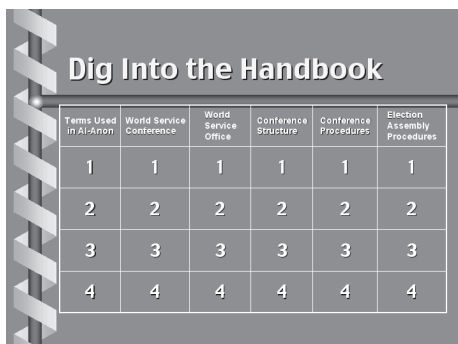
It has been said that when we get busy, we get better. If we are willing to climb out of our own “rigid box” and break our own anonymity, we can reach out and share. Another way to reach out comfortably is to contact your personal professionals who are also Al-Anon members, such as nurses, counselors, lawyers, doctors, etc., and ask if they are willing to talk to their colleagues about how Al-Anon has helped them in their work. A Meeting on Wheels (G-22) is a useful tool. Use the Public Outreach game or some other fun material to help members and potential newcomers feel more comfortable.

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## ADMISSIONS HANDBOOK — DIGGING INTO THE HANDBOOK GAME

Liz W.,  
*Chairperson, Trustee*

Mary Ann K.,  
*Director of Member Services*

A game board titled "Dig Into the Handbook" with a grid of 24 squares (4 rows by 6 columns). The columns are labeled: "Terms Used in Al-Anon", "World Service Conference", "World Service Office", "Conference Structure", "Conference Procedures", and "Election Assembly Procedures". The rows are numbered 1 through 4. Each square contains the number 1, 2, 3, or 4, corresponding to the row number.

	Terms Used in Al-Anon	World Service Conference	World Service Office	Conference Structure	Conference Procedures	Election Assembly Procedures
1	1	1	1	1	1	1
2	2	2	2	2	2	2
3	3	3	3	3	3	3
4	4	4	4	4	4	4

Three members of the Admissions Handbook Committee acted as contestants in a game similar to a TV game show, where the answers are given and the questions need to be stated. All the answers were quotes directly from the Handbook section of the *2000/2002 Al-Anon/Alateen Service Manual* beginning with the answer: Example:

*A district representative who has been elected for a three-year term by the group representative (GRs) at an assembly.*

The question: What is a delegate?  
The other members of the Admissions

Handbook Committee acted as a cheering section as each contestant rang a bell hoping to be first to answer. Another committee member acted as a judge deciding the accuracy of each answer and who was the first contestant to ring the bell. The game was shown as a PowerPoint presentation for this Conference. However, oak tag posters were suggested for use in the areas where the use of the audiovisual equipment needed to show a PowerPoint presentation to a large group is not available.

The goal of this presentation was to encourage use and knowledge of the Handbook.

Caryn J.,  
*Director of Communication*

### Copyright and Reprint Presentation

The World Service Conference (WSC) has authorized Al-Anon Family Group Headquarters, Inc. to be the publishing agency for the fellowship worldwide. The Board of Trustees has the legal responsibility to protect the copyrights of our publications, and they have delegated that responsibility to the Executive Director. A PowerPoint presentation on the World Service Office (WSO)

copyright and reprint policies was shown to clarify all aspects of copyrights and reprinting. Members of the WSC were provided additional clarity regarding the criteria for copying other materials for Al-Anon meetings, use of Conference Approved Literature (CAL) on-line, and the specifications of “limited excerpts” as defined in the *2000-2002 Al-Anon/Alateen Service Manual*.





Members were reminded that by protecting Al-Anon's copyrights, its resources for the future are protected: the Al-Anon/Alateen program, the worldwide fellowship, and its names and trademarks. Permission to reprint brief excerpts of copyrighted materials is frequently given to nonmembers and members, as long as the WSO is assured that certain procedures are followed. Permission to copy some publications for ongoing service work is given to Al-Anon members. Those publications are: guidelines, *Alateen Talk*, *Inside Al-Anon Xtra*, *Area Highlights*, *Al-Anon Speaks Out*, and some service tools/materials.

"Al-Anon," "Alateen," "Al-Anon Family Groups," and "AFG" are all registered as trade names in the US and Canada and in most countries. The three logos, as shown in the 2000-2002 *Al-Anon/Alateen Service Manual*, p. 80-81, are registered trademarks. Examples of specific ways to use these names and marks were provided. The use of the Al-Anon logo for jewelry or trinkets is closely protected and private vendors may

use them only if they have complied with Al-Anon's specifications.

Al-Anon's slogans and the Serenity Prayer are not copyrighted and may be used by anyone. The Steps, Traditions, Concepts of Service, and any Al-Anon/Alateen publication that carries the CAL seal are copyrighted and individuals may **not** use them for personal gain or on a personal web site. They may, however, be used in the fellowship for group, district, or area work. For those members of the fellowship participating in on-line Al-Anon meetings, it is suggested that they review the Fact Sheet for Al-Anon On-line Meetings (S-60).

The presentation closed with a distribution of information on copyright reprint permission forms and a reminder that CAL goes where we can't go, stays where we can't stay, and that by protecting CAL, our literature will be available for another 50 years. Carrying the message of hope to families and friends of alcoholics, in writing is fulfilling our primary purpose.

### Director's Presentation: Hello Hope – Al-Anon Information Services

Each year the directors select a topic they believe needs to be brought to the attention of the Conference. This year the presentation was titled, "Hello Hope," which highlighted ways to support the work of an Al-Anon information service (AIS), and defined how it relates to the Al-Anon service structure. Members were asked to relax and participate because all the details would be given in a folder at the end of the presentation.

come from? How did it evolve in places outside of the Conference structure? Why are so many members so loyal to it and why are so many left out of its reach? All of those history questions were addressed by Sandra F.

#### Today

What attitudes need to change and how is that done? What solutions have some areas found? Will an exchange of experiences at the Conference help improve service at the local AIS? Caryn J. and David Zach addressed those questions.

#### Tomorrow

What are we to do? What is our plan? Is this all just "pie in the sky" talk? What is our call to action after this Conference? Mary Ann K. and Ric B. asked the Conference for ideas and then presented a practical suggestion to take home.

To generate creative and concrete suggestions, Conference members were given index cards and "feedback pizzas." Inside the pizza boxes, cardboard pizzas were found and on each wedge ideas were elicited from Conference members on how to change atti-

**SIGN ME UP TO CARRY THE MESSAGE!**

*I* want to share Al-Anon's message of **help** and **hope** at the information service office by: (check all that apply)

☐ Answering phones

☐ Handling Twelve Step calls between the hours of \_\_\_\_ and \_\_\_\_

☐ Volunteering \_\_\_\_ hours per week

☐ Serving on the information service board or a committee

☐ Picking up and bringing newcomers to a meeting

☐ Serving as the Public Information contact

☐ Putting up posters in the community

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Best time to reach me: \_\_\_\_\_

The helping of others over the same thorny patch that one has already trod strengthens both travelers, both the helper and the one being helped.

Lois W., Al-Anon's Co-Founder

from *The Al-Anon Family Groups – Classic Edition*, page 61

Distributed by the WSO in support of your local information service.

#### Yesterday

Where did this service arm of Al-Anon, the Al-Anon information service, actually



tudes about AISs. The goal was to see how AIS could be more connected to assemblies and how the World Service Office (WSO) can help the AISs help families and friends of alcoholics find Al-Anon. Conference members shared some exciting ideas on how to strengthen this service arm for Al-Anon worldwide.

- Support by example, volunteer
- Financially support the AIS liaison
- Attend raffles and other fundraising activities sponsored by the AIS
- Encourage alternate group representative to attend AIS meetings
- Have presentations and skits showing the history and function of an AIS
- Search for solutions to distance problems between the AIS and the groups it serves
- Acknowledge and show appreciation to volunteers, who are also “treasured servants”

- Strengthen the link between the AIS and the area regarding information from the WSO
- Consider having the area and the AIS share office space
- Subscribe to the AIS newsletter
- Have the area Public Outreach coordinators cooperate with the AIS
- Investigate new technology to make answering the telephone easier
- Ask an AIS to host an assembly
- Hold area committee meetings at the AIS office
- Have an AIS coordinator at the area level

At the conclusion Conference members were presented with complimentary service-interest cards for their AIS to use in finding volunteers. The WSO is committed to provide these cards to each area and AIS for the next year.

Ric B.,  
Executive Director

### Members Web Site Presentation

The Executive Director provided Conference members with a preview of the upcoming Members Web site. The site features the five departments of the World Service Office (WSO): Fellowship Communication, Group Services, Membership Outreach, Public Outreach, and Administration/Customer Service. Sample pages from Fellowship Communication and Public Outreach were demonstrated to show how the site might be navigated by members of the fellowship.

Announcements on how to visit the site will be made in WSO publications *The Forum*, *Inside Al-Anon Xtra*, *Area Highlights*, *Lone Member Letterbox* and *Alateen Talk*. All delegates will be sent instructions on how to access the site. The site will be password protected. In order for Al-Anon/Alateen members to access the site they must know the name of their group and follow it with the letters AFG: example—Anywhere Group AFG.

### Special Workshop: 50th Anniversary

The full Conference separated into six rooms where delegate chairpersons greeted participants at the door and hosted a special party. Everyone signed copies of the books *First Steps* (no longer in print) and *Lois Remembers* (B-7) in commemoration of Al-Anon's 50<sup>th</sup> Anniversary. By virtue of the seats they chose, three unwitting participants became guest contestants in an Al-Anon version of the television game, “To Tell the Truth.”

All three guests signed a prominent sheet on the wall, each claiming to be Lois W., one of Al-Anon's original co-founders. The audience asked questions of the contestants in an effort to discover the real Lois W. The contestants replied as Lois #1, Lois #2, or

Lois #3. They read from a script of answers that brought out some of Al-Anon's history, as well as some of the personal stories that make our cofounders so human. Humor and information made the time fly.

At the conclusion of “To Tell the Truth,” everyone sang, “If You're Happy and You Know It, Pass It On,” while passing out beginners' packets. Two lucky participants won signed copies of *First Steps* and *Lois Remembers*, after which all drew special gifts from a grab bag. The gifts represented benefits that each person had received from Al-Anon. People briefly shared what their gifts had meant to them in their recovery, and then they gave their gifts to someone else.

The 50<sup>th</sup> Anniversary Workshop concluded with a special circle. Instead of holding hands and facing each other, everyone turned around and faced out. This special

way to say the Al-Anon Declaration represented the members' desire to reach more families and friends of alcoholics during Al-Anon's next 50 years.

### Trial Committee Structure Presentation

The Trial Committee Structure presentation began with a PowerPoint presentation that outlined the previous World Service Conference (WSC) motions on the new committee structure, and defined the scope of what the WSC would be voting on in 2002. Conference members were asked to keep the following thought in mind throughout the presentation:

What do you as a WSC member need to know in order to make a decision on restructuring next year?

The 1995 motion was then reviewed: to affirm the Board's implementation of the revised committee structure that began on a trial basis in 1996; and the 1999 motion that extended the trial until 2002.

Illustrations of the revised committee structure were given as shown below:

<b>Structure Through May 31, 1996</b>	<b>Structure after June 1, 1996</b>
Alateen Committee	Group Services Committee
Archives Committee	Alateen Advisory Committee
Literature Committee	Archives Advisory Committee
PI Committee	Literature Committees I and II
Institutions Committee	Public Outreach Committee
CPC Committee	Outreach to Professionals Advisory Committee

The following committees have not changed: Admission/Handbook, Budget, Conference, Conference Committee on Trustees, Executive, National Public Information Canada, Policy, and Regional Service Seminar.

The Director of Communication followed with a review of the work of the Public Outreach, Outreach to Professionals Advisory, Archives Advisory and Literature I and II Committees. She explained what changed, what has been effective, and what needed adjustment. The Director of Member Services then reviewed the work of the Alateen Advisory and Group Services Committees.

Next, the Executive Director gave some background information regarding the concept of the new advisory and at-large committees. It was then explained that "advisory committee members" come from anywhere in the US and Canada and "at-large committee members" come from a 250-300 mile radius of the World Service Office.

He also reviewed the committees that have

not been changed.

The Director of Business Services held an open discussion on: Are your coordinators getting the information they need? Some of the comments were:

- One area literature coordinator didn't get any information for two years and the Public Outreach coordinator gets things after the deadline date. (Response from WSO staff—If your coordinator doesn't get something for six months, there is something wrong that WSO doesn't know about.)
- In delegate communication with coordinators, call them within four days after getting a mailing to see if they got theirs. If not within a week, call the WSO. In some cases, areas have meetings just before or just after a deadline and WSO has no ability to monitor these events.
- Our alternate delegate explained the new structure project for our area. As delegate I would read information about the structure, make notes and then send

them to her so she could share it with committees.

At the follow up session, the Conference divided into smaller groups and discussed area experiences. Those areas that adapted to the WSO committee structure, and those that have not, both shared their experiences. Each section was assigned a reporter who recapped what happened in their section as follows:

- How do you do the transition? We found that it was important to have mock meetings on how it works and to show enthusiasm. Guidelines and pre-action committee meetings were helpful. We did run into a few “we didn’t think about that” situations. We need to stress the importance of a check and balance system in planning.
- Have an ad hoc committee look at the new structure and be sure to get all members involved.
- Since implementing the new structure, the coordinators are now busy.
- A conference call is used to keep everyone informed.
- Be flexible.
- We used Minnesota’s model (action committees) to start and we use the AWSC as the business group. Some areas put GRs with other groups, not the one with their DR, and that was a nightmare. Now moving to put them back with their own DR.
- Action committees meet during the time coordinators used to make their reports and this saves time.

All Conference members were again asked to answer the question posed at the beginning regarding information that was needed in order to vote on the revised committee structure in 2002. A summary of their comments include:

- I get the feeling that the WSO is happy with the new structure. Was the old structure voted on by the Conference? If not, why are we voting on this one?
- I would like the delegates that are currently using the new structure to write to the WSO about how the structure is working in their area. To those that have not made the switch, why?
- We would appreciate suggestions on how to make adaptations to the new structure when geography is an issue.
- Please touch on the highlights of why the structure change is taking place.

In summation, it was felt that generally everyone is pleased with the WSO Trial Structure and that the minor changes made at the WSO have been positive. The questions raised will be reviewed again next year to insure voting members have the information they need.

Editors Note: For more information on the WSO Trial Committee Structure see the *2000 World Service Conference Summary* WSO Trial Committee Structure report.



## DELEGATES (PANEL 39)

### **Robynn W., Alaska**

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I have struggled with the topic of this Conference since I heard about it last year, because it is an echo of our slogan, “Let It Begin with Me.” It is not something to talk about; it is what we do. It is almost the antithesis of the principle to talk about it.

“Let It Begin with Me” was perhaps my very first action in the program. I spent ten years talking to my husband about his problem and what he should do about it. All I did was throw his clothes out in the snow, seize control of the checkbook, and close the garage door on the top of his car as he was driving away. I knew that everything would be fine if he would just get his drinking under control.

Finally, in the depths of an Alaskan winter, I drove 60 miles to a treatment center and explained to the director that something had to be done about my husband. The director very kindly pointed out that I could benefit from a program myself. When he said, “Your kids are at risk,” it got my attention.

Within a week, I was at my first Al-Anon meeting. Right away, I knew I was in the right place. You people knew the sound of the liquor bottle being taken out of the cupboard. I listened and learned about detachment and that my first responsibility was self-care. I learned about the First Step. I moved from hopelessness to powerlessness. I learned that recovery had to start with me. Thanks to the Al-Anon program, recovery began in our home. My husband even credits the Al-Anon program with his sobriety. As soon as I began to change, he found Alcoholics Anonymous.

Even then, all was not well. I found out that the first two years of recovery and sobriety can be harder on a marriage than all the years of drinking. After 13 years of marriage, we separated and later divorced. During that time, we each worked on ourselves and learned to co-parent. (I had been a single parent for 13 years.) Through Al-Anon, I learned how to communicate and share responsibility, allowing me to begin to reconnect with my husband. After many Sunday morning coffee dates, by the grace of this program and with my Higher Power’s help, we remarried on Valentine’s Day in 1997. We have now celebrated four more years of marriage. The process of reconnecting had to start with me, looking at my part first. I have a part in every situation, and that is where I need to start.

Before I came into these rooms, I thought everything was my responsibility. You taught me that there were things that belonged to my Higher Power, such as my husband and my children. That is why the Serenity Prayer starts with accepting “the things I cannot change.” I am responsible for the things that I can change — my “footwork.” I learned I also have to “Let It Begin with Me” in service. I have occasionally felt disappointed in certain meetings and missed the spiritual substance of the program. My sponsor taught me that it was up to me to make sure that my own sharing was spiritually based, focusing on the solution, not the problem. A couple of years ago, I was thinking

that “someone” should start a back-to-basics meeting. It had to begin with me.

As I close my term this year, I have a new challenge. Our area is fairly young. We have had only five or six delegates, none of whom are still involved with the Alaska area. My goal is to be the first delegate to remain active. I have learned from all of you the benefit of having previous delegates who share their experience, strength, and hope. Once again, my task is to “Let It Begin with Me.”

I want to thank the staff of the WSO for their work all year and my first sponsor, who said, “You know, you’d make a great Intergroup Rep” and years later said, “You’d make a good delegate.” Thank you all for sharing this experience and your love with me.

### **Brenda S., Arkansas**

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Happy 50th Birthday Al-Anon! What an event to celebrate! When we started 50 years ago, it was the first time in history that families affected by the baffling disease of alcoholism had a place to go to find understanding and encouragement. Al-Anon’s existence is truly a miracle from our Higher Power.

The theme of this year’s Conference reminds me of our slogan, “Let It Begin with Me.” The “it” referred to in that slogan means our hope, our recovery. “It” began for me when someone took the time to tell me that there was help. “It” kept me coming back long enough to learn how to react differently to the disease, to recognize that my own character defects were causing damage, and that I could heal and grow spiritually.

Hope for new members can begin with one member sharing Al-Anon’s message with another — the magic of identification. We can find hope in conversations over coffee, in rooms of all sizes, and in voices of many languages. “It” is passed on in person, by phone, via e-mail, in chat rooms, and in the simple act of writing a newsletter article. In the beginning, I was given a lot of information about alcoholism. It was only when Al-Anon members shared from their hearts about their experiences, that I realized that there was hope for a different life.

Our Conference theme speaks of my personal responsibility to pass on what I have received, not only to the newcomer but also to the member who has been around for a while. Recovery continues after the first working of the Steps, and service work is the key that opens the door. I cannot rest on my laurels as a past delegate. I need to continue my service work and help the newer members with Al-Anon’s future.

I learned in my personal growth that during the initial year of a service term everything was new and exciting. In the second year, while I felt more comfortable, things were still challenging. In the third year, I came to understand the meaning of commitment, of “keeping on keeping on,” and of finding a better way to



## *Sharing Ourselves*

do what I had already done. I see Al-Anon's future in much the same way. It's about the personal commitment of members to work through complacency and to have the vision to carry our message in new and different ways, all the while safeguarding Al-Anon's stability. The newness has worn off for me and I am often walking over familiar ground. Just as we are now struggling to incorporate the use of the Internet into the mainstream of Al-Anon, we will face opportunities to grow in ways not even envisioned today. We have come a long way from The Clearing House's shoe boxes and card tables. Let us not grow complacent in our middle age! Alcoholism never gets tired, never goes on to a newer trend.

A favorite quotation of mine from Albert Schweitzer sums it up far better than I can: "Sometimes our light goes out, but it is blown again into flame by an encounter with another human being. Each of us owes the deepest thanks to those who have rekindled this inner light." Today, thanks to you and Al-Anon, I have all the hope in the world, and my light shines. It has been a great honor and privilege to serve with each of you.

### **Miguel C., Connecticut**

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To put down words on paper about my life experience and to fully cover my humility is hard, but not impossible. At an early age, and as long as I can remember, I always wanted to be like my parents. I have been cursed because some say that I look like my dad, but act more like my mom. I've learned that I need to watch what I wish for because it might come true.

My Higher Power, in His wisdom, touched my heart and brought a light of hope that played a domino effect for the better on my life. I started in the program as an Alateen member at the age of ten. In my crazy state of despair I thought I could bargain with God for my life so that the drinking and beatings would stop. I hated the world, kept everything inside, lied, stole, and lost control. The disease of alcoholism destroyed my family and I felt I was to blame.

I am now a 30-year-old man and am amazed at the changes in me. Today I have become the man I always wanted to be. I am no longer a doormat and I don't let others walk all over me. I have a right to my opinion. I can also agree to disagree and accept that "no" is a complete sentence. I don't owe anyone an explanation for the things I do because that's between my Higher Power and me.

I started to believe because you believed, and when you told me to keep coming back and loved me unconditionally, I sensed I was home. For the first time, I began to face my demons and my fears. I began to laugh, cry, and have a great relationship with God, through conscience contact in prayer and meditation, bubble baths, and teddy bears.

Many miracles have occurred since I joined the fellowship. I have grown spiritually and have a better understanding of the Steps, Traditions, and Concepts of Service. I use the tools of the program, such as the telephone, slogans, and personal and service sponsorship. I learn new things each time I attend a meeting. I can ask for help and put things in my God box. My job today is to keep Al-Anon, Al-Anon.

Thanks to all the members in Connecticut for allowing me to grow and serve as their delegate. It has been a humbling experience. It has taught me to have compassion. I have broken the cycle of this hideous disease, starting with Step One and the denial of alcoholism. Today I celebrate with you 19 years of recovery in Al-Anon. I pray that someday I will celebrate 50 years in Al-Anon, like this year's Conference theme: Al-Anon's Hope Begins with Me.

### **Pam A., Idaho**

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I am truly overwhelmed at the number of miracles that have happened to me as a result of this program. I came to Al-Anon in 1981 to get rid of my alcoholic husband, because I thought he was my problem. After coming to meetings for a while, I began to see that I was my real problem. I tell newcomers to keep coming back until they get their miracle. This program has given me many. I would like to share with you just a few of the incredible things that have happened to me since I came to Al-Anon.

When I got here, I was terrified to speak in public. My voice quivered and I could not look at the audience. But no one acted differently towards me. Today I know that people in Al-Anon don't care where I came from and that I need not impress them, or hide who I am, or how I feel. I did not like to be hugged or even touched when I got here. When you talked about love, I did not even listen to what you had to say. You told me that you were going to love me until I could love myself. I didn't believe you, but you were right. The greatest gift that I have gotten from Al-Anon is the ability to love. Loving God, myself, my family including Al-Anon, and my fellow man, has been one of the most healing things that has happened to me.

There have been many life experiences for me to deal with over the 20 years that I have been here. I did not want to go through some of them, but you held my hand and told me that with Al-Anon and God, I could handle anything. Being the seventh of eight children in a hectic, violent, alcoholic home, left me feeling like nothing that I thought or felt was of importance to anyone. Going to meetings and being heard taught me that I was valuable to Al-Anon people. This was a turning point in building my self-esteem and yet another miracle to me. I truly am not the person I used to be. Al-Anon has changed me forever.

I had the honor and privilege of celebrating 33 years of marriage in January. I came here to get rid of this man and what a mistake that would have been. He is my soul mate and I believe God kept us together for a reason. Al-Anon and Alcoholics Anonymous helped to heal our family from the devastation of this family disease.

I have also had to walk through my 30-year-old daughter's alcoholism. When I truly surrendered her to her Higher Power, knowing that she may have to die from this disease, she got sober. She just celebrated four years of sobriety. All of this leaves me with an attitude of gratitude.

I have yet another life situation to walk through this year. My only other child has a brain tumor and will have it radiated next month. This is yet another opportunity for me to let go and let



God take care of this child that I know is just loaned to me for a short time. It's another opportunity to practice my program and let God and Al-Anon love me through yet another of life's challenges.

As my life continues to unfold, I still need all of you. Many of you, or others just like you, saved my life. God bless all of you until we meet again. I love Al-Anon. I must be willing to hold out my hand to those who still suffer because it truly does begin with me.

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### **Deborah H., Illinois (S)**

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My Al-Anon journey to recovery has been a process. On February 2, 1981, a friend suggested that I might need a twelve-step program. I found four meetings that day and, of course, I attended them all. They talked about losing weight, how to be a tough parent, how to get sober (I didn't qualify for that one), and the last one talked about loving an alcoholic. Each of the four groups gave me literature and I bought some of their books.

That evening I analyzed all that I had heard, and read some of the literature. I needed to know what to do to make my loved ones **STOP IT!** I didn't find that answer in anything I heard or read that day, so I went to my kitchen sink and burned all the literature and books.

During the next eight years, I went back to Al-Anon off and on for 12 to 15 times, thinking that perhaps they had figured it out. But they were still doing the same stuff. Each time I bought books, picked up literature, and eventually burned it all again.

By Thanksgiving week of 1989, I was sitting through family week at a treatment center for the sixth time when an Al-Anon lady came in to talk to us. I felt that she had something I wanted. I heard her say that if I wanted what she had, I had better run to Al-Anon, get a sponsor, and listen. Before that evening was over, she was my sponsor and I began to heal one day at a time.

Here I am, twenty years later. What have I learned since my first meeting? I've learned to be honest, to detach with love, and to allow people to be responsible for their actions, while still loving them. I know how to "break the buck," "get in the car," be open to the "new structure" and to "take what I like and leave the rest." I know about "budgets," "buffaloes," and "P-3." I can speak from my heart, ask for what I need, and talk about pain. I have learned that not saying anything is saying something and that not making a decision is making a decision. I have allowed myself to grieve. I can protect anonymity, say what I mean, mean what I say, and keep my mouth closed unless I am willing to follow through.

I figured out how to stop deepening the ruts in my life by spinning on the pity pot. I climb off quickly using the tools of this program and "get real and heal." I trust others and can be trusted, take risks, think, speak, and pray. Others have the right to an opinion and they just might be right. I can be patient, love, and be loved. I no longer have to be sick to attract attention. I listen to my body and respond when it needs attention. I know that newcomers are the most important people at a meeting and if I decide I want what they have, all I have to do is stop doing what I have been doing for the past 20 years. I know today that I am

fine just the way I am.

Today I expect miracles, for they happen all around me. As long as I have faith and am willing to give and receive, I see and hear about those miracles. I have never lived with sobriety, which is my choice, but today I live with serenity. Pain brought us together and serenity keeps us together. You have just seen and heard a miracle. Me!

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### **Debbie G., Iowa**

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Al-Anon's hope began for me in my home group. It was there that I watched and listened and came to believe that things could be different. You told me I never had to be alone again. For one hour I could feel safe and the chaos could stop. I wasn't overly grateful for you in the beginning, but today I know that I was well taken care of and that the God of my understanding had plans for me beyond anything I could have imagined. Today I understand that I was blessed that my recovery started and it continues to grow in groups, a district, and an area where the primary purpose is to help families and friends of alcoholics. The Traditions are followed and service to and for others is not just suggested; it is a way of life. You showed me that even in the midst of chaos—there is hope.

Al-Anon's hope begins with me through loving actions of service, by being active in my home group, by welcoming and giving comfort to newcomers, and by being "a part of" this fellowship. Members, long-time or new, realize that there is hope when I am responsible, when I reach out, when I share of myself, when I keep an open mind, and when I embrace our similarities rather than our differences. My message of hope is one carried with laughter, love, and an enthusiasm for all that has been given and all that can be. Hope is found when I stop expecting people to give what they don't have and accept them for who they are. Hope is shared when I realize I cannot give others their truths, but I can share how I found mine.

Al-Anon's hope for the future can be found in the faces and the voice of our Conference. Hope for our fellowship is alive and well in this room. I was overwhelmed by it the first time I walked onto the Conference floor. It was waiting for me when I arrived last year and I know I will find it during this, my last year. The voice of our Conference is hope within itself. It is a voice of trust, confidence, and reason. We have been given the opportunity to participate in discussions, address our problems, and look for solutions and hope for the future. I have found hope within these Conference walls through the realization that its members do not change Al-Anon's principles. Its members are changed by Al-Anon's principles. A Power greater than myself is truly in charge. It has been a privilege to be a part of hope in action.

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### **Mary Lynn J., Louisiana**

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For many years of my life, the slogan, "Let It Begin with Me" meant that it was all about me. After I had served as a group representative for one year, I found something different to which I wanted to devote my time and energy. When I called my spon-

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sor to give her the news, she suggested I pray about this decision before informing the group. She didn't try to coax me into keeping the job, nor did she scold me for not fulfilling an obligation. In her wisdom, she told me just what I needed to hear: that the decision was mine, but that I should seek spiritual guidance. I will always be grateful to her for the way she handled that situation because, knowing me the way I do, I probably would have rebelled and fought anything else.

Since then, each time a service term comes to an end, I have said I wanted to take a break from attending area assembly. Each time my sponsor gently encouraged me to seek spiritual guidance before making a final decision. Through prayer I have felt that strong pull to continue in whatever service role God has chosen for me. While helping others is what I have to offer, it in no way compares with the benefits I enjoy.

If I had given in to my own selfishness back then, I wouldn't be standing before you today telling you how grateful I am to be of service in the Al-Anon program. For me there wouldn't have been recovery. I couldn't make a commitment to myself, but I could make a commitment to someone else. I think I was too stubborn to learn the program any other way. Each time I put myself in God's hands to do with me as He chooses, He places me in the exact spot that I need to be for me to gain the most growth.

In the beginning, I could barely force myself to initiate a conversation with someone I didn't know, and even though I disliked this about myself, it seemed there was nothing I could do to change it. At an assembly weekend, my sponsor gave me an assignment: to talk to five people I had never spoken to before. That was a major breakthrough for me. I learned that I would not melt into a puddle of nothingness, but that I could feel good about breaking the ice. That other person could be having the same problem. The wisdom of sponsors never ceases to amaze me! Talking to strangers is still a major hurdle for me, but I am getting better.

Today, I "Let It Begin with Me" by allowing the way I live my life to speak for itself. I have learned that there are things I can do on my own that I would not have thought possible. With your love, support, and example, I have learned that I can do almost anything I set out to do. Since last year's Conference, I have gone through a divorce. That experience alone was an illustration of the things I never thought I could do. I started school and will be taking my final exams when I return home next week. I have always wanted to attend college, but never thought I would be writing about "pastimes and the reasons they are good for us." My topic was Al-Anon and the reason I gave was that it has given me a new life. Tomorrow is a mystery, but I am excited to learn what it holds for me. Indeed, "Al-Anon's Hope Begins with Me" and with each of you, as we live our lives as examples of the hope that Al-Anon can bring to the hopeless!

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### **Melanie F., Maine**

In thinking about this theme, many thoughts started running through my head. The Al-Anon Declaration, "Let It Begin with Me," was foremost in my mind. Al-Anon's hope begins with me.

If the long-timer hadn't been there when I walked through the doors, I might not have received the priceless gift of serenity.

When I received a note from a friend asking me to talk to some of our long-time members to get some inspirational quotes for this Conference, I knew it would be a growth opportunity for me. I called a few long-time members and set up a time to meet with them. As I listened to them share about how much the program gave them, where they came from, and the short quick words of wisdom that they used to help themselves grow, a light came on! If those wonderful members had not been there for me in the beginning, telling me to keep coming back, asking me if I liked the way I felt, or stating that I was exactly where I was supposed to be, this journey would not have happened for me. They gave me the courage to change and the encouragement I hadn't received anywhere else; they didn't let me give up. Those members showed me the way and now it is my turn to be there for others. It works if you work it; and, if you don't get Al-Anon, it will get you (more words of wisdom).

I remember celebrating Al-Anon's 35<sup>th</sup> Birthday in my early program days and there were only about five members present. It was a wonderful experience. Everyone there wrapped gifts that they had made, and we each walked away with something from one another – not just material but spiritual.

In this fellowship, I have received and continue to receive gifts at every encounter, whether at this Conference, or in my home group. Everyone shares from the heart with gut level honesty and trust. It still amazes me that I know very little about any of these people, other than the fact that they, too, have been affected by someone else's drinking. This honesty has allowed me to receive much of what I needed to continue to show up and be willing to let it begin with me, and to keep these doors open for those who are still suffering.

I also needed to be willing to do what needed to be done. I know most of the things that have happened to me in my life were not my choices but today I am happy and continue to feel so much joy. I will be forever grateful to this fellowship. My sponsor told me that I couldn't keep this wonderful program if I failed to give it away. Each time I give something, it returns to me ten-fold. I am so glad that those who have been here for many "24 hours" continue to come back and say things like: "keep coming back," "believe that I believe," "patience and perseverance," and "there are not any 'musts' in Al-Anon, but there are a lot of 'you better if you want to get better.'" These are the phrases that helped me say yes to service. By saying yes to service, I continued to grow, whether I wanted to or not. Thank you, Higher Power, for leading me on this path. Happy 50<sup>th</sup> Birthday! Yes! Al-Anon's Hope begins with you and me!

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### **Laurie K., Missouri**

It is exciting to be part of this particular Conference as our fellowship celebrates the 50th Birthday of a democracy of a Higher Order. It is a pattern that I believe proves to the world that depending on a Higher Power works. We send a message of love and trust to all who know about us and demonstrate the absolute value of participation by every member as we act out

our primary purpose: carrying the message of recovery to every family member affected by the disease of alcoholism.

Close your eyes and picture how it could be in the second half-century of Al-Anon's and Alateen's growth: members from all over the world sharing their experience, strength, and hope in ways we can't even imagine right now; literature in many more languages and in more universal tones and words; increased communication among members on opposite sides of the globe, all sending, on a continuing basis, that wave of gratitude that we all felt on March 4th.

We are here today, charged with having the quality of vision. I want to encourage you and all the representatives of Al-Anon worldwide to exhibit this quality as new ways are found to include all our members, wherever they live, to fully participate in the guidance of our program. Al-Anon's hope begins with me — and you. It leads me to hope that we will join in love and group-conscience to guide this fellowship in that direction in the new millennium.

As it says in the text of Concept Three in the *Al-Anon/Alateen Service Manual*, "Our entire Al-Anon program rests squarely on the principle of mutual trust." Now with trust as our watchword, let's broaden the scope and find ways to make Al-Anon even more truly a worldwide fellowship of equals.

Vaya Con Dios

### Judy Z., Nebraska

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I attended my first Al-Anon meeting, unsure of myself, not knowing why I was there. I was in the midst of a life-changing event and didn't know what to do. The alcoholic in my life was newly sober and I was terrified of what the future would bring. If sobriety was supposed to be a good thing, why was I so scared?

My memories of those first meetings are a blur, but I do remember being sure of one thing: I felt that my life could be different from now on. I had hope. As the members shared in the meetings, I identified. I came to believe that I, too, could find the peace, serenity, and sense of belonging that I saw in them.

I found a sponsor. It really was easy — I just asked someone. I picked her because she seemed to be everything I wanted to be. My sponsor was very involved in Al-Anon service work, and she encouraged me to do the same. She knew then, as I know now, that service work provides that sense of belonging and commitment to the group that keeps members coming back each week. My sponsor and the members at the meetings gave me guidance in working the Steps and encouragement when I felt as if my recovery was not happening fast enough. My sponsor took me to district meetings and then to area meetings. I began to see Al-Anon as something bigger than just my home group. I learned from the members who came before me the importance of keeping Al-Anon's message undiluted and available for those to come.

Now, during the year of Al-Anon's 50<sup>th</sup> Birthday, I find myself a delegate at the World Service Conference, remembering that a few short years ago I was terrified of what the future would

bring. Birthdays, I think, are a time of reflection as well as celebration.

Some of the faces in my home group, district, and area have changed over the years. It is easy to see that Al-Anon as a whole has changed, with many new groups, new Conference Approved Literature (CAL) and new ways of reaching out to those who seek recovery. Yet, while some things about Al-Anon must change with the times, there are some things that cannot change. What cannot change is the message of hope that Al-Anon brings to those who seek recovery from the effects of alcoholism. The essence of our program — the identification I found when others shared at meetings about living with an alcoholic — is what kept me coming back. I saw that others had come to Al-Anon as afraid, lonely, and desperate as I was, but found a way, through the program, to live happy and serene lives.

I know now that in order to keep the program alive for my own recovery, as well as for those to come, I must be willing to share my experience, strength, and hope with others. No matter how good our literature is or how extensive our public outreach, the newcomer will look to the members of Al-Anon for reassurance that the program works. I must be willing to sponsor and be sponsored, to be an active participant in my group and in the service structure of Al-Anon, and to be the best example I can be of recovery through the Al-Anon program. Most of all, I need to pass on what every Al-Anon member eventually learns: that we keep Al-Anon's gifts by giving them away. Al-Anon's hope begins with me.

### Judy F., Nevada

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If it had not been for the men and women before me, those who showed up consistently on Wednesday nights, there would not have been a meeting for me to attend.

If it had not been for those men and women who served that Wednesday night group with dedication, I would not be standing here before you now.

I was told early on that I couldn't keep it if I didn't give it away. The God in my life has afforded me many opportunities to do exactly that, for the newcomer as well as the veteran member in pain. I never would have imagined or thought that my experiences with painful situations and emotional turmoil could possibly benefit another. Yet, they have and do.

Today, I feel deeply that I have a responsibility as a member to do my share to preserve the integrity of Al-Anon and to ensure that the meetings I attend continue to be there for the newcomer. Sometimes this may mean being recognized for and standing alone on an unpopular opinion.

On page 171 of the *2000-2002 Al-Anon/Alateen Service Manual*, it says, "Another qualification for leadership is 'give and take,' the ability to compromise cheerfully whenever it can cause a situation to progress in what appears to be the right direction. Compromise comes hard to many of us. Nevertheless, progress is nearly always characterized by a *series of improving compromises*. ... Now and then, it is necessary to stick flat-footed to one's conviction."



## *Sharing Ourselves*

I believe that in our service positions as group representative, district representative, area chair, and past and present delegate, we are looked to as leaders. We must set the example, whether we're in a large gathering or in a small intimate meeting. As leaders, and more importantly as members, we must share our vision to look at the present and the future. We must exercise judgment while maintaining flexibility and hold firm to our beliefs even when it may be the unpopular theme.

If I were to just show up at a meeting and take what I wanted and then leave, I would not be an example of recovery. Instead, I show up, take what I need, and then give back to the best of my ability. In this way, Al-Anon's hope does begin with me, in my small corner of our very large world.

### **Suzanne K., New Hampshire**

Public Outreach servants working with TV stations, community professionals, and an answering service provided me with a flashlight in the dark. The sounds in our home changed to those of love. Our toddlers offered the money in their piggy banks to pay for a baby-sitter so I could "go to that Al-Anony place." They could see and hear what I could feel.

Over 30 years ago, I found a home group that provided free batteries for my flashlight. Sponsors taught me how to recharge them and keep the light shining. They showed me that I could not just give lip service to recovery. I had to "get it" in my heart and walk the walk, on the inside, outside, and all around me, while at work, play, home, or in service. When others see "it," they feel HOPE. Even my alcoholic husband got "it" and today we enjoy a recovery partnership.

Fifty is nifty. Remember that there is no Al-Anon retirement plan. New Hampshire sent me back to another World Service Conference. Over several years, I have had four opportunities to serve: I declined two, resigned one, and then accepted the fourth. From panel 25 Ohio, "the heart of it all," to panel 39 New Hampshire, "live free or die," I have observed that we need to proceed with caution.

In our striving to be accepted or popular, we may destroy Al-Anon. In our ignorance, without a desire to learn, we may not know Al-Anon. In our compulsion to control, we may lose our recovery and Al-Anon. In our attempts to know and live our three legacies, we will grow in universal love. In the becoming and being, Al-Anon is everything.

Services and groups may exist without being Al-Anon. Our organization or name may cease to be without our participation. Al-Anon's three legacies of spiritual principles will always be a light in the dark, a way of life that comes from the mind knowing and the heart feeling the Higher Power of love. The Higher Power's light of love is held within our three legacies and it is How Our Program Exists. Let's keep the love-light burning bright. Our best is yet to come.

Al-Anon's HOPE begins with me — Recovery, unity, and service with a smile.

### **Juanita U., New Mexico**

Webster defines "tradition" as an unwritten practice carried on through generations. That is what our 50<sup>th</sup> Birthday celebration is about: a celebration of what we do best, a tradition of carrying a message of hope to families of alcoholics.

There was a time in my life when I had no hope. I was like a water faucet that poured out cold, hard rage along with silence and sarcasm, when dealing with the alcoholic in my life. The idea that I could give hope to someone else was not a part of my thinking. When my children came to me full of excitement and love, I tried hard to turn on the emotion of love, but I couldn't. At best, all I could manage was tepidness in my attitude and feelings. My life was focused on survival and my feelings were numbed. That was how I came to you in 1986.

It took two more years in the program for me to reach a point of desperation. I quit relying on myself and got a sponsor. She immediately had me work the Steps, as suggested by Tradition Five. My sponsor did not require service beyond working one-on-one with another family member. I reached another level when I attended my home group and realized that once again, for the fourth week in a row, I was about to hear the same woman lead the meeting. I knew that if I had to listen to her sharing of self-pity, anger, fear, and frustration one more time, I would not be a pretty picture. My service work began because I thought I could do a better job and, most importantly, because I desperately wanted rock-solid recovery. Each service job has taught me more about true humility and myself. I began each service position thinking I knew all the answers and ended each term realizing how little I really knew.

I was taught to practice all three parts of the program: unity, bringing the body to the fellowship; recovery, putting my mind through the Steps to recovery; and service, taking my awakened spirit out into the world and bringing my experience of sharing with others back to the meeting in a full circle. My sponsor and the Steps led me to a God whom I trust in all things. The God of my understanding replenishes my love, joy, and hope. I was taught to apply the Traditions and the Concepts of Service to my home life and in all areas of my life, not just to my meetings.

There are times when I think if I am the hope for Al-Anon, we don't stand a chance. The truth is, you and God have taught me how to give hope as well as love to others. If this can happen to me, then there is hope for anyone.

So, what is the unwritten practice that we carry on through generations? Our stories. It is in sharing whom we used to be, what happened, and who we are today that the love and the hope which was given to us gives hope to others. Each one of our stories is so important. No one can tell your story, and there is someone out there who will hear only you and no one else. As we celebrate our 50<sup>th</sup> year, we can have the joy of knowing we have reached generations and we are generational. Our recovery can and has benefited others. I pray that with continued contact with my God, I am never again so selfish that Al-Anon's hope does not begin with me.

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**Mirta S., New York (S)**

I am Mirta and I am a very grateful member of the Al-Anon Family Groups. My home group is Grupo Central, the first Spanish group in New York.

When my daughter was 15 years old, she told me that she wanted to leave home because of the fights I had with my husband. After going to different psychiatrists for 12 years, we found a counselor who told my husband to go to AA and me to go to Al-Anon. My husband said "OK," and I said, "No way"! I was the perfect human being. Fortunately, the counselor told me about a Spanish group and how they served coffee and cookies. I love coffee and cookies. I thank God that there was a Spanish group because in those days I did not speak English.

When I went to my first meeting, I felt like I wanted to die. The hope that I found in my first meeting made that feeling disappear. The hope that I found in the New York Intergroup allowed me to start the Spanish Intergroup. The hope that my district gave me allowed me to go to an area world service committee meeting. The hope that my area gave me was the courage to be a delegate.

When I came to Al-Anon, I thought that hope was having dreams or fantasies. Today, hope means changing little things in me. My hope for a better life grows with the study of the Twelve Steps, the Twelve Traditions, the Twelve Concepts of Service, going to meetings, having a sponsor, giving in service, and always being with my Higher Power. With the help of my Higher Power, my hope grows and I can transmit it to others.

After my first meeting, I carried this message of hope to my daughter who didn't attend Alateen until 17 months later. Since then, she became involved in service. She is the New York South Area Chairperson. "Let It Begin with Me" by carrying the message or making coffee in my group. It doesn't matter what I do in Al-Anon. I just need to do it!

The World Service Office is on my gratitude list for translating our Conference Approved Literature into Spanish, and for the patience they have had with me since I started in service.

Today if I have hope, I am able to have a vision for the future. My hope gives me an open mind to accept that I am not a perfect leader, but that my Higher Power is blessing me with all the leaders I have around me. At my first World Service Conference, the theme was, "Carrying the Message — Our Primary Purpose"; the second year, it was "One Purpose: Many Faces, Many Voices, Many Ways"; and in this third year, it is "Happy 50th Birthday! Al-Anon's Hope Begins with Me." After three years, I concluded that for the last two years, you taught me how to do it, and this year, Al-Anon's hope begins with me.

My hope is maybe your hope, and your hope is my hope. I thank my area for having faith in me and for trusting my broken English. Al-Anon is teaching me two languages: one is English and the other is the language of love.

Without Al-Anon, I wouldn't have had the joy of service and the hope of living a better way, and the chance to let it begin with me. Happy Birthday Al-Anon!

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**Sheila K., Newfoundland**

I will have been an active member of Al-Anon for 33 years in September, and the thought that anything would begin with me was inconceivable at that point in my life. I was very young, in years and maturity, and so very angry, disillusioned, and hurt. My one concern was to somehow stop the pain.

Al-Anon took over my life. I soon saw a glimmer of hope; members accepted me, helped me, comforted me, and taught me that I was of value. I learned that I had potential and, when it was suggested that I become our group's secretary, I accepted. When I was asked to make this speech, I felt some of the same terror that I experienced in the beginning. I guess some things are harder to overcome.

Following my experience as secretary, I became the group representative (GR) of my group. Each of those three years going to district meetings was different. The first year was like a foreign language course; the second, I had some concept of what was being talked about; and the third, I was aware of what my position involved. This concept seems to have followed me throughout my service years.

Following my term as GR, I became a district representative (DR). It was during those years that I experienced some of the roughest years in sobriety. Yes, things could still be rough. As DR, I felt a responsibility to my district, so I had to focus on that rather than on my problems. My Higher Power knew what I needed. I became involved in our assembly. Now that was a major growing-up time! I was first involved with our newsletter, then became secretary, followed by chairperson. I resigned as chairperson after my second year but returned three years later to become chairperson again.

Here I am today, still nervous, but feeling the spirit of Al-Anon all around me and taking comfort from it. Today I can say with humility that my Higher Power has given me a most wonderful gift. Miracles do happen, as is evident by my attendance here. A gift was given to me and with it a responsibility to share the knowledge and goodness of Al-Anon. It comes naturally to me today to think, speak, and work the program. It is in doing what is expected of me that I am, in turn, able to pass on the gift of hope to newer members. Imagine me, a means of Al-Anon hope!

When we introduced ourselves by name, I had to practice in order to have courage enough to speak. However, I wanted this program. I wanted to give back some of what I had received. I knew that only time, perseverance and hard work would help me accomplish that goal. Hope and life began for me when I attended my first Al-Anon meeting. Al-Anon has been doing this for 50 years. Just think of all the people who have been helped to feel the wonderful sense of gratitude, love, support, and hope that fills any Al-Anon gathering. I feel it today, I pass it along today, and I pray that I will be able to pass on Al-Anon's message of hope for many years to come.

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**Barb S., Ontario (N)**

When I came into Al-Anon 26 years ago, I never dreamed that I would be standing here at the podium, celebrating Al-Anon's



## Sharing Ourselves

50<sup>th</sup> birthday and giving a speech to all of the people I have admired for years. God's will certainly was different than mine.

This is a special year to me for health reasons. I thought the job of delegate would hinder me, but the three years have passed and I am glad that God saw fit to have me complete this wonderful experience.

When I came into Al-Anon 26 years ago, I had to walk down a dark, gloomy hall in the basement of a newspaper building. I heard the echo of my footsteps and then I heard laughter. My first thought was "When they hear my story, they won't be laughing. They'll be crying for me." I couldn't cry, but I knew they would. Someone came up to me and gave me a hug. I didn't need a hug; I needed to talk, but I sat down and had a cup of coffee and a cigarette. I looked around and saw about 25 smiling women. At that time, we didn't have any men in our group, and the age of the members varied from early 20s to my age of 42. One older woman sat next to me and squeezed my hand. Then I knew I was welcome. They took turns giving names and then stood to say the Serenity Prayer. I thought I was in a cult or religious group. I was ready to run, but didn't have the courage. After all, I wanted to learn how to keep my husband sober. I also figured I was educated and smart so I would learn quickly. I'm still learning 26 years later. As they were going around the room, I listened and my story wasn't as bad as the lady at the head of the table, so I said nothing. That was my first lesson in listening. At the end of the meeting, they said, "keep coming back." I kept coming back and, as time went on, I talked without being full of self-pity. It wasn't love, either. It just felt good to be with others who understood.

Eventually I could pray again — not prayers of asking but prayers of gratitude and willingness to do God's will and not mine.

I was most anxious to learn, and my sponsor got me going with the *Al-Anon/Alateen Service Manual*. Eventually, she pushed me into service positions. I enjoyed my terms as group representative and district representative, and I developed some lasting and loving friendships in those positions. Then, I ran for delegate. I lost, and with losing, all of the old feelings of anger and resentment came back. Instead of trusting that God knew what was best for me, my will took over. After talking to my sponsor, I got back on the right track again. God had other plans for me. I had a brain operation and the following year my husband died. When I ran for delegate again, I won and here I am today.

I've met some very special Al-Anon members at the World Service Conference, some of whom have changed my life. It only took 26 years for me to get from a basement meeting in Thunder Bay to Virginia Beach. Although it wasn't a smooth trip, each bump along the way was a growing experience. There aren't enough words in my vocabulary to express the gratitude and love I have for Al-Anon. May it be here for another 50-plus years.

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### Carmelo A., Puerto Rico

Part of our theme this year is "Al-Anon's Hope Begins with

Me." But my hope is sparked and sustained by a kind word from a coordinator, by a thank-you note from a district representative, by a difficult viewpoint from my sponsor, or by the members who helped me get over some very dark days.

My hope is affirmed and reaffirmed by situations like the time the area committee came up with a better idea than mine, or when a group that I thought would close up, weathered its various storms and kept its doors open. My hope continues to grow when I learn lessons from my embarrassing mistakes, or see the look of clearer understanding on a newcomer's face. All these little acts boost my sometimes-faltering hope, and I am able to continue as an instrument for encouragement.

My hope is rekindled. Even though some people refuse to climb aboard the Al-Anon recovery train, other people join us and use our program to stay on the right track to a better life.

Welcome to Al-Anon: it is "optimism incorporated!"

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### Julie F., Saskatchewan

I came through the doors of Al-Anon angry and resentful. I had alcoholic uncles who embarrassed me. I did not want to be associated with them, and was determined never to marry an alcoholic. After I had carefully screened all of my suitors, I still managed to marry an alcoholic. I am attracted to the alcoholic personality. You know the type: quiet, sensitive, intelligent, philosophical, sense of humor, but always living a little on the edge. I was bound to marry one. Of all the guys I dated, there was only one who probably was not an alcoholic — and he was boring. I now say I married the best of the lot. Soon after our marriage, I found myself unhappy and did not know why.

After 12 1/2 years of struggling and playing mind games, my husband and I attended a workshop on alcoholism. That was the turning point. My husband joined AA and I reluctantly joined the "auxiliary" to be of support to him. I was perfect, you know! I was the one who had everything running smoothly. Little did I know that I was to work on myself.

My sponsor knew I was a tough cookie. Initially I made the commitment to attend one meeting a week, where I was very judgmental, and shared little. But the magic of Al-Anon was working even when I was not. Gradually the barriers came down. Al-Anon is now the focal point of my life. It has restored my sanity and saved my marriage. I have been to places, met people, and done things I never imagined possible. The past 24 years have been a wonderful journey.

With Al-Anon as my support, I was also able to detach with love from a son who was abusing alcohol and drugs. I used the slogan "Let Go and Let God" often. It was a constant struggle for several years with many tears shed. Today he has a high school diploma, two years at a university, and a trade that is providing him a comfortable living. That all happened because I was able to get out of the way and let God and my son work it out. I have a good relationship with my son today.

I was fortunate to have met Lois in April 1988. My husband was sitting next to her and asked her if she often drove the motorcycle on trips she and Bill took as described in *Lois Remembers*. Her answer was "Yes, I did most of the driving."

She then looked at me and asked if I drove. I told her I didn't. She tapped me on the arm and with a glint in her eye said, "That's where all the fun is, you know!" That short visit with her provided me with the inspiration and the hope that I might be of some service to the Al-Anon fellowship, and maybe fortunate enough to become a delegate to the World Service Conference.

We recently moved to a resort community where we overlook the beauty of a northern Saskatchewan lake. It is a small community, with no Al-Anon meeting. At present I travel 50 miles to attend weekly meetings. But this summer I will attempt to establish an Al-Anon group there. I will be going back to basics: opening the doors, putting on the coffee, hanging up posters, setting out literature and waiting. Hopefully, it will not be too long. I will remember that Al-Anon's Hope Begins with Me.

### **Barbara Anne McK., South Carolina**

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HAPPY 50TH BIRTHDAY! Al-Anon's Hope Begins with Me. What a wonderful way to remind me to keep the focus on me, my program, and my interactions with everyone around me.

"Our public relations policy is based on attraction rather than promotion..." Tradition Eleven tells me what to do and what not to do. When I came into this fellowship, I focused on myself in a selfish way. I wasn't willing to commit to service work. At that time, my perception of area service was a "long-timer" who preached and promoted the meetings in a tone of voice that I had lived with far too long. I tried district meetings and area assemblies because she said I should. I quit. The officers seemed like a clique and I felt like I would never fit in with those people, with all their hugging and talking like long-lost friends. I was too sick to understand that it was my reactions, not their actions that were causing my discomfort. Naturally, I didn't grow very fast with that outlook.

Finally, I agreed to be an alternate group representative (GR). There was no real commitment there. In about a year, the GR moved and I became GR, fulfilling her term. Later, I changed home groups and, again, at the next election I agreed to be the alternate GR. It was about that time that I realized my Higher Power had quite a sense of humor! Again, the GR left and I became GR! I attended district meetings and area assemblies and they became fun. The people who attended those meetings were now attracting me, not making me uncomfortable as had happened earlier. Our district had an election and a district representative (DR) was elected. Three months later she resigned. You guessed it. I completed her term as DR. Then I spent three years as my area's Public Information (PI) Coordinator. When the area elections came around, I chose not to stand for delegate. Again, I learned that my Higher Power was on full alert. I suddenly felt a swift nudge in my back; so I stood for delegate and was elected.

My service as delegate has been the greatest and most rewarding three years of my life. It took getting into service for me to really begin recovering. Often people hear my laugh before they see me. If my laughter in any way attracts someone whose life has been affected by sadness from the disease of alcoholism, then that's great. If my life is such that it attracts people when I

do a Twelfth Step or when I share in meetings, then, yes, Al-Anon's hope does begin with me.

### **Jan L., South Dakota**

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During this year, as Al-Anon celebrates its 50<sup>th</sup> Birthday, I have been reflecting deeply on the Al-Anon gifts of recovery that have been given to me.

One afternoon I celebrated my recovery by re-reading *Lois Remembers* and *First Steps*. I realized the amount of commitment and work our cofounders, Lois and Anne, and the many other unnamed Al-Anon pioneers had done to start this fellowship. They worked so hard and selflessly.

While reading those pieces of literature, memories came flowing in of the Al-Anon members who touched my life and helped me with my recovery. There are so many who have been there for me. They offered me their experience, strength, and hope, and I took what they had to offer and hung on. Now, years later, when I speak I hear myself saying the same things they shared with me as they apply to my life and my recovery. I stop and think, "Did I really say that?"

I have been guilty of asking various questions. Where have all the long-time members gone? Why are so few members doing service work? Why are our groups dwindling? Then, I have to remind myself that we carry the message — not the members — and I need to keep the focus on my recovery and myself. I still have a lot to learn. I am counting on the guiding hands of long-time members, the eager, inquisitive newcomer who makes me dig over and over again into recovery, and my Higher Power, to be there for me whenever I reach out.

I am celebrating Al-Anon's 50<sup>th</sup> year by digging into my own recovery, reaching out to professionals, encouraging newcomers, informing the fellowship, and facing the new and exciting world of computer communication. Wow, talk about opportunities to be an Al-Anon pioneer of the 21<sup>st</sup> century!

I believe that if I live this program one day at a time, do the footwork that my Higher Power sets out for me, work the Steps, Traditions, and Concepts of Service, and continue to work with others, I too, can be an example of how Al-Anon's hope can begin with me.

### **Ked K., Utah**

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I have a theory regarding the organization of our fellowship in 1951. The powers that arrange the universe suggested to my friends Lois and Anne that there would be someone coming along the path who would desperately need certain principles that they found. They were moved. They took action. And I have desperately needed what they found.

So it is, I believe, that the hope I have today began with few and have been nurtured by many. I am encouraged and renewed by members such as you.

When I finally came down the path, I found the beginnings of hope. Did they know when I called in Dorval, Quebec, or showed up in Chubbick, Idaho, or Roswell, New Mexico, just

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how much they supported my hope? When I walked from downtown Springfield, Massachusetts, because a bus driver said that the address I wanted was just up this road, or Wednesday noon in Albuquerque when I insisted my traveling companions take an hour or more at the flea market, did those Al-Anon groups know just how far they would carry me?

So it was, when I finally came along this path. I found the door unlocked, chairs set up, and literature put out. That was where my hope began.

Perhaps for you it was as a potential member, having just learned there was a place where you could go, and you called a number without daring to hope. Someone answered.

Perhaps, interested in finally meeting new people and wishing to give something back, you went to your first convention, day in Al-Anon, or district meeting. Someone guided you to the coffee pot and told you she or he was glad you were there.

Perhaps it was as delegate to the World Service Conference. You found yourself calling cross-country to talk with someone with just a year more than you, but with hope. And once again you heard there was help and friendship to be found, that powerlessness need not be helplessness, and that this too – whatever it was – would pass.

Perhaps hope comes to someone just as it has come to me. Fifty years down the path, serving my area as delegate, on any given day I find insufficient hope without the seed planted by Lois and Anne.

Yes, Al-Anon's hope begins with me. Whenever I place an AIS number in the paper, or volunteer on the phone, Al-Anon's hope begins with me. Whenever I unlock the meeting room, set up the chairs, put out the literature, Al-Anon's hope begins with me. Al-Anon's hope begins with me when I reach out, say welcome, share, or chair a meeting in my own town on any day. Al-Anon's hope begins with me, even if 50 years will pass before it finds a home with someone I have not met.

### **Pam C., Wyoming**

When I think of this year's Conference theme, I think of our Al-Anon and Alateen declaration, "Let It Begin With Me — When anyone, anywhere, reaches out for help, let the hand of Al-Anon and Alateen always be there, and — Let It Begin with Me." I think of my home group – Tomahawk Al-Anon Family Group in Green River, Wyoming, and how I, as a member, can put this into practice.

I can do this by staying involved in service and being active in the group, district, and area. I can sponsor others into service and be a good example by practicing the principles of Al-Anon in all my affairs. Making sure that Al-Anon stays Al-Anon needs to begin with me, by sharing all that I have been privileged to learn, not only during these last three years, but also over the last 14 years, and each and every day in the future.

I have come to realize that I am not rotating out as delegate, but I am moving on to assist and support those coming after me. I believe that if it doesn't begin with me, then with whom should it begin? I am the grandmother of several beautiful grandchil-

dren who may decide they need this wonderful program some day. If I don't continue to stay active, doing all that I can to assure the program is there for them as it was for me, they may not have the opportunity to share in the blessings that have been so freely given to me.

I will be returning to my home group, district, and area to be a continuing and supporting member of Al-Anon. I will do whatever is asked of me to assure that there is always someone available to greet those who are looking for the recovery, love, and serenity that I found in Al-Anon. I pray that my Higher Power will help me keep the enthusiasm and excitement alive for this life-giving program, and never let me forget the joy I felt when I opened or chaired a meeting, made coffee, or cleaned the meeting room. I will participate, stay informed, greet those who walk through the doors, and be willing to listen to those who need an ear.

With this being our 50<sup>th</sup> Anniversary, I have spent a lot of time working on a presentation to our area to recognize and celebrate this occasion. I realize now, more than ever, how important our history and archives are. One of the ways that I hope to be of service to my area is to help keep a record of the history of events for Al-Anon in Area 90.

I realize that I may not have the opportunity to visit with some of you after this week, but I will never forget what each and every one of you has added to my life. I will carry your love and devotion to the Al-Anon fellowship and to me for a very long time. Thank you all, but most of all, thank you to the members in Wyoming who elected me to represent them these last three years and to carry their voice to the World Service Conference.

### Al-Anon Declaration

#### Let It Begin With Me

When anyone, anywhere,  
reaches out for help,  
let the hand of Al-Anon and Alateen  
always be there, and—  
Let It Begin With Me.



## **OVERSEAS REPRESENTATIVE**

### **Sheila A., General Secretary, UK and Eire**

When I read the theme of this year's Conference, I turned it around in my head to become – My Hope Began With Al-Anon. With the help of the Al-Anon program of recovery, my life has completely changed.

I came into Al-Anon as many others have, and still do, defeated by the effects of my husband's drinking. I was apathetic, suicidal, without hope or faith. I could not see any future for my children or me.

Al-Anon has given me a new life. I was encouraged to get involved in service soon after joining and I was fortunate that, after my early struggles of trying to think a different way, to change my attitude, to Let Go and Let God, I found a sponsor. My sponsor was gentle but firm, challenged my recovery, guided me in my understanding of the program, and helped me work the Steps, Traditions and Concepts of Service on a personal level.

When I retire in December, I will have been General Secretary of Al-Anon Family Groups UK and Eire for 18 years. My mission statement throughout this period has been "Let me not do anything during the course of my work that will damage Al-Anon in any way." That is what I have tried to do.

I have seen many changes over the years, quite major changes, to our structure as we worked to bring it into line with that of the World Service Office. We completed that in 1988.

Because of changes made to our country's legislation to protect children, we were forced to make another important alteration in the selection of Alateen sponsors. We had to initiate a screening process for sponsors and also ensure that every Alateen meeting in the UK & Eire had two sponsors present at all times. This was to protect the sponsors as well as the teenagers. It was a major exercise because of the differences in the laws of England, Northern Ireland, Scotland and Wales and that of Eire (the Republic of Ireland), all of which make up the United Kingdom. Even in the UK, Scotland has its own legislative body and we had to ensure that our procedures complied with the protection-of-children requirement in each country to cover the whole of our structure. It has been a time consuming and very, very expensive process.

Initially, all this had the effect of reducing the number of Alateen groups, but happily that situation is now changing. We have more members than ever before, willing to come forward as sponsors, because they feel that Al-Anon as a whole is supporting them. Now, the number of Alateen groups is once again increasing.

One of the most exciting developments was the commencement, in 1986, of Regional Service Seminars (RSS). We have six regions and hold two RSSs a year. Each region hosts a seminar once in three years. A few years ago, we had to reduce the number held due to financial restraints; but we are once again back to holding two each year. It has been a privilege to be part of the development of those seminars. I have enjoyed seeing the enthusiasm and excitement of the members attending and helping them

learn about our structure, its support services and how it works.

We have not yet made the further changes to the service structure implemented by the World Service Office (WSO). We are awaiting the end of the trial period. Experience has shown us that we need to take the time to look carefully at the terminology and how it is understood on our side of the Atlantic before making changes.

I have found that maintaining our service structure is getting more difficult. Members seem reluctant to get involved in service; and, sadly, as a result, they are unaware of the great strides in personal recovery one gains from service in Al-Anon. Those of us in service have spent a lot of time discussing the changing face of Al-Anon and have concluded that the greatest changes have been brought about by the changes in society. Thank goodness the early pioneers in our structure did not feel that way. I am constantly lost in admiration of them, for their dedication and farsightedness. In those days, they did not have the recovery tools provided by our literature. The only experience they could relate to was that of the staff at the WSO who instinctively offered their experience and guidance.

We in the UK & Eire also have a number of significant anniversaries. In October 1951, we saw the registration with the WSO of the first group in Belfast, Northern Ireland. In February 1970, we saw the opening of our General Service Office. In June 1970, we saw the incorporation. In October 1970, we saw the first UK & Eire Service Conference.

With the rest of the world we are celebrating the 50<sup>th</sup> birthday of Al-Anon by undertaking a major public outreach exercise, encouraging every member to take part.

As a small structure we have overcome many difficulties and have grown significantly as a result. One of the most important aspects of my job throughout the past 18 years has been to provide continuity of experience to our General Service Board and to our Conference – continuity vital to an organization that is served by volunteers who rotate every three years.

I have enjoyed immensely meeting many friends in many countries. Al-Anon has taken me to places I never dreamed I would see and given me many experiences, some of which I could have done without, that have broadened my outlook. The results of those experiences have made me a more complete person that perhaps I would have been.

When I reach the end of this year, I hope to retire feeling that I have played a small part in the development of Al-Anon in the UK & Eire. My personal growth and recovery will continue, if I keep working at it. I plan to get actively involved in service in my home group and district.

My gratitude goes to all those members who have enriched my life immeasurably, to those who have supported and helped me – or just been there for me. I am grateful for the dedication and foresight of those pioneers who started it all, for without them I cannot contemplate what my life would have been.

## SPIRITUAL SPEAKERS

Debbie G., Iowa

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*"I can remember feeling ambitious, waking up excited about my day, having loads of energy. I don't know when all that slipped away. Now it's all I can do to pull myself out of bed. I barely keep my children or myself washed and fed, and then only out of a sense of guilt or embarrassment. I didn't see it coming. I just slowly lost touch with the part of me that was able to care, and I don't have a clue how to find it again..."*

That is the first paragraph of the first chapter of our book *How Al-Anon Works for Families & Friends of Alcoholics*. I did not write the words, but I have lived them. My husband and I don't have any children, but I have felt the guilt and embarrassment of not being able to pull myself out of bed, of not caring how I looked, of feeling numb, of drifting in and out of a fog. Yet, I was functioning just enough to keep a job, pay the bills, smile, and laugh when needed, look as if everything was as it had always been. I became paralyzed with fear; fear that someone might find out, that I couldn't control what was happening. Very slowly, and unknowingly at first, I became willing to hide the truth at all costs, to cross the imaginary line I had taken such pride in setting. I gave away every sense of dignity I had known. I lived with shame and anger. Then the anger turned into rage. I lived with a paralyzing need to be sure no one found out. I would fix whatever was wrong and life would become exciting and joyful again. Fear became a part of my entire being. I became irritable and unreasonable, first without knowing it, and then without caring. The disease of alcoholism entered gradually and overtook every aspect of my being. I didn't understand alcoholism and I wasn't sure when or how things had changed. I knew I was responsible. I had brought it here after all. Nothing up to this point could have prepared me for the changes and events that would unfold.

I grew up in a loving and giving family, the oldest of four children. There was no active alcoholism in our home; I didn't know what it was. In later years my mother shared with me about her uncles' and her father's drinking, but I don't remember it. I just knew I liked them more than anyone else. They were always full of laughter, and there was something about my great uncles and especially my grandfather that I found mesmerizing. They were carefree, they bent the rules. They paid attention to me – they made me feel special and I would do whatever I could to make them happy.

We did everything as a family: camping, sports, girl scouts. We were taught life's rules and I followed them — be nice, loving, don't lie, always do your best and the best will come to you. I studied hard, had a few friends but never moved outside the box in which I had placed myself. I never really dated; I'd never met anyone that seemed to have that special something, the thing that drew me in and swept me off my feet, someone exciting, like my great uncles and grandfather. I remember being fearful of what

others might think: what if I said the wrong thing, did the wrong thing. All my fears were of my own making. My perception was distorted, I don't know where I learned it – it just was. I went to college; found a job immediately after graduation, found my own apartment, became self-sufficient. I went to work, came home, read, and went to bed. Nothing exciting, nothing outside the unwritten rules I'd set for myself. Not until January 2<sup>nd</sup>, 1981. I remember the exact date because I wrote the following in my diary: "Today I found the man for me."

He was sitting alone at a corner table. He was drawing, actually he was coloring doodle art but I saw the potential. He said he was an artist. What he really said was, "I am a tattoo artist." I brushed away the very thought of even talking to someone that had tattoos, let alone did them. I knew immediately what would be best for him – he needed a job with respect. I needed someone I could bring home, so I decided he would be an architect. Our first conversation was the beginning of three years of him saying one thing, my hearing what I wanted and then putting a plan in place that would make him into something I could be proud of. I have no idea where those thoughts came from, but they were immediate and I was up to the challenge.

He said he was a recovering alcoholic, that he attended six or seven AA meetings per week. He said it would help him if I understood him more. Attending meetings would help me help him. Of course I went. I listened carefully, took notes and tapped him with my elbow whenever someone shared something I considered inspiring. I read to him from the Big Book, mostly while he slept. I wanted to ensure he understood, just in case he had questions from that sponsor person. I became obsessed with making sure he would turn into the person I needed him to be. I started lying to the people I loved. I quit returning phone calls, seeing friends and family. I closed myself off from everyone, except those in AA. I knew I needed them, that they would make him do the right thing. I called his sponsor every day and at all hours of the night. Who else would file a report of where he had been, whom he had talked to, whom he had gone to meetings with? At first the sponsor patiently listened; but then he told me that his wife would be taking me to Al-Anon. I told him I had seen those women in that other room, they wouldn't like me and I didn't like them; and besides, what could they do for me? His answer was short and to the point, he didn't care a lot. I told him that if he continued to speak to me in that manner, I would never call him again. I believe his response was "good."

I attended my first Al-Anon meeting on July 4<sup>th</sup>, 1982. I was not grateful or willing. My husband's sponsor took me, actually dragged me. I told him I didn't think he was a nice person that he had no idea what or who he was dealing with and that I had nothing to learn from Al-Anon. We had nothing in common, you were old, and I was young. You had been married for years, I wasn't. You wouldn't understand. You wouldn't like me because I was young and knew how to fix my own problems. You had been in Al-Anon forever and proudly said so. I was staying for this meeting only. The sponsor just smiled. In truth, my percep-



tion that day was that you did look old to me. All I saw were our differences. Most of you had been married for years. You said you were happy, with three children, good jobs, nice clothes, new cars and new furniture. I had nothing. What could we have in common? You listened patiently while I shared how and why I happened to be at that particular meeting and that while I was sure you needed to be there, I did not. I would be staying for a short period, long enough to satisfy the sponsor and then move on. You said, “keep coming back” and gave me a meeting list. You gave me your phone numbers. You gave me an ODAT and suggested I read it, a page for each day. I read half the book the first night, the other half the second night. Of course I didn’t need you. You asked me to come back. You offered to take me to other meetings. You said you understood, and somewhere between the opening and the closing, something deep within me moved from never to maybe.

I continued attending meetings but not participating. I found you smiled and laughed at the strangest things. You shared ideas I hadn’t thought of, such as standing in front of the window and waiting. I hadn’t thought of waiting at home; I’d spent a great deal of time driving around trying to find him, standing was a much more economical way to wait. There was one problem, my window. You could see it from the driveway. So I selected another spot - one that couldn’t be seen from the driveway - one that would allow me to see everything - the kitchen sink. I would sit in that sink for hours. There was one advantage; there were never any dirty dishes.

I was afraid to share what was happening at home, that I had lost control and I didn’t know how to get it back. I didn’t understand alcoholism was a progressive disease. I just wanted him to behave. He was going to meetings but drinking at night. I needed out but didn’t know how. My pleas for him to leave started quietly. Shame and guilt became my comfort and I became willing to go to any extreme to keep the secret hidden. While deep down I wanted him to leave, deeper still was the feeling of - if he didn’t want me, who would? In an attempt to control him and to keep my family and friends from knowing, I began hiding him in my bedroom closet. To this day I have no idea where the idea to hide him came from, that was one idea I had never heard in a meeting, but it seemed very rational and sound at the time. It amazes me to this day that he went. He would sit for hours at a time while I visited with friends and family whom he’d never met. I rationalized my behavior by putting a milk crate with a cushion in the closet and arranged the clothes in a manner that he could sit and read with a flashlight.

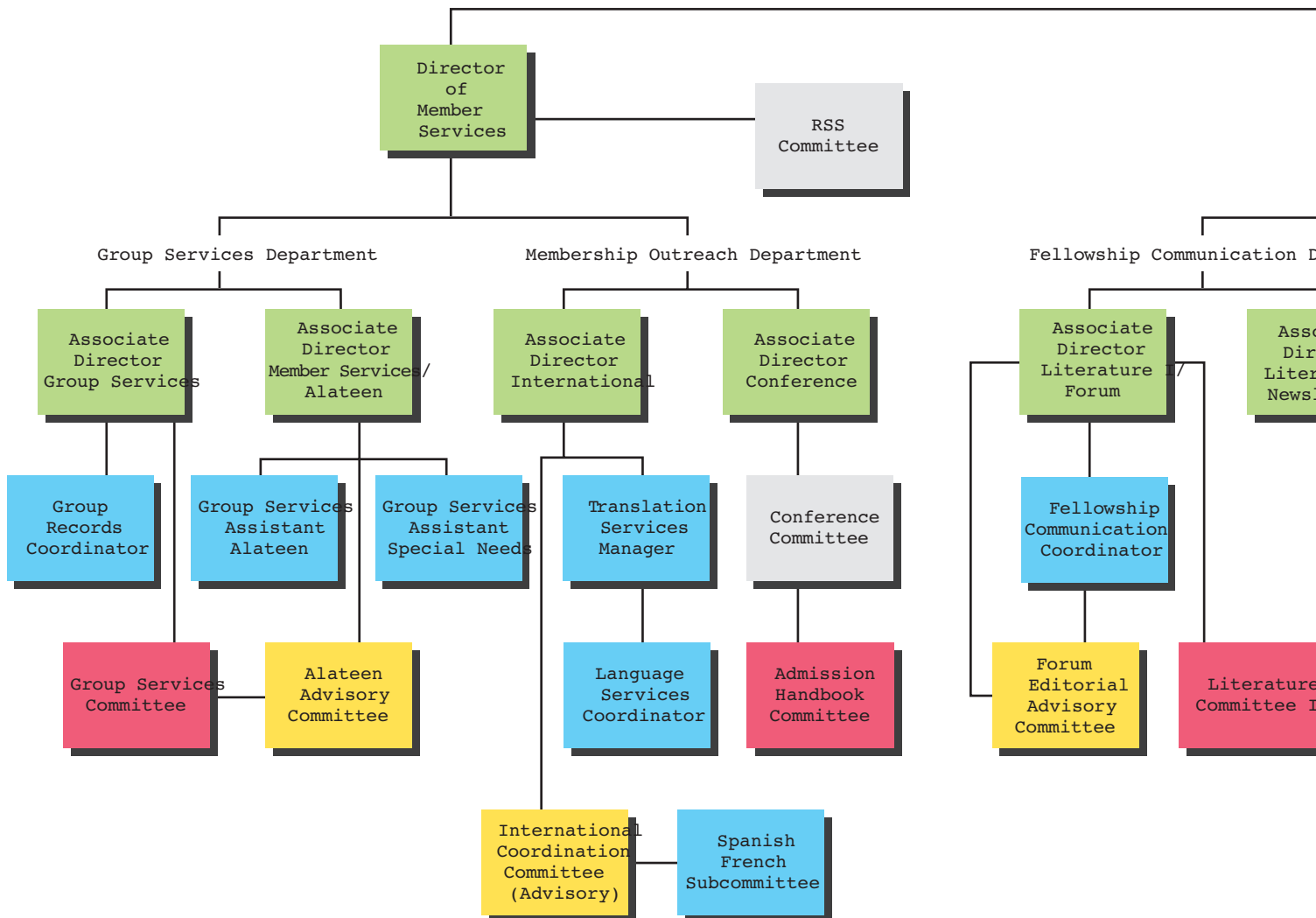
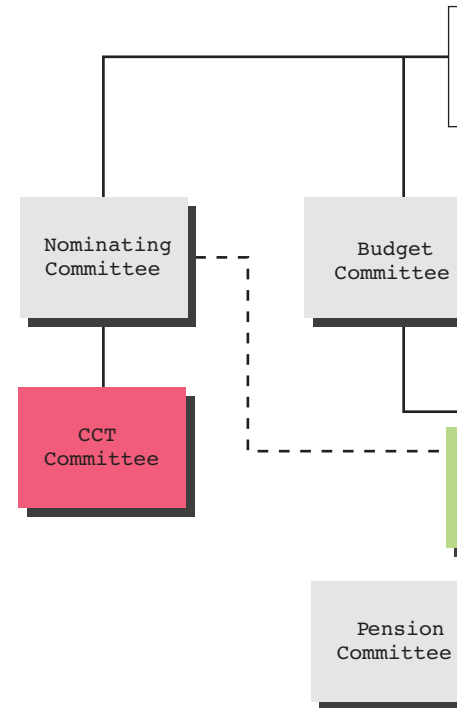
As the months went on the disease progressed. I became more afraid, more angry. My thinking and my behavior became more and more distorted. I pleaded with him to leave but he refused. I was too afraid to ask for help. I couldn’t tell you, I would be a liar, I’d said everything was wonderful. I couldn’t go to family or friends. As the months went on what started as discussions grew into loud arguments. Grabbing my arm graduated to being held in corners. Ripping phones out of walls became punching holes in walls and then me. I lost any desire I’d had to live the life I had planned. My body became ill, along with my mind and my spirit. Somehow I went to work, home and then to bed. I

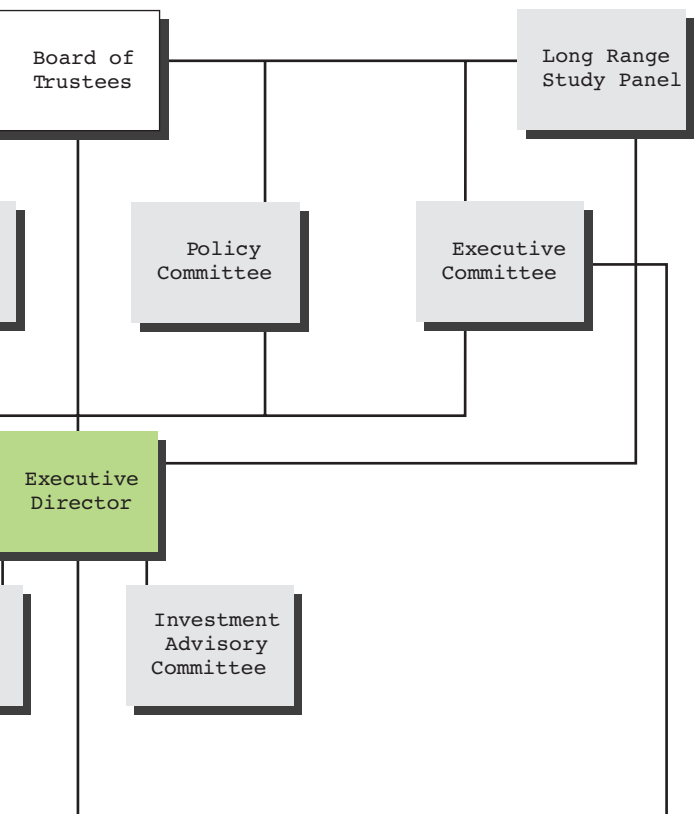
would lay and shake uncontrollably, fearful of what would happen next, wishing he would never come back, wishing he would, wishing he would kill me so it would end and I would be free. March 5<sup>th</sup>, 1984 was no different from any other night. But something deep within me knew that nothing would change unless I changed. But my pride and ego wouldn’t allow me to call for help, so instead, I pushed at him. I knew how to make him angry. I knew how far I could push before each of us would be out of control. I remember feeling like I had been backed into a corner and the only way out was to fight. I backed myself into that corner and the rage I felt was towards myself. To this day I don’t remember the details of what happened. What I do remember is an overwhelming feeling of wanting to ask for help, honestly asking for help. I had chosen for myself an unofficial sponsor, unofficial because she didn’t know she was. You had been badgering me to get one, so I did. When you asked, I told you who she was and you seemed very impressed. I just didn’t tell her. During meetings she talked about surrendering, getting down on her knees and asking the God of her understanding for help. I believe today that the God my understanding tucked that little bit of information inside of me and gave it to me when I needed it most. I believe that my attending meetings, however unwilling I was, provided the actions I needed that night. I became willing that night to do whatever was asked of me, I came to believe that I never wanted to live or feel that way again, and that someone or something other than myself would and could help if only I ask. All the slogans, the words of experience, your strength, and your hope, the words I had doubted and scoffed at, became real for me that night. I took my first constructive action, I got down on my knees and simply asked for help. The shaking and uncontrolled rage immediately stopped and has never returned.

I have wanted to be with you since that night. I am a better person when you surround me. The decision to participate, to be a part of, was and continues to be a life changing experience. Through sponsorship, the Steps, the Traditions, and the Concepts of Service have become my life. Through a searching and fearless moral inventory, I have gained an even deeper belief in the God of my understanding. I have come to understand that everything that happens has a purpose; that I am right where I am suppose to be today. There are no coincidences. Amends through direct contact and changes in my actions have given me relationships with family and friends I had been incapable of. No person owns a piece of my mind. I can look others directly in the eye, I am free. Through daily review I attempt to make right what is wrong and carry no baggage into my night. I invite my God into my mornings and thank Him each night. I ask only for guidance in being the best person I can be, to show me through you how He would want me to be. I try to be of service, to do so without passing judgment or criticism, to pass on what has been given to me.

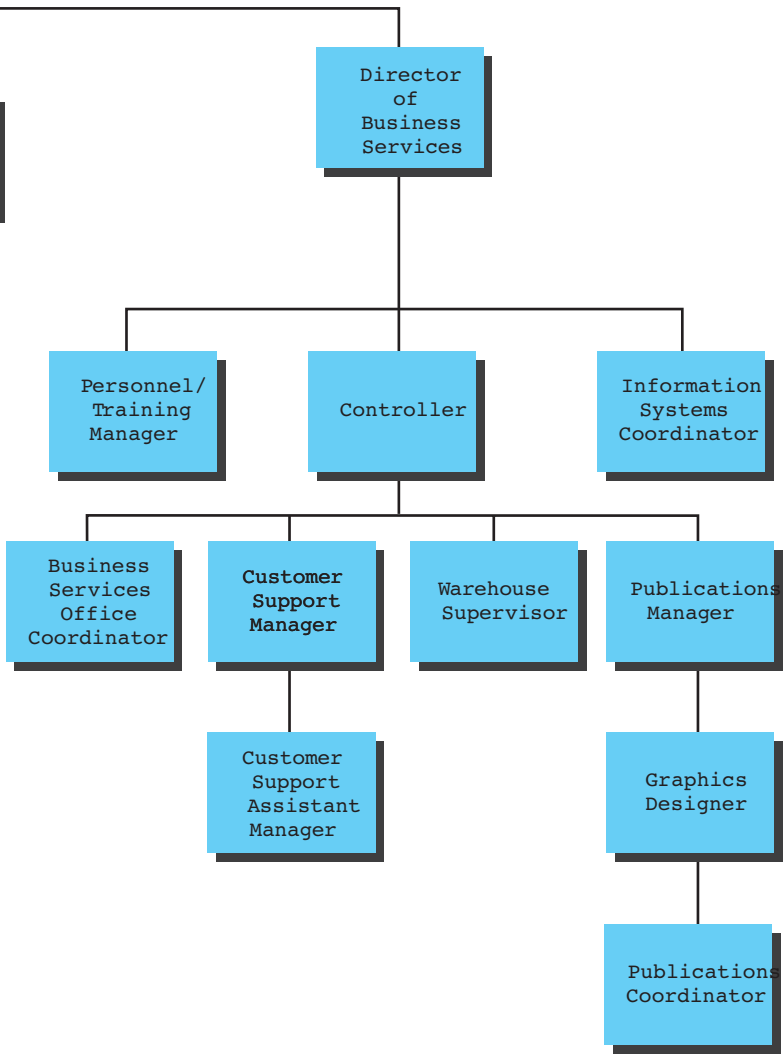
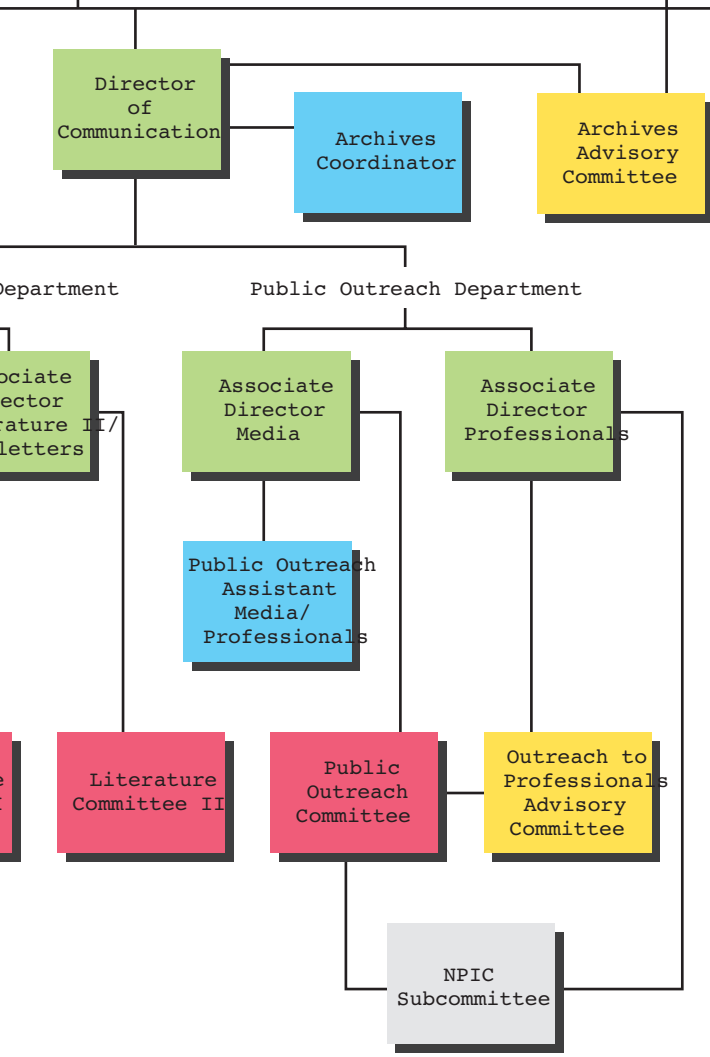
Continued change in my life is a direct result of my willingness to remain open to the direction, actions, and support of my personal and service sponsors. They continue to show me through their actions how to be a better person. I am able to make a joyful noise once again. Your actions showed me how to

Trial WSO Restructuring Chart  
World Service Conference  
April 2001





- Key**
- Board of Trustees (WSC Memb
  - Administrative Board Commi
  - World Service Conference M
  - WSO Staff (Non-WSC Member)
  - Delegate Member Committee
  - Advisory Committee



## *Sharing Ourselves*

be of service to my home group through regular attendance at meetings, chairing, making coffee, setting up, cleaning up, sharing, reaching out to newcomers, asking others to “get in the car,” sharing our heritage, and our history. You’ve shown me it’s all right to love an alcoholic. Your actions continue to show me how to make myself available and let the God of my understanding decide where and when I can be most useful. I’m so grateful for the gift of allowing my God to decide where I could be of most use, my own desires fell far short of the gifts I’ve received. My being here is one example. You have shown me how to love my husband, how to treat him with respect, and how to be part of his life, not his life. You have given my life hope.

Magical, miraculous things have occurred just because I love an alcoholic. Hope has been given to me through action and action has made way for gratitude. Gratitude not of possessions but for a loving heart, for acceptance of myself and others, for joy, laughter, and an enthusiasm for life and those in it, that I had lost within the shame and destruction of alcoholism. My hope is that I will wake up each morning, ready to invite my God into my day, to do what’s in front of me, to be of service to others, to be a part of not a part from, to thank the God of my understanding each night, to sleep soundly, and to arise the next day with a grateful heart.

Gratitude and hope unlocks the fullness of life.

It turns what we have into enough, and more.

It turns denial into acceptance, chaos into order, and confusion into clarity.

Gratitude and hope can make sense of our past,  
bring peace for today and create a vision for tomorrow.

Author unknown.

### **Juanita U., New Mexico**

Being here tonight to tell you my story is an immense honor and privilege that 15 years ago I could never have foreseen. When I received a letter from the World Service Office (WSO) informing me that I was selected to be one of the speakers, I was in such shock that it took me over a week to get back to the office and accept. I am humbled by the honor. Thank you.

I was born and raised in a small town and live there today. One of my first memories was waking up in my grandmother’s adobe casita. Grandma’s home had dirt floors and was without running water. Her source of heat was from her wood stoves. She’d wake me in the morning and we would go the well to draw water. We would take the bucket from the hook and lower it and I would wait, holding my breath for the bucket to come up. Sometimes the bucket would hold not only water but also a water spider, a bug and, on the best of days, perhaps a frog. Life back then was always a surprise and in those days I always looked for surprises.

When I was five years old, my younger brother was born. I wish I could say that we were close, but as we grew up we grew apart. As the years went by, the family disease of alcoholism affected us both. I began to be affected by my father’s drinking and my mother’s sadness, anger, frustration, and martyrdom. I began to close myself off from others. I found myself at the age of 17, married and pregnant. The first inventory I wrote, when I

finally began working the Steps, revealed to me a frightened, young woman. Scared of living life, the easier, softer way was to marry and have someone take care of me as opposed to growing up and learning to be responsible for my life. I was excited to be a mother and vowed to be a warm, caring, nurturing mother to my daughter. Unfortunately, a child cannot raise a child and I was unable to fulfill the responsibilities of being a mother. My mother, in addition to her full-time job, took on the responsibility of raising my daughter. The young man I had chosen for a husband was not following my script. He was supposed to provide for us in all ways and be loving, caring, and above all responsible. Shortly after we married, I found out he had a small allergy—to work—and I found myself assuming responsibilities I had hoped to evade.

At the age of 21, I found myself divorced and with a small child I loved, but for whom I could not be responsible. I began spending a great deal of my time with people who found alcohol and mind-altering drugs a necessity in their lives. I began to join my dear friends in drinking and drugging, knowing that what I was doing was harmful to me and not in the best interest of my little girl. I repeatedly found myself in situations that were unsafe and crazy.

Two and a half years after my divorce, I met my current husband, and, within 20 minutes of meeting him, he informed me he was an alcoholic and enjoyed drugs, especially heroin every now and then. I thought, “This will be interesting,” and it was. After having known each other well for a month, we began living together. He had his two small boys ages five and seven from a previous marriage and I had my six year-old daughter. All I knew about relationships was that I had to be my partner’s best friend, which meant if he drank, I drank. If he took drugs, I must also. I kept up with him and did everything he did.

When we first started living together, I walked into the bathroom where he was taking a bath and found him fast asleep. I thought, poor man, he works so hard. I refilled the tub with warm water and not too high, he was still a keeper, he worked, my first husband didn’t. Within ten months of living together, we were married and we were going to be a family, and we were, a very sick family. I thought all I needed to do to make the marriage work was to change him. I wanted to change him into a responsible and sober man, and to do so I needed to love him enough. I believed his first wife had failed in loving him and I was going to succeed. Since coming to you, I can see how insane this idea was, but in those years, this all seemed so rational to me. As time went by, our relationship continued to progress deeper into the family disease of alcoholism. Our three children really liked each other and became fast friends. Today, I believe their bonding together arose primarily out of the need for unity and protection against us.

Within the first year of our marriage we had a daughter. I somehow knew that my mother was not going to raise this child and that I had better stop drinking and drugging. I began to feel so alone and fearful of what was to come in my life. What was to come within the next year was violence. My oldest daughter had to call the police one night and saw her stepfather taken to jail. When he came home the next day he promised he would

never drink again. He said he couldn't even remember what had happened the night before and that he loved me so much he couldn't imagine hurting me. That evening I found him drunk again. I knew deep within me that he loved me and didn't want to hurt me. I couldn't understand what was happening. After about three years of marriage, I walked into the bathroom again and this time I knew he was not asleep. He was passed out. Every bit of anger, guilt, frustration, and anxiety hit me like a runaway train, and if I could have had a truck full of ice dumped into that tub, I would have. My life had become one of making him miserable. I felt miserable and I wanted him feeling more miserable than I did. It never occurred to me that perhaps he already was.

Our family continued to struggle in an effort to survive. We had some good times, but those were always overshadowed by the difficulties a life of alcoholism brings. Our children knew that dad was not well but what was wrong with me. If he passed out on the front yard in winter with snow coming down, I would leave him and hope to be a widow in the morning. I would hope for an accident if he had the kids in the car with him. I thought that maybe then he'd come to see how bad he was. I did all the things we do to manage and control the alcoholic's drinking. My entire life focused on the alcoholic; what he was doing, thinking, and planning. I was exhausted. I quit taking care of myself and hated the person I had become and because I hated myself, I hated him.

With all the hatred and anger I felt, it's no surprise that a year or two before coming into Al-Anon, I found myself entering the bathroom and I thought who would know if I were to push this drunk's head under the water. Everyone would think he had passed out and drown. I was sure it probably had happened to others. It was only the power of God that kept me from doing so. I had two thoughts at that moment: one, Colombo the old TV show; he always got his man; and two, what would happen to my children if their father was gone and their mother was in the pen. I was insane and didn't know it. I didn't think of it as murder but as a solution, the only solution. I always knew I had choices about the direction my life would take, but I was powerless to make any decision to leave the alcoholic. He had become my child and I had become his mother. Ours was not a healthy relationship. The alcoholic, and how to force him to stop drinking, continued to be my obsession. As I've looked back over our lives together, I see the progressiveness of the family disease of alcoholism. For the untreated obsessive family member, it only gets worse, never better.

One morning, I approached my husband, knowing I needed to speak to him about what we might do to change our lives. I prayed and asked God, a God I quit believing in, to give me the words I needed, because I was out of words and out of hope. I didn't know my husband was also tired of his life. He entered a treatment facility within two weeks. God intervened in his life and he was ready for a life of sobriety. He begged me to go to Al-Anon. He thought I would like Al-Anon as much as he liked the AA meeting that came into the institution where he was. He finally bothered me so much about attending a meeting that I went. A member at that first meeting shared how she didn't

know what to do about her alcoholic husband. I spoke up and shared how I had gotten mine to go to treatment. I had forgotten I had prayed and asked God for the words. I assumed my usual, which was, I had power. I got him sober. After I finished sharing, the members all said to me, "Keep Coming Back." So with that in mind, I did keep coming back, because it appeared they needed and valued my knowledge and expertise of the alcoholic situation.

I came into Al-Anon for the wrong reasons and I stayed for the wrong reasons. The miracle, however, is that I stayed. I had heard stories of the alcoholic leaving the obsessive family member. I swore that was not going to happen to me. I never intended to buy into the program, only to pick up the language you all used. I certainly was not going to accept the concept of needing a Higher Power that you all seemed so fond of. I was going to sound like I knew what I was talking about and I succeeded. You all told me I sounded good and you valued my sharing. I was asked to be a sponsor. I said yes, without having a clue about what a sponsor did or how. I thought I knew about the Steps and how to work them. After all, how many times do you have to see them and read them before you have them memorized?

I caused damage to my children in the name of honesty by trying to make amends to them regarding situations in their lives of which they had no knowledge. I read the Steps as they were written on the wall and I worked them off the wall and in doing so I had a program that was off the wall. That's the program I was able to share with my family and others without a sponsor. I had to go back later when I really began to work a program and make amends for the damage I had caused.

When I first came into the program I repeated much of what I heard. I complained about my parents and my terrible childhood. I came to find out much later, after several inventories, that I was only a parrot. I never bothered to think and evaluate the truth about my life. The truth was there were some hard, difficult times. Yet we also had good times and I had parents who loved me dearly. They just weren't the parents I thought I was supposed to have. At an early age, I was egotistical and thought I deserved so much more than I was given and, at the same time, I felt I didn't deserve much. What distorted thinking.

I came to believe in a Power that I could trust when my younger brother died of kidney failure at the age of 28. He had been not only physically ill a majority of his life but also spiritually ill. His first attempted suicide was at the age of 13 and he had several after that. I was in the program for a year at the time his kidneys and other organs completely failed. I spent the last three days of his life with my mother at the hospital and we spoke about God on the night of his death. She had the same God I did, a God that would send you to hell for the things you'd done. My mother feared for her son. I was able to tell her I believed God was loving, kind, caring, and forgiving. I told her God knew what we were going to do long before we did it, and therefore forgave us before we knew what we were going to do. My mother was able to give up her son willingly to God and entrust him to God. For me it was in speaking the words that I came to believe them and in a God that would restore me to san-



ity.

It was another year yet before I found a sponsor. My husband was sober and reasonably happy and I had never been so miserable. He had stopped drinking and using and was a very active member of Alcoholics Anonymous. Everything was just as I had always hoped and wished. Yet I was more miserable than ever. I wanted to continue to blame him for my unhappiness and yet I knew deep within that it wasn't his fault. Finally, I reached a point where I was desperate. My sponsor calls it the gift of desperation. A few days after reaching this point, I asked a woman I had come to know in the program to sponsor me. She laid out her requirements of sponsorship. I had no clue what I was in for. She said that if I stayed in the program and worked the Steps, things would happen to me that were beyond my wildest imagination. My imagination at that time was not very wild. The idea of the members of our family behaving lovingly to each other, having enough food on the table, liking myself and not having to worry about paying our bills and having car insurance was beyond my limited thinking. Little by little, she took me through the Steps and I began to change. My attitude towards life, family, work, friends, and God changed.

I began to do an exercise I call hit and run, not because I wanted to, but because my sponsor told me I had to. I would give my husband a kiss on the cheek, touch him in some small way, or call him by some endearment and walk away without looking. I was afraid he would look at me funny, laugh, or make a sarcastic remark. After several weeks of this behavior, he surprised me by one day calling me dear. I was so surprised, not so much that he called me a sweet name, but that I no longer needed him to do so to be okay. I was beginning to behave in a loving and caring manner because it was what I wanted to do and not because my sponsor ordered me to.

I had attended many open AA meetings and I could relate to all the feelings the alcoholics described. Because of my drinking and drugging history, I wondered if I belonged in AA. My sponsor was so smart. She knew I was going to have to answer that question on my own. Reading the Big Book of AA, as she took me through the Steps, I found my answer. I had the power of choice over alcohol and drugs; however, no power whatsoever over alcohol in another person and no power over the alcoholic. Power over alcoholics and how they affected my life was what I always wanted. I did whatever I needed to do to be with the alcoholic, just as the alcoholic did whatever was needed to consume alcohol.

There was a time when I thought that what I had done and who I had become was too bad for our program. I didn't hear at meetings others speak about doing the things I had done. There have been many times since then that when I've shared my story, I have had women come to me and say, "This is the first time I've heard my story in Al-Anon. I've been thinking of leaving because of the things I did and I have wondered if I belong in AA, but listening to you, I know I'm where I need to be."

The time came when my sponsor informed me that I was too dependent on her and that perhaps I should find another person to sponsor me. Living in a small town and seeing Al-Anon members come and go, mostly go, there was no one for me to turn to

with much time, much less with experience in working the Steps. I said I couldn't begin to think of anyone that had what I wanted in Al-Anon. She suggested that perhaps I might consider a member of Alcoholics Anonymous for a sponsor. And that is exactly what happened. I found a woman who today has 28 years of recovery in AA and 26 in Al-Anon.

When I had five years in the program and I was at Steps Eight and Nine, I was sponsoring several people. I was attending meetings and was heavily into service work, and had set my Step work aside. What I know today is that I was not willing to make amends. I found myself becoming very angry when I was with my husband and our youngest daughter. We were going to get rid of a large family of mice our daughter had as pets. These mice had overrun their small home. We were going to release them in the mountains and our daughter was upset and very sad. I can't tell you how happy I was that we were finally getting rid of them. While on the way up the mountain I felt my husband was not listening to me and giving me proper attention. I grabbed the steering wheel and jerked it as hard as I could and I shouted, at the top of my voice, "You never listen to me, never!" Our car almost went over the side of the mountain. What an awakening that was. I didn't know I still had that in me. I realized that day that the family disease of alcoholism was progressive, even when living without active drinking. I found out that I am either doing the things I need to do to get better, such as going about the business of making amends, or I'm doing the things that make me worse.

When my husband and I were in the program for six years, our youngest daughter attempted suicide. We were forced to look at ourselves at a deeper level. We found that while we had become committed program members and had become husband and wife, friends and lovers, we were failing as parents. When our daughter was admitted into an adolescent psychiatric unit for intensive care, her counselor asked her if she thought her parents loved her. She had to think a minute before she answered; "Now I do." She is now a junior in college and attends Al-Anon, at least for now. No matter what she chooses to do about remaining in our program, she has found it paramount to all aspects of her life to depend on her Higher Power. You helped us give her that.

My story to you tonight is a story of faith, faith and trust in my Higher Power, whom I chose to call God. Faith that God will see me through anything that comes up in my life. How could He not? God has given me the ability to see my father as the most loving, giving, caring, and forgiving man I know. We just celebrated his 75<sup>th</sup> birthday at the beginning of April in our home. I am no longer ashamed of him. Instead I am filled with love and am proud to have him for a father and he knows it. You know there was a time he doubted it.

When the time came to make amends to my mother, I was able to thank her for caring and being there for my daughter when I couldn't. I made amends to her for the harm my life had caused her. On my 43rd birthday, she told me how proud she was of me for the first time in my life.

Our oldest daughter is married and has two small children. She wrote me a letter several years ago and said I was a wonderful mother and she wanted to be a mother just like me. You know

she's talking about the mother you and God helped me become. This May, she will graduate from law school. She struggles with God and what she believes God allows to happen to the children in the world. She entered law school to do something about child abuse. What she fails to see is that God has given her this desire and the strength to make a difference in someone's life.

Our youngest son is married and has a two-year-old daughter. Unfortunately, we don't get to see them very often as they live on the East Coast. Our relationship has come a long way, but there is yet much healing to be done. This son and his older brother have been greatly harmed by the family disease of alcoholism and they continue to place blame on others for the problems in their lives. Our oldest son is divorced and has three beautiful sons. Do I think God can work and completely heal my relationships with my sons? You bet He can, but it is going to be in His time and not mine. My greatest prayer, however, is that God will heal the pain in their hearts.

Not too long ago I found myself, during prayer and meditation, angry with God. My life was not going as I thought it should and it was God's fault. I thought that if I was busy doing God's work, then God would take care of me. What I didn't realize was that I had set up a conditional relationship with God. I'll do this if you do that. Now, I had heard others speak of this, but I could never fall into that type of attitude. Why, I owed God my life and the life of my family. So it was a shock to me to discover my hidden agenda and once again I saw the depths of the family disease. I have to be consistently vigilant in my working of the Steps and in what I am doing to remain in sanity as opposed to being insane. What I had not been doing was my Eleventh Step nightly review. But it was also time for a deepening of my relationship with God. My relationship with God is, for me, what this program, the Steps, a sponsor, the Traditions, and the Concepts of Service are about. These have been freely given to me that I might fit myself to be of maximum service to God and to my fellow human beings. This was the last thing I ever wanted before coming to you. I was selfish, self-centered, and everything was about me and mine, everyone else be damned. This program and God have changed me to the degree that I am no longer the person I was when I got to you. The greatest gift this program has given me is a God of my understanding and the ability to truly care deeply for another human being without any expectations of what I am going to get in return. Does this happen all the time? Of course not, but I am progressing.

When I was elected to the job of delegate, I had no idea what I was in for except that I was doing another service job. When I came to my first Conference two years ago I felt such fear. I knew a few of you from my region but felt intimidated. I sud-

denly felt inadequate to accomplish the job of delegate, the job that I had hoped to handle with grace, ease, and great spiritual aplomb. I was also in fear that you might find out I was terribly inadequate for this position. I once again found myself humbled and realized that I was relying on self, rather than on God. I knew that without God, I could not do the job to which I had been elected. I found myself in prayer as I went through my days. We voted on issues that were easy to my way of thinking and some that were difficult and close to my heart. The principles and concepts you taught me to use in my home, and in my life, and that are embodied in our program came alive for me once again, at that first Conference. I saw that we were all dedicated to the greatest good for our fellowship and we were one in this objective.

As we celebrate 50 years, I look back at some of the people who have meant so much to me, to my program and service work. The first woman who touched me and fueled my desire to serve beyond the meeting level was someone I heard share on the history of Al-Anon at one of my first area assemblies. Her determined strength and love of our program flowed deep into my spirit. I think of a past delegate from New Mexico, who has passed on. I can hear her words; they will always remain in my heart. She always said, "We speak the language of the heart. Whatever the problem the answer is always love." I think of a dear friend, who with her love of the program and faith in others, inspired me to continuously work the Steps, and shared with me about true forgiveness. I miss her so much.

Each one of us has people who have touched us so deeply that we will never be the same. I have mentioned only a few of those who have touched my heart, my spirit, and will always be a part of my memories. They remind me that while I am not required to pay a debt for the gift of my recovery and my life, I do have a responsibility to give to others what was given to me so freely out of love. As I look back, I remember so many that came before us and the work and love they gave willingly. I know that even though many of them are no longer with us today, their love, strength, faith, courage, and determination remain and are incorporated into our recovery, our experience, strength, and hope.

The child who used to go to the well with grandma expectantly looking for surprises is before you today. My life is full of joy and expectations. My well is my Higher Power and it never runs dry. Thank you Al-Anon for my program, my life, and my family, and, of course, my God who gives me the power, which I so desperately sought in others, in myself, and now I have found in Him.

## THE ASK-IT-BASKET

### ADMINISTRATION

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**1. How do motions come from the Executive Committee to the World Service Conference (WSC)? How does information disseminated through this process end up becoming a motion before the WSC or not?**

*The Executive Committee is a service arm of the Board. (See Concept Eleven) Therefore, motions from the Executive Committee are reviewed and approved by the Board of Trustees. It is the role of the Board of Trustees to bring forward any motions of the Executive Committee that require WSC approval.*

**2. What can be done to improve communication at the World Service Office? For example, some faxes and e-mails have not reached the intended individual.**

*Written, electronic, and telephone inquiries are processed in the order in which they are received. All communication is responded to in a maximum of three weeks. However, in most cases, response time is much less. Because so many inquiries are transmitted by fax and e-mail, it is important for an individual to recontact the World Service Office immediately when no response is received within the parameter of a three-week time period.*

**3. Why does the World Service Office send out appeal letters asking for personal donations of \$5.00? We thought members contributed as much as they can afford.**

*See p. 69 of the 2000-2002 Al-Anon/Alateen Service Manual. Five dollars per member of the group is a suggested contribution. Members are free to contribute as much as they can afford.*

**4. Are World Service Office (WSO) committees responsible to members and are committee goals directed toward members or nonmembers?**

*Concept One gives both the responsibility and authority for Al-Anon world services to the Al-Anon groups. Additional Concepts of Service provide a system of delegated authority that makes WSO committees accountable to the Board of Trustees. Committee and Board activities are in turn reported to the groups and membership in the Annual Report approved by World Service Conference.*

*Some WSO committees have delegate members who provide grass root insight on projects and participation of the members in the development of projects. It depends upon the purpose of the WSO committee as to whether or not its goals are directed to members, nonmembers, or both.*

**5. The Annual Report was too late this year for our March Assembly. This assembly is convened for the purpose of hearing this annual report and getting the delegate ready to go to World Service Conference (WSC). Can the annual report be prepared, presented and sent to us earlier?**

*The World Service Office (WSO) does not distribute the WSO Annual Report to the fellowship until after it receives approval from the WSC. First it is reviewed by the Board of Trustees at their January meeting prior to being mailed to the delegates for their review. Delegates are then given the opportunity to submit questions prior to the WSC so that staff can do the necessary research. Responses to those questions are provided at the Conference prior to considering the motion for approval.*

**6. Could World Service Office please acknowledge and forward a copy of committee members' input to the rest of the committee members throughout the year?**

*A summary of input from committee members is reported at each committee meeting for further review. An acknowledgement for committee input is not necessary.*

**7. Since the trustees are of volunteer status as are the delegates, can we please have a roster of their addresses, phone and e-mail? Sometimes direct communication is expedient and necessary. Why does all communication have to be sent to World Service Office (WSO) and the Executive Director? It has been stated that "lobbying" might occur. It seems to me that members and especially their delegate representatives have a right to direct access even if unused. AA publishes their trustees' information in their Conference Summary. A roster list for the delegates, much like an area's confidential list would be sufficient.**

*The Board of Trustees speaks with one voice through its chairperson. Upon initial communication of an issue, delegates or members are referred to their respective Regional Trustee through the WSO when necessary for legal reasons. Depending upon the nature of the concern, most matters are responded to by the Chairperson of the Board of Trustees, the Executive Director, or WSO staff.*

**8. Is the World Service Office (WSO) Post Office Box in New York City, NY still maintained? If yes, how much longer does the WSO plan to maintain it?**

*No, the Post Office Box in New York City is no longer valid. Please advise groups and literature distribution centers*

(LDCs) to place labels over the old address if older literature remains in their inventory. The WSO will no longer exchange or provide refunds for literature that has the New York address.

**9. Why are we considering specific qualifications as a requirement for Al-Anon members at-large for particular advisory committees? How do we support the professional qualifications in our Steps, Traditions, and Concepts of Service?**

*In part, Concept Eleven states: "...While the trustees hold final responsibility for Al-Anon's world service administration, they should always have the assistance of the best possible standing committees, executives, staff, and consultants. This means careful consideration of these committees, the personal qualifications of their members, the manner of their induction into service, the way in which they relate to each other... The committee chairpersons [Board members] recruit their members, who are then approved by the Board." (Pp.177-178, 2000-2002 Al-Anon/Alateen Service Manual).*

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## **BUSINESS SERVICES**

**10. Do we send out reminders of *Forum* subscriptions running out before they run out?**

*Yes, the first reminder goes out with the magazine when five months remain on an active subscription. A second reminder accompanies the magazine when there are three months to go. The final notice, with the magazine announces that only two months remain. If subscribers would like to check the status of their subscription, please note the expiration date on the mailing. On the first line of the label, check the last four digits. They represent the month and year that the current subscription will expire. If subscribers wait to renew until they receive their last magazine, they will miss at least one issue. If subscribers have already sent in a renewal check, please disregard the automatic reminders.*

**11. Why is it taking four to five months to get *The Forum*? It states, "allow six to eight weeks."**

*If the World Service Office (WSO) Customer Service Department receives a new, renewed, or a changed subscription in time to process it before the tenth day of the month, the mailer will send the next issue of the magazine by the 21<sup>st</sup> of the month. If customers do not receive their magazine by the first of the month, the first thing to do is to ask your local mail carrier to deliver it to you as soon as possible. Since *The Forum* does not travel first-class, according to our postal permit the post office does not have to deliver it right away. Letter carriers might plan to wait*

*to deliver your magazine until they have a light mail day, unless they know you really want it. If the letter carrier doesn't have it by the end of the first week of the month, please contact the WSO Customer Service Department.*

**12. In addition to bank account withdrawal, could we make donations to the World Service Office (WSO) from individuals by making monthly charges to our credit card accounts? There is a fee paid by Al-Anon Family Group Headquarters, Inc. to the credit card company (some per cent of each charge?), but it could be popular enough to yield a pleasant donation.**

*We do offer monthly charge to credit cards. A member may write to the WSO Business Services to request a form, which will then be sent to the bank to activate the process. We pay much lower service fees due to our volume.*

**13. Why can't the Literature Distribution Centers (LDCs) order on-line like individual members—with a discount given an account number and billed as they are now? Individuals can order on-line, they receive the discount that we receive as an LDC, and use to support our 800 numbers. We need to encourage areas to use this method before ordering directly from World Service Office (WSO).**

*Many LDCs use the order form that's on the Web site. The WSO calculates their LDC discounts. Areas and individuals do not receive LDC discounts. Other LDCs submit their orders using e-mail and the WSO calculates the discount. We have plans to upgrade our on-line orders for all members, as well as LDCs, in the near future.*

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## **POLICY**

**14. In the Literature Distribution Centers Guideline (G-18), nothing is mentioned concerning contributions to Literature Distribution Centers (LDCs). Can an LDC receive a contribution? If so, where can we find the answer? A lot of members in our area question themselves.**

*An LDC is a service arm of the group, district, information service, or area it serves. Although it is not specifically spelled out in the Policy Digest section of the Al-Anon/Alateen Service Manual, it is a matter of service arm autonomy to determine if it will accept individual contributions from members. Since no policy exists, the LDC Guideline cannot create or cite a policy unless it is formally designated in the Service Manual.*

**15. There is concern about balancing the need for anonymity and the need for public information. Some members have requested that information about the celebration of our 50th anniversary be limited from the public so members can remain anonymous.**



## *In Closing We Would Like to Say...*

*See pages 67 and 68 in the 2000-2002 Al-Anon/Alateen Service Manual. Events are publicized if open to the public. Having an open event is an opportunity to attract newcomers. When a meeting or event is “open,” the statement about anonymity (p. 68) is often read at the beginning of the meeting.*

**16. Nowhere in the 1998-2000 Al-Anon/Alateen Service Manual can I find a definition of what constitutes an inactive member. I am specifically referring to group and district representatives. I believe it used to be stated that anyone who misses three consecutive meetings without a reasonable explanation is considered inactive. Is this still true? Has it been changed for the new Service Manual? I am aware that each group, district, and area has autonomy, but I believe that guidelines need to be in place to protect Al-Anon as a whole. There are people like myself who are “concrete” thinkers and need to see something in black and white.**

*Spiritually there is a difference between an inactive member and an inactive trusted servant. Please refer to pages 116-118 in the 2000-2002 Al-Anon/Alateen Service Manual (P24/27). This only describes area practices in a general way. It is a matter of group, district, or area autonomy.*

**17. How do you handle anonymity when members at Area World Service Committee (AWSC) don’t want their last names published on rosters or in the area newsletter? We also have district representatives who don’t want their last names used.**

*See pages 67-68 in the 2000-2002 Al-Anon/Alateen Service Manual regarding anonymity within Al-Anon. In any document, it is important to have a statement about confidentiality of information and names. If an individual insists, do not publish their last name.*

**18. Could we produce some program-related items such as the notepads, pins, and mementos we receive at World Service Conference and the International Convention for the general membership without endangering our tax status? Some not-for-profit professional associations provide such items without seemingly endangering their tax status. We (the World Service Office) have given permission to jewelers to use our logo and produce items but their names are not provided to the membership.**

*In 1996, the Policy Committee reviewed and reaffirmed the existing policy. (See page 71, 2000-2002 Al-Anon/Alateen Service Manual.) The decision has nothing to do with tax-exempt status. Production of these materials could divert us from our primary purpose—to help families and friends of alcoholics.*

*At the request of the Board of Trustees, the World Service Office is authorized to grant licensing to jewelers and/or manufacturers to use our Al-Anon logo in order to retain the*

*registrations of our trademarks. They are not, however, permitted to use the Al-Anon, Alateen, Al-Anon Family Groups, Inc., Al-Anon Family Group Headquarters, Inc. or AFG, Inc. names. We do not publish vendor lists in order to avoid endorsement or affiliation.*

## **GROUPS SERVICES**

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**19. What is happening with group record changes? Some have come back after they are scanned? Many are not. It doesn’t seem consistent.**

*A Registration Form (GR-1) or a letter sent to the WSO supplying information for a change to a group’s record is first manually entered into the computer. The next step is to scan the document into our MicroFiche system and return it to the area if the change is to: reinstate a group, note an inactive/disbanded group, city location, group name change, annual update sheet, or Alateen sponsor questionnaire. The following changes are frequent and routine and are not scanned or sent back to the area: Current Mailing Address (CMA), contacts, group representative, meeting location, and meeting time. These are filed and kept for one year at the WSO.*

**20. Some of our group representatives have shared that inappropriate conversation and behaviors at the group level are justified by individuals stating, “It’s OK because it is before/after the meeting.” (Outside entities’ writings, beliefs, profanity, petition, solicitation, delivering products, social engagements, massages, etc.) Aren’t both the individual and the group responsible for meeting-place behavior whether it is before, during, or after the actual meeting?**

*The Alateen Safety Guidelines, (G-34) address behavior before, during, and after a meeting. These Guidelines are a timely tool for Al-Anon groups as well. The Guidelines also address individual and group responsibility for behavior. Doing a group inventory is a good place to start in order to identify what members feel to be problematic behaviors. A few meetings on the Twelve Traditions may be all that is needed to clear things up.*

**21. Can announcements be made before or after a meeting regarding activities of other Twelve Step programs? Can flyers be set out? An example would be the mailing for the AA International Convention. We assume the World Service Office (WSO) wants us to announce the event and leave the flyers out. The Manual says “no” but other literature (such as Al-Anon’s Twelve Steps and Twelve Traditions [B-8] and Paths to Recovery [B-24]) encourages Al-Anon to cooperate and help plan and participate. It seems there is a double message—which piece of literature speaks best to this and should be used as our guideline?**

*Page 88 of the 2000-2002 Al-Anon/Alateen Service Manual,*

*Al-Anon Guidelines – Cooperation Between Al-Anon and AA, (G-3) and Al-Anon Guidelines – Al-Anon/Alateen Participation in an AA Area Convention, (G-7) all provide guidance on cooperation with AA conventions. Sharing information about Al-Anon and Alateen participation at the AA convention during meetings would assure Al-Anon and Alateen participation in that portion of the convention. The 2000-2002 Al-Anon/Alateen Service Manual, on page 91, cautions against announcing retreats, and other gatherings outside the fellowship before, during, or after Al-Anon/Alateen meetings by use of leaflets or announcements. We would not announce AA events that do not include Al-Anon participation.*

**22. I know when meetings register with World Service Office (WSO) they get a number and area number. What happens with these names? Are they published? What do they do with the name of the group? Does it actually mean anything at WSO or is it just important to that group?**

*The group name is important to the area and WSO. Various WSO departments access the data from each group's record by group name, number, city, state/province, and zip/postal code. The group name provides us with the ability to provide meeting information via our toll-free meeting lines, update group records or mail, and for example, input Forum subscription information. The group names are not published or distributed to outside entities in keeping with our Traditions. Group names are provided to area group record coordinators on a scheduled basis.*

*The WSO registers groups with names that do not imply affiliation (See p. 63 2000-2002 Al-Anon/Alateen Service Manual) and assign a number. A single group's record contains three different types of data about the group: meeting information, group contacts, contributions, literature order records, and subscriptions. We do not keep group officer information.*

**23. How can the index to the Service Manual be changed to become more user-friendly (topical) rather than computer generated?**

*The index of the 2000-2002 Al-Anon/Alateen Service Manual is "second-generation," which makes it more topical. The index is not computer generated at this time. If you have topic recommendations send them to the World Service Office for consideration.*

**24. Could you please explain why two readings "Newcomer's Welcome" and "Please read at every meeting" found in Group Binder (M-59) have been mailed out to a new group? Our group has voted not to read it until we get confirmation from the World Service Office (WSO) that this is Conference Approved Literature.**

*The Newcomers' Welcome is reprinted from the April/May*

*1990 issue of Inside Al-Anon. The Statement of Purpose was reprinted from Inside Al-Anon Jan/Feb 1981 newsletter (called Inside Al-Anon Xtra since 1996).*

*The Group Services Committee developed the Group Binder in 1997. Page 77 of the 2000-2002 Al-Anon/Alateen Service Manual regarding Timely Reprints, states: "...service committees may also reprint articles from The Forum, WSO newsletters, or other WSO publications when interest in a particular subject is indicated." The statements were included in the Binder because many groups had been requesting copies of both statements prior to its development. Pages 52-53 in the Service Manual refer to special group announcements. All service materials such as guidelines, the Group Binder and all WSO newsletters or publications are for group and member use.*

**25. How should we handle a group that refuses to actively participate at any service level and sometimes uses literature that is not Conference Approved? Should they go on the meeting schedule even though they are not a registered group?**

*One of the responsibilities of the district representative, as listed on p. 129 of the 2000-2002 Al-Anon/Alateen Service Manual is to "visit all the groups in his district, particularly new groups, to make sure they are getting necessary information and help." A "meeting on wheels" type of meeting could be developed by the district representatives and group representatives of other groups to visit the group and present topics on the pamphlet Why Conference Approved Literature, (P-35) or the Service Plan. The World Service Office (WSO) registers any group designating itself as an Al-Anon Family Group with the understanding that it will abide by the Traditions and that meetings will be open to any Al-Anon member. Districts and areas have the autonomy to determine criteria for listing meetings on their schedules.*

**26. What are the service guidelines (policies) regarding dual membership when it involves another fellowship other than AA?**

*Because of the unique nature of both programs, Al-Anon only establishes policy regarding Al-Anon/Alateen members who are also AA members. Al-Anon has no opinion on other Twelve Step fellowships other than that stated in our Sixth Tradition. We do request that members of other Twelve Step fellowships including AA not identify themselves, as such, in meetings. (See Al-Anon Spoken Here [P-53])*

**27. Why can't AA members be assistants and co-sponsor Alateen?**

*"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." (2000-2002 Al-Anon/Alateen Service Manual, page 62, Alateen*

## *In Closing We Would Like to Say...*

Groups). AA members who are not also Al-Anon members have not been considered “co-sponsors” for Alateen groups since 1980. Following is an excerpt from the 1980 World Service Conference Summary, page 9: “...In many areas there was confusion as to who sponsors Alateen; the word “co-sponsor” adds to this confusion...The statement “AA may co-sponsor,” was removed because it was being misread. Instead of co-sponsoring, more and more AAs were sponsoring Alateen groups. Alateen groups must have Al-Anon sponsors; AA members may assist the Al-Anon member in sponsoring.” Al-Anon Guidelines For Adults Involved In Alateen Service, (G-35) contains a job description for AA group assistants. An Alateen meeting should keep the focus on the Alateen and Al-Anon program and an AA assistant does not share the AA program in Alateen Meetings. (See Al-Anon Spoken Here [P-53])

**28. We have a group representative who has been in the Al-Anon program for approximately eight years. He was elected group representative (GR) of his home group approximately a year ago. Just these past few months, he has gone through surgery and a divorce, causing him to relocate to a different town. He recently started attending some AA meetings, thinking he may be an alcoholic. Does he need to resign as GR? (He doesn't like the policy that states he cannot hold an office.) Since he was originally in Al-Anon, does this rule apply to him?**

*The policy for dual members' service to Al-Anon and Alateen is stated on page 63 of the 2000-2002 Al-Anon/Alateen Service Manual. Attending AA meetings does not make one a member of AA. Attending AA meetings and identifying oneself as an alcoholic would make one an AA member. If one is an AA member, he should resign as a group representative.*

**29. Can a member of an Al-Anon group who is a recovering alcoholic but has not attended AA for a number of years take on the position of group representative (GR) of her/her group?**

*If an individual claims to be a member of AA and Al-Anon or Alateen, they are considered a dual member. Reference the Policy stated on page 63 of the 2000-2002 Al-Anon/Alateen Service Manual, “...Al-Anon/Alateen members who are also AA members do not hold office beyond the group level, as these positions could lead to membership in the World Service Conference (WSC).”*

**30. Are meetings a place “to dump our garbage,” quasi group therapy, or are they a place to share our recovery experience, strength, and hope?**

*“The group is a good place to get general, supportive help. But group time is limited and is spent by many members sharing how the principles of the program have worked in their lives. Personal details are better left to a sponsor who can lend a consistent ear and keep a confidence...” reprinted*

*from Sponsorship – What It's All About, (P-31). Using this pamphlet and the pamphlet, Purpose & Suggestions (P-13), as meeting topics may help steer the group back to its primary spiritual purpose. A group inventory could be a useful tool.*

**31. Is it discourteous to consistently arrive late for meetings when one's schedule does not make such late arrival necessary?**

*If the late arrivals are causing a disruption to the meeting, a meeting on the Traditions may be all that is necessary to make the offending member(s) aware of behavior that is unacceptable to the group as a whole. Another option is to add a line to the “Statement of Purpose” page in the Meeting Format in the Group Binder (M-59) that states: “This meeting begins on time and ends on time.” A statement such as that is a reminder to the late arrivals as well as to the rest of the group.*

**32. If we can put on our bulletin board flyers that there are AA functions (as long as there is participation), can the open speaker meetings of AA be published in our Al-Anon local directories, as Al-Anon members can attend these meetings?**

*Listing an AA open speaker meeting would be considered the same as listing any AA meeting. Al-Anon directories usually list Al-Anon/Alateen meeting information. Some directories indicate when AA meets in the same building at the same time as the Al-Anon or Alateen group.*

**33. Are there a lot of Alcoholics Anonymous (AA) members who think they are more Al-Anon than AA? How do other areas deal with the problem? Am I right that I shouldn't protect the anonymity of an AA member in this situation? Should we just come out and ask a new group representative (GR) or district representative (DR) or any person on an area committee if there are any in the AA program? Should we state it when we are voting on a new GR or DR to reinforce our position?**

*Balancing the Eighth and Ninth Traditions makes this a very delicate situation. We suggest speaking to the person on an individual basis to explain the Traditions and policy about AA member service. No one should be singled out. Our experience has shown there is less harm if an announcement is made to the entire assembly by reading p. 63 from the 2000-2002 Al-Anon/Alateen Service Manual, Dual Membership in Al-Anon/Alateen and AA. A statement confirming area adherence to the Policy Digest may help.*

**34. Can announcements be made during the meeting that states: “The group goes out after the meeting for coffee and informal Al-Anon and AA fellowship and everyone is welcome to join us?”**



*This is a matter of group autonomy. If this is a group custom, it can be announced so all members can participate if they choose.*

**35. Can flyers and announcements be made at meetings for a “Recovery Weekend?”** This is not a retreat and the word retreat is not used. It’s a weekend of fun, program, and fellowship and it cost members registration money because of the cost to put it on. Remember, this is not a retreat.

*Only Al-Anon/Alateen events are announced at meetings. It doesn’t have to be a conference hosted by the district/area. See p. 66 in the Service Manual, mini-conventions.*

**36. Can announcements be made at meetings of other types of Al-Anon and AA gatherings (i.e. a campout or picnic) put on by the members of the Al-Anon and AA groups but not necessarily sponsored directly by the Al-Anon and AA organization?**

*The Fourth Tradition and group conscience determine what activities are announced at a meeting and in what degree. Page 91 of the 2000-2002 Al-Anon/Alateen Service Manual provides guidance in coming to a group conscience on the matter: “...the Al-Anon/Alateen name...cannot properly be used to identify or publicize retreats or activities sponsored by others. This applies when most or even all of the participants are members of Al-Anon/Alateen. Otherwise there could be a misunderstanding of Al-Anon’s purpose and function...it is important to keep promotion of such events outside of Al-Anon/Alateen meetings and meeting locations. Our experience suggests that confusion arises when such events are announced in area newsletters, Al-Anon/Alateen local bulletins and at group meetings.”*

**37. How do you handle the following situation? I am the coordinator of an Al-Anon convention and an Al-Anon member wants to attend the meetings of the convention without paying the registration walk-in fee. The person insists they don’t have to pay for a meeting. Is there anything in our literature or Service Manual that explains the difference between a convention and a meeting at a group or workshop?**

*Explaining the Seventh Tradition might help. Meetings held at conventions are different than group meetings. Registration fees help the convention to pay its expenses and to be self supported. It is a matter of autonomy whether to waive fees for such members.*

**38. Our area continues to have professionals in schools starting Alateen groups. We have one who will not let the Alateen coordinator come to the meeting. Does World Service Office (WSO) register an Alateen group with a sponsor who is not an Al-Anon member? It seems we are getting group registration forms with the names of guid-**

**ance counselors as sponsors.**

*Page 62 of the 2000-2002 Al-Anon/Alateen Service Manual states that a professional may initiate a meeting. However, once the group has formed, their participation should be limited to open meetings. In the case of Alateen meetings in schools, we recommend that the delegate work with the area Alateen coordinator or the district representative to contact the professional at the school to offer assistance in finding an Al-Anon member (preferably two) to serve as sponsor. It is the area or local service arm’s responsibility to provide follow-up. The pamphlet, Information for the Educator (S-64), is a useful tool, which explains the importance of having Al-Anon members, serve as sponsors and how Al-Anon cooperates with the schools. The Alateen Sponsor Questionnaire helps the WSO to identify whether or not a person is a member of Al-Anon and thereby qualifies to be a sponsor. The WSO does not register Alateen meetings without the Alateen Sponsor Questionnaire.*

**39. Can dual members serve on the Board of Directors [Trustees] for Alateen?**

*No. The Board of Trustees of Al-Anon and Alateen Family Groups are Conference members. If you are asking about an Alateen convention, it is up to the area autonomy to determine whether this activity is beyond the group level and may lead to World Service Conference membership.*

**40. What do you suggest as a prudent reserve for an Alateen conference?**

*The World Service Office cannot recommend a specific prudent reserve amount for any conference, service arm, or group. We recommend contacting other Alateen conference boards and committees to ask them to share their policies regarding prudent reserves. Review of Warranty One, in Concept Twelve on prudent reserves may assist in decision-making.*

**41. Al-Anon is celebrating the 50th Anniversary; Alateen started in 1957. The Area Highlights Winter 2000 issue states, “...as Al-Anon/Alateen Family Groups celebrates our 50th Anniversary,” why are Al-Anon/Alateen groups celebrating 50 years?**

*Alateen is part of Al-Anon, and we share our celebrations. Areas could plan an Alateen celebration in 2007.*

**42. Do you have recommendations for a board for an Alateen conference? How long should trustees serve and should there be a limit on the number of trustees?**

*World Service Office Board of Trustee members serve three-year terms and are limited to a maximum of two terms (six years total). We suggest contacting other Alateen conference boards or committees to inquire what their policies are regarding limits on terms of service for board members.*

**43. Last year, two Alateen members spoke at our conven-**



## *In Closing We Would Like to Say...*

tion. They said that they didn't know the Steps and that they don't study them in their group. I just received the Winter 2000-2001 *Alateen Talk* and there is an "anonymous" letter, which states, in part, "I don't really understand the Twelve Steps and why people do them. My Alateen group hasn't really talked about what they're for." I am an Al-Anon member for 30 plus years. What can Al-Anon members do? How can we make Al-Anon/Alateen members and groups learn the importance of our Legacies?

*The answer starts with Al-Anon groups using all of our Conference Approved Literature (CAL) rather than relying upon the daily readers as the only resource of understanding the Legacies. Alateen sponsors are Al-Anon members. The Responsibility Statement on the back of the Alateen Safety Guidelines, (G-34), clearly states that a requirement for sponsorship is "...strength gained from the Twelve Steps, knowledge of the Twelve Traditions..." Experience has shown that when an Alateen sponsor is strong in their own recovery, which includes familiarity with CAL and being involved in service, the Alateen group thrives. Another piece of the answer is District Representative (DR) visitation to the Alateen group. Part of a DR's job, as stated on page 129 of the 2000-2002 Al-Anon/Alateen Service Manual, is "to help the groups understand and apply the Traditions..." The rest of the answer lies in sponsor preparation workshops and utilizing Alateen Talk in the meetings. Alateen Talk has emphasized Steps and Traditions over the last three years.*

### **44. Can we include Alateen in the Beginners' Meeting Guideline (G-2) the next time the guideline is updated?**

*All Guidelines may be applied to Alateen as well as Al-Anon.*

## **MEMBERSHIP OUTREACH**

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### **45. Since the World Service Conference is called the World Service Conference (WSC) why are there only delegates from USA and Canada? I realize that a country may send a representative with voice but no vote. But why?**

*Historically, the WSC served the Al-Anon world until other structures formed. The name was taken for the Conference to reflect this. Today, the WSC makes decisions that effect groups and structures worldwide.*

### **46. How do members that are not officers or coordinators get Area Highlights? Can it be purchased or subscribed to?**

*Area Highlights is sent to current area delegates, chairpersons, newsletter editors and coordinators, district representatives; past and current staff, trustees, delegates, information service and general service offices. The publication may be copied and passed on to others in service. It is not available by subscription.*

### **47. Can district representatives (DRs) who aren't group**

### **representatives (GRs) be listed in the database for mailing group information?**

*No, DR names are sent in by the delegate on the AWSC (Area World Service Committee) form and are in the database for designated mailings. Group information is sent to the Current Mailing Address (CMA) not the GR.*

### **48. On page 101 in our Service Manual in the definition of a "panel" it says that the three panels of delegates are staggered so that a Conference always includes one panel of delegates with two years experience. Why is this not also suggested for the group representatives, district representatives and area officers and coordinators? We have staggered our terms since 1968 with very successful results. There is always continuity at our assemblies and area world service committee (AWSC) meetings.**

*Each area is free to use this system of numbering panels.*

*Some have done so with success. Group representative and district representative terms can vary in the areas.*

### **49. What is the precise term of office for an alternate group representative?**

*The Handbook section of the 2000-2002 Al-Anon/Alateen Service Manual implies that alternate group representatives serve a concurrent term with the group representative regardless of when elected.*

### **50. Our area is having district representative (DR) meetings prior to area world service committee meetings. When do other areas have their DRs meet to share their experiences?**

*This question could be brought to the World Service Conference "Sharing Area Highlights" session for delegate comments. Since it is a matter of area autonomy, input from other area delegates or area chairpersons can be sought. The World Service Office does not have this kind of information and the Service Manual does not have a reference to this matter.*

### **51. Will delegates soon be obligated to share a room at the World Service Conference (WSC)? Since more areas are paying the full cost of the Conference, will the not-so-subtle pressure to share a room be lessened?**

*The Board is reviewing this matter for the 2002 WSC and delegates may not be obligated to share a room. Some may chose to do so on their own. At recent WSCs in Virginia Beach, some Conference members have been rooming alone.*

### **52. Can we have more background information on World Service Conference (WSC) agenda items and earlier? Real group conscience needs information and time to study the matter, and to seek input.**

*WSC agenda items are not completely finalized until review and approval to proceed with a motion to the WSC is given by the Board of Trustees at its January meeting. Materials are sent to Conference members as soon as background information is available. In terms of input and feedback gathered by the delegate from members, it is important to balance coming to the WSC informed rather than instructed by his/her area. The Chairperson of the Board does include topics that the Board is considering in the quarterly chairperson letter, as well as the reports from the Budget and Policy Committees.*

**53. In the opening remarks of the World Service Conference (WSC), it was mentioned that lap top computers are not allowed in the WSC General Session and breakout rooms (except for the WSC recorder and a staff member). How was this decision arrived at? We are having a controversy in our area as some feel it is okay while others feel it is intimidating and disruptive.**

*The World Service Office (WSO) Conference Committee discussed allowing lap top computers at the WSC in March 1997. Based upon comments from the previous Conference, the WSO Conference Committee felt that the noise generated by lap top computers is disruptive. Since the feelings of the Conference Committee were mixed, the question was asked of Conference members on the evaluation form that year. There was no clear consensus to change the policy. An inventory in the area may help to resolve the problem.*

**54. When will we get the Steps, Traditions, and Concepts of Service banners in Spanish? These are sorely needed.**

*The banners are only available in English. At this time, there are no plans to produce the banners in Spanish. Spanish Twelve Steps and Twelve Traditions posters are available and can be ordered using the Spanish Translations (SS-16) order form.*

**55. Will there be any more Alateen material translated into Spanish and French in the near future? If not soon, when?**

*The next Spanish translation of literature requested by the membership is From Survival to Recovery: Growing Up in an Alcoholic Home (B-21). The next project for French translation of Alateen literature is A Guide to Alateen Sponsorship—An Unforgettable Adventure (P-86). This may take up to two years before it is available. To help in training sponsors who work with Alateens, a workbook is available in English, Spanish and French titled Sponsor Preparation Workbook. One copy can be requested from the World Service Office. Members are encouraged to make copies for their area or district. Areas are encouraged to develop their own training programs*

**56. Since I am not going to stay over and attend the 50th**

**anniversary banquet on April 28th, will it be possible for me to purchase one or more of the books of gratitude sheets?**

*The books of gratitude sheets were compiled from individual groups for display purposes only. No gratitude book is being planned at this time.*

## **FELLOWSHIP COMMUNICATION**

**57. Why did you stop printing the long-timer questionnaire?**

*We didn't. It is available from the World Service Office Archives Coordinator. Please send a self addressed #10 envelope to the World Service Office (Attn. Archives) and ask for a copy of Document 402.*

**58. Are bookmarks worth printing? I have never seen them in use.**

*Yes, the bookmarks raise interest in our existing literature. They also serve as an order form and are used to order the book they describe. They are inexpensive and are redesigned periodically.*

**59. It has been said before that production of program-related items might compromise our spiritual purpose. Does rushing new or revised literature to meet a projected revenue timeline also compromise our spiritual purpose and endanger the Conference Approved Literature process?**

*At the World Service Office, completing the Conference Approved Literature review and approval process is the first and utmost priority—the process is not compromised. If delegate committee members or Policy reviewers do not give their approval, a project's production schedule is adjusted. Timelines are established for prudent management of a project, they are flexible.*

**60. Members are concerned about the use of “he” in our literature (even the new Service Manual) when the majority of our membership is “she.”**

*See page 99, 2000-2002 Al-Anon/Alateen Service Manual, “To keep it simple, the pronoun “he” is used throughout.”, the World Service Handbook section of the Service Manual. This was a decision made by the 1993 World Service Conference. Motions presented to a World Service Conference may result in changes in gender-specific wording for the Policy Digest and Concepts of Service sections. The World Service Office staff, as needed, makes changes to the Al-Anon and Alateen Groups at Work section. In literature our purpose in sharing is to keep the focus on us and not on the alcoholic. The Literature Committees review books and pamphlets when they are being revised and make suggestions for such changes.*

**61. Please have Inside Al-Anon Xtra and all other communi-**

## *In Closing We Would Like to Say...*

**cations printed in black ink so more of the membership can read them comfortably.**

*We will take this into consideration for future issues of our World Service Office newsletters. Colored inks have been used on the text for visual variety and so that one issue is quickly distinguished from the previous one. However, because some colors do not photocopy as well as others, we do take care to use darker colors that will photocopy easily.*

**62. Could the Steps, Traditions, and Concepts of Service be put back into the meeting format section of the *Al-Anon/Alateen Service Manual* instead of just at the beginning of the manual?**

*We will explore the feasibility. Originally, multiple page listings of the Steps, Traditions, and Concepts of Service were eliminated to avoid unnecessary duplication.*

**63. Can we have our Twelve Steps and Twelve Traditions [and Concepts of Service] banners on a roller to pull up and down?**

*The World Service Office produces the banners in the most cost effective way possible. Many groups have mounted them on rollers themselves.*

**64. On p. 311 in the book, *How Al-Anon Works for Families & Friends of Alcoholics* (B-22), why was the member's sharing printed with references to drugs and money problems? How does this relate to Al-Anon's purpose as cited in Tradition Three, which insures that Al-Anon remains Al-Anon?**

*This sharing was written by a member based upon personal experience, strength, and hope. The Literature Committee, comprised of delegate members as well as the Policy Committee reviewers in fulfillment of the Conference Approved Literature process, approved the article. Page 92 of the 2000-2002 Al-Anon/Alateen Service Manual contains a statement referencing the value of occasional discussion of the topic of drugs as one of the symptoms of alcoholism in the family. Financial concerns is also often a characteristic of a home where there is or has been problem drinking. The purpose of sharing of problems in written stories is to help other Al-Anon members with their recovery. To create a sense of identification, the content of individual sharing needs to be applicable to real-life situations.*

**65. Can the members have the Steps, Traditions, and Concepts of Service put back on the back cover of *The Forum* in black and white and not ghosted? They are used during meetings and they would like to know why they are removed?**

*The Twelve Steps, Twelve Traditions, and Twelve Concepts of Service do not all appear on the back cover of *The Forum* because they don't fit. The size of the type (font) would*

*have to be so small that very few people could read them. The Forum printed the Twelve Steps and the Twelve Traditions on the back cover until the October 1996 issue. Even then, readers complained that the type was too difficult to read.*

*As a follow-up to the magazine's new design in May 1996 and the fellowship's responses to readership surveys, it became important to make room to add the Twelve Concepts of Service. The decision was to publish all Three Legacies (*The Twelve Steps, Twelve Traditions, and Twelve Concepts of Service*) inside of the front cover of *The Forum* on a rotating basis every three months.*

*The Steps, Traditions, and Concepts of Service are printed in standard size type in Conference Approved books and pamphlets as well as the Group Binders (Al-Anon M-59, Alateen M-60); so, *The Forum* is not the only resource for member or group use.*

**66. Are there any plans to reprint *First Steps*?**

*There are no plans at this time. The book was published to celebrate our 35<sup>th</sup> Anniversary and is no longer current.*

**67. Are there any future plans for publishing more literature and books on audiotapes? Any there plans for publishing of literature/books for the blind?**

*The matter has been studied in the past years. There is not a great enough demand nor willingness to pay costs to make production financially feasible. Please see the existing catalog, *Materials for Visually Impaired* (S-14) for Al-Anon/Alateen materials available in large print, Braille, and on audiotape. These items are primarily available through agencies serving the visually or hearing impaired in the US and Canada.*

## **PUBLIC OUTREACH**

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**68. Why does the World Service Office need to spend so much on Public Service Announcements (PSAs)?**

*In 1997, the Board of Trustees made the decision to produce and distribute PSAs every year on a trial basis. We are finishing the third year of annual production, and will assess the effectiveness of these outreach efforts. It is apparent, however, that the number of calls to our meeting lines have increased dramatically in the past two years, particularly during the "media match," which insures more prime time airings. Our annual budget for PSAs is considerably less than other national non-profit organizations, and our vendors are chosen to use Al-Anon's dollars most efficiently. The costs include distribution to over 1000 TV stations and 3000 radio stations per year plus the additional PSAs distributed by our members.*

**Please describe the "Media Match" and explain why it is**



**not a violation of Tradition Seven.**

*The US government Office of National Drug Control Policy (ONDCP) funds the Media Match program. ONDCP purchases air time from stations for their own Public Service Announcements (PSAs). The stations make a commitment to air an equal amount of public service time for other youth oriented alcohol and drug related PSAs. ONDCP does not control which PSAs air in the “matching” time, and these “prime time” PSA time slots are in addition to the stations’ regular PSA commitment. The stations select from a reel of different PSAs, just as they rotate PSAs in their regular broadcast schedule. Al-Anon has produced PSAs for broadcast since the early 1970s. The World Service Conference authorizes this, and descriptive text regarding PSAs appears on page 85 of the 2000-2002 Al-Anon/Alateen Service Manual.*

*The PSAs (also known as “spots”) are submitted to ONDCP. We have no control whether they are included or not, nor whether stations air them. Al-Anon receives no financial support from any outside entity.*

**69. When TV and radio Public Service Announcements (PSAs) are distributed to states—how do we know if they are seen or responded to in our state? Do you have any**

**feedback regarding these spots?**

*The World Service Office Public Outreach department receives Sigma reports showing where our TV spots were played in the US. Members also send in “Eyes and Ears” coupons to inform us that they have seen or heard the PSAs. These coupons are our only way of monitoring showings in Canada. If you would like to know TV PSA airplay for your area, contact the WSO Public Outreach Department.*

**70. Members of our area have requested that Al-Anon redo the videotape *Al-Anon Speaks For Itself* (AV-10). Members with experience in television have offered to help with this.**

*The video was discontinued due to minimal demand in terms of sales, length, and dated information. The Public Outreach staff is studying audio/visual materials and the options of other formats besides VHS videotapes. This request will be passed forward to the Public Outreach Committee. In the interim, members interested in duplicating the videotape can request authorization by completing the AFG, Inc., Permission to Reprint Form. This form is also available in the Media section of the World Service Office Web site.*

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## CLOSING REMARKS

At the end of the Conference, all members, including those who had a voice but no vote, were invited to share their feeling about the Conference and the events of the week. Many shared feelings of gratitude for a program that had helped them become the person they had always hoped they could be. Some spoke of

a fear of the unknown, since it was their first Conference. Others learned that they could trust in the process, that Al-Anon works, and that they could rely on guidance from their Higher Power. Outgoing members were thanked for their service and many expressed gratitude to the fellowship for their years of service.

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## CLOSING SESSION

It was a joyous occasion but a sad one as well. Sandra F., a 25-year employee of the World Service Office, was presented with a retirement gift and many hugs for upcoming adventures and travels.

After the members had shared their final meal together, and heard the spiritual speakers, everyone returned to the Conference room for the closing. In the Conference tradition, scrolls were presented to the outgoing delegates from Panel 39. As each member’s name

was called, there were shouts of glee and some tears of joy. Flashes from cameras were abundant as the members stood next to or between the Executive Director, and the Conference Chairperson. The Conference was officially closed at 9:45 in the evening of Friday, April 27, 2001.

Following the ceremony, Panel 39 entertained the troops with a skit, a countdown of the top 50 reasons to be a delegate.



## TRIP TO WSO

On Saturday, the day after the Conference, members boarded brightly painted trolleys and set off to see the wonderful world of the World Service Office (WSO), Al-Anon's headquarters just a few miles from the hotel. Upon arrival, they were greeted with a view of the new sign, a sign that lights up at night and shows the

world, in a beautiful way, where to find hope. The WSO guests were given a tour of the facility and treated to a delightful lunch, which allowed members to share some parting thoughts.

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## 2001 WORLD SERVICE CONFERENCE MOTIONS

### **Floor Discussions**

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

#### **Discussion on Motion #14**

After the reading of the motion, floor discussion resulted in a reading of page 77 from the *2000-2002 Al-Anon/Alateen Service Manual*, which states that this section "is updated on a regular basis at the World Service Office." The author of the motion was assured that any suggestions for wording would be reviewed prior to the

next printing of the *Service Manual*. The motion was withdrawn.

#### **Discussion on Motion #15**

After the reading of the motion, floor discussion resulted in references to the Twelve Concepts of Service and the role of the Conference versus the role of the Board of Trustees. The author of the motion expressed concern that the same CPA had been reviewing Al-Anon Family Group Headquarters, Inc. financial statements for many years. It was also noted that the firm was from New York. The Budget Committee will be discussing a process to select auditors in the future. The motion was withdrawn.

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### **MOTION #1 - CARRIED**

(96 Yes, 0 No, 0 Abstentions, 0 Void)

That the following persons be seated at the 2001 WSC with voice, but no vote:

- |            |  |
|------------|--|
| David Zach | Director of Business Services,<br>Non-Al-Anon Member                             |
| Pebble B.  | Chairperson, Executive Committee for Real<br>Property Management, Al-Anon Member |
| Sheila A.  | Representative, UK & Eire, Al-Anon<br>Member                                     |

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

- |            |  |
|------------|--|
| Dolores T. | Associate Director of Group Services—<br>Group Services, Al-Anon Member                |
| Tom C.     | Associate Director, Fellowship Communication—<br>Literature/Newsletter, Al-Anon Member |

### **MOTION #2 - CARRIED**

(96 Yes, 0 No, 0 Abstentions, 0 Void)

To approve the 2000 Annual Report as amended.

### **MOTION #3 - CARRIED**

(94 Yes, 0 No, 1 Abstentions, 0 Void)

To approve the 2000 Audited Financial Report.

### **MOTION #4 - CARRIED**

(92 Yes, 1 No, 0 Abstentions, 3 Void)

To approve the 2001 Budget Committee report.

### **MOTION #5 - CARRIED**

(70 Yes, 26 No, 0 Abstentions, 0 Void)

To amend the text on page 111, first paragraph, of the *2000-2002 Al-Anon/Alateen Service Manual* to read: (Further details of the Board's composition, jurisdiction and responsibilities will be found ~~on page 140 of this Handbook~~ in Article 10 of the Conference Charter.)

### **MOTION #6 - CARRIED**

(79 Yes, 14 No, 2 Abstentions, 1 Void)

To grant conceptual approval for the development of a comprehensive piece about our recovery in alcoholic relationships.

**MOTION #7 - CARRIED**

(96 Yes, 0 No, 0 Abstentions, 0 Void)

**RESOLUTION OF GRATITUDE**

WHEREAS, it is the desire of this 2001 World Service Conference on the occasion of Al-Anon's 50<sup>th</sup> Anniversary to acknowledge the special bond between Al-Anon and Alcoholics Anonymous that began with our co-founders, and

WHEREAS, the Al-Anon fellowship has its roots in the life-saving program of Alcoholics Anonymous, a similar yet separate fellowship, and

WHEREAS, Alcoholics Anonymous has carved a spiritual path for Al-Anon Family Groups, and

WHEREAS, Alcoholics Anonymous has generously shared its experience, strength, and hope with Al-Anon, and

WHEREAS, Alcoholics Anonymous has freely offered the Twelve Steps and Twelve Traditions for adaptation by Al-Anon, and

WHEREAS, Alcoholics Anonymous has graciously shared the Twelve Concepts of Service as a model to strive for, and

WHEREAS, Alcoholics Anonymous has ardently supported recovery from the family disease of alcoholism by referring families and friends of alcoholics to Al-Anon and Alateen, and

WHEREAS, this Conference wishes to reaffirm the special relationship of cooperation that exists between Al-Anon and Alcoholics Anonymous,

**THEREFORE, BE IT RESOLVED**, that this 2001 World Service Conference of Al-Anon Family Groups gratefully acknowledges the fellowship of Alcoholics Anonymous, Al-Anon's ally and friend.

**MOTION #8 - CARRIED**

(92 Yes, 2 No, 2 Abstentions, 0 Void)

Based on the recommendation of the Public Outreach Committee and the Literature II Committee, it is moved to rescind the 1998 WSC Motion #10 for the development of a resource booklet for professionals.

**MOTION #9 - CARRIED**

(96 Yes, 0 No, 0 Abstentions, 0 Void)

To amend the text on page 78-79 of the 2000-2002 *Al-Anon/Alateen Service Manual*, Policy Digest section, "Other Publications" sub-paragraph Inside Al-Anon and Other WSO

*Newsletters\** to read:

*Inside Al-Anon Xtra* and Other WSO Newsletters\*

*Inside Al-Anon Xtra* is the bi-monthly newsletter that keeps groups attuned to worldwide Al-Anon activities and the latest material available from the WSO. A free copy is sent to each registered group. This newsletter, along with *Al-Anon in Institutions*, *Alateen Talk* and *Al-Anon Speaks Out*, is copyrighted. Portions of these newsletters, however, may be reproduced in area newsletters provided proper credit information is given (e.g., from *Inside Al-Anon Xtra*, June 1982 **July 1996**; Reprinted with Permission of Al-Anon Family Group Headquarters, Inc.). All WSO newsletters, guidelines, and other supplementary materials are developed in response to the needs of our membership and are reviewed by the WSO staff and **volunteers committees**.

\*On a trial basis, *Inside Al-Anon* appears in *The Forum* and a publication *Inside Al-Anon Xtra* is sent to the groups:

To amend the text on page 147-148 of the 2000-2002 *Al-Anon/Alateen Service Manual*, Al-Anon's Twelve Concepts of Service section, "History of the Concepts" seventh paragraph, number three to read:

**History of the Concepts**

One theme welds the three Legacies together—Pass Along Understanding:

1. Recovery—The Twelve Steps urge the individual to carry the message to others.

2. Unity—The Traditions protect the groups from distracting or disrupting influences, so they can be free to pass along the Al-Anon word.

3. Service—The Concepts show how Twelfth Step work can be done on a broad scale; how members of a World Service Office can relate to each other and to the groups to spread Al-Anon's message across the world; and how a conference of delegates from all parts of the **United States and Canada continent** can supervise such a world service, so it will always conform to the Traditions. The 1984 Conference voted that the Twelve Concepts are to be accorded the same stature as the Twelve Steps and Twelve Traditions.

To amend the text on page 179 of the 2000-2002 *Al-Anon/Alateen Service Manual*, Al-Anon's Twelve Concepts of Service section, Concept Eleven, **2. Alateen Committee** to read

**2. Alateen Committee:** This committee correlates the activities of Alateens on a national level. [22] It was formed in 1959, when the teenage sons and daughters of alcoholics indicated the need by asking the World Service Office if they could have their own Steps and Traditions. Up to this time a junior fellowship within Al-Anon had not been envisioned. With help from the WSO, the teenagers themselves **adapted adopted** the Al-Anon Steps and **adapted the** Traditions to their own use.

To amend the text on page 67-68 of the 2000-2002 *Al-Anon/*

## *In Closing We Would Like to Say...*

*Alateen Service Manual*, Policy Digest section, “Anonymity” sub-paragraph *Anonymity Within*

*Al-Anon* sixth paragraph as follows:

At the service level (group representatives, district representatives, World Service Conference members, etc.) it is practical to use full names and addresses to facilitate communication. Letters (including the return address) to an Al-Anon or Alateen member should *never* have the name Al-Anon **or Alateen** on the envelope.

To amend the text on page 184 of the 2000-2002 *Al-Anon/Alateen Service Manual*, Twelve Concepts of Service section, Concept Eleven, **8. The Public Information Committee** as follows:

The work of our *Public Information Committee* [34] is a critical assignment; a single large public blunder could cost many lives and **cause** much suffering by turning new prospects away. Conversely, every real *public information* [35] success attracts the families of alcoholics to Al-Anon.

### **MOTION #10 - CARRIED**

**(94 Yes, 1 No, 0 Abstentions, 0 Void)**

To amend the text on page 59 2000-2002 *Al-Anon/Alateen Service Manual*, Policy Digest section, as follows:

These policy statements grew out of questions and experiences from the Al-Anon fellowship worldwide. They are interpretations of our basic guides, the Twelve Traditions and the Twelve Concepts of Service.

The questions and shared experiences came from many sources—Al-Anon and Alateen members, regional and national conferences, delegates to the World Service Conference—and from all over the United States, Canada, and many other countries.

When an individual or group seeks clarification of any matter relating to the Al-Anon fellowship, it is the responsibility of the **World Service Office (WSO)** Policy Committee to make statements that interpret and encourage use of the Traditions and Concepts. After approval by the Board of Trustees and the World Service Conference, these statements are set forth in the Policy Digest. To arrive at answers that are consistent, loving, and helpful takes time and patience, both on the part of the individual or unit seeking the clarification and on the part of the **WSO** Policy Committee.

As our fellowship grows and many more ideas and questions are raised, let us strive to live with and by what we have here, secure in the knowledge that changes and additions will be made as circumstances and our growth require.

#### *Channel for Arriving at Policies*

The **World Service Office (WSO)** WSO Policy Committee is composed of a chairperson, all members of the Board of Trustees, **at-large members of the Executive Committee**, the chairpersons **of all WSO committees** and **the Conference**

**members of the WSO administrative staff administrators of WSO committees.**

The WSO Policy Committee is often asked to help when there is confusion about how a specific Tradition applies to a new or controversial situation in Al-Anon and Alateen. The committee meets regularly during the year to review and discuss each problem or issue in light of the Traditions and determines an appropriate policy recommendation. The proposed policies are then brought to the Board of Trustees for consideration.

(No further changes)

### **MOTION #11 - CARRIED**

**(93 Yes, 1 No, 0 Abstentions, 1 Void)**

Re: To amend the text on page 60 of the 2000-2002 *Al-Anon/Alateen Service Manual*, Policy Digest section, “The World Service Conference (WSC)” second paragraph as follows:

*The World Service Conference*  
(WSC)

*See also pages 103-105.*

The WSC is the permanent body for the expression of the conscience of the

Al-Anon/Alateen fellowship in the light of our Traditions. It usually meets annually during April. Its membership is composed of the elected world service delegates from each assembly area in the United States and Canada, the trustees of Al-Anon Family Group Headquarters, Inc., the chairpersons and the WSO staff administrators of all standing committees, and the members of the Executive Committee. Representatives from countries other than the United States and Canada may participate but not vote.

To keep the conscience of the fellowship alive, delegates serve on the **WSO's Conference's** standing committees **or subcommittees**. For the sake of continuity and unity, each standing committee has its chairperson plus “in town” members who meet regularly throughout the year at the World Service Office.

### **MOTION #12 - CARRIED**

**(92 Yes, 3 No, 0 Abstention, 1 Void)**

Re: To amend the text on page 66 of the 2000-2002 *Al-Anon/Alateen Service Manual*, Policy Digest section, “Conventions” subparagraph Mini Conventions, Share-a-Thons, Workshops (or any other Large Get-Together) as follows:

*Mini Conventions, Share-a-Thons, Workshops (or ~~any~~ Other Large Get-Togethers)*

Members may choose to plan **smaller** get-togethers for public information, service or other sharing purposes. Chairpersons of these events are not necessarily chosen by, or members of, their area world service committee (**AWSC**); to avoid calendar conflicts and encourage unity, they can alert the district representa-

tive, the area delegate, or some other member of the **AWSC** committee, making known their dates, purposes, etc.

**MOTION #13 - CARRIED**

(91 Yes, 1 No, 0 Abstentions, 1 Void)

To amend the text on page 179 of the 2000-2002 *Al-Anon/Alateen Service Manual*, Twelve Concepts of Service section, **1. The Policy Committee** as follows: (new is bold and underlined):

*The Policy Committee is composed of **a chairperson, all members of the Board of Trustees, at-large members of the Executive Committee, the chairpersons of all WSO committees, and the Conference members of the WSO administrative** Al-Anon staff, and meets quarterly in advance of the trustees meeting. [21] It is empowered to consider any problems or projects submitted by an Al-Anon member, or to consider a decision already made if dissented from by any part of the fellowship.*

**MOTION #14 - WITHDRAWN**

To amend the text on page 32 of the 2000-2002 *Al-Anon/Alateen Service Manual*, section titled "The Committees of Al-Anon, **Budget** as follows:

"...This committee sends out a quarterly appeal in February, May, August, and November and is responsible for recommending financial policy to the Board, maintaining oversight of Reserve Fund investments, presenting to the WSC an annual budget and a financial statements that have has been audited prepared by a Certified Public Accountant an independent auditing firm."

**MOTION #15 - WITHDRAWN**

To require that the Budget Committee solicit at least three competitive bids for auditing service contracts, and award the contract to the lowest bidder.



## EXECUTIVE DIRECTOR'S REPORT

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*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 of the *Summary* is sent to all registered English-speaking groups in *Inside Al-Anon Xtra* 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), and 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. Al-Anon Family Group Headquarters (Canada) Inc. is incorporated as of February 1999 as a registered charity under paragraph 149(1) of the Income Tax Act of Canada.

With a current staff of 50 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./Catherine J., Chairpersons*

The Board approved the interim actions of the Executive Committee at each of its quarterly meetings. They authorized the printing of *The Al-Anon Family Groups - Classic Edition* (B-5), limited printing of *Courage to Change* (B-16) in soft cover for institutions use, reprinting the table tent card "Al-Anon Spoken Here," printing the French and Spanish editions of *Paths to Recovery* (FB-24, SB-24), reprinting the French and Spanish Cal's Journey for Recovery, and printing of 110 copies of a 40-page booklet which was distributed to the 2000 WSC members to commemorate the 40th WSC.

They approved a conference call with Public Outreach coordinators and also one with Alateen coordinators.

October 2000 was established as Alateen Focus Month on a one-year trial basis.

The Board previewed and approved the distribution of the 2000 PSA "Suffocating" to both radio and television stations, as well as the printing of the 2000 coordinated PSA posters and table displays. The following Public Outreach activities were also approved: a judicial mailing, an ad in a professional magazine, insertion of the EAP leaflet in the *EAP Digest*, and a survey of EAP subscribers of *Al-Anon Speaks Out*.

The Fellowship Communication Department was given approval to: do a *Forum* readership survey along with an incentive offer in the May 2000 *Forum*, offer a 2000 Holiday book offer of *As We Understood...* (B-11) and *Having Had a Spiritual Awakening...* (B-25) as a set for \$15.00 (US), provide a Baker's Dozen subscription offer for new *Forum* subscribers, and provide back issues of *The Forum* at a price of \$10 for 100 copies for Public Outreach activities.

The decision was made to make the consignment policy for LDCs and area events permanent, ending the three-year trial period.

The Board waived the five-year requirement to consider discontinuance of the book *Having Had a Spiritual Awakening...* (B-25) and authorized both Literature Committees to consider a possible recommendation for discontinuance.

The Board voted to discontinue the videos *Al-Anon Speaks For Itself* (AV-10), and *Alateen Tells It Like It Is* (AV-16). It also voted to discontinue the posters *Alcoholism Can Tear A Family Apart* (M-33) and *Check It Out, Al-Anon* (M-55).

The Board, along with the entire Policy Committee, took part in a planning session to decide the main idea that would be the focus for the WSO in the year 2001. From that idea the Conference theme of "Happy 50<sup>th</sup> Birthday! Al-Anon's Hope Begins With Me" was developed.

The Board approved a motion by the Nominating Committee to reword the back of the committee resume form to read: WSO committee members are required to relinquish information service, literature distribution center, or area world service positions (GRs and alternate DRs may serve provided they do not serve in another area capacity).

The Board elected Helen R.(US) and Catherine J.(Canada) as our delegates to the International Al-Anon General Service Meeting which was held in Essen, Germany.

The first annual meeting of Al-Anon Family Group Headquarters (Canada) Inc. was held May 1, 2000, immediately following the annual meeting of Al-Anon Family Group Headquarters, Inc.

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 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./Helen W., Chairpersons

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: Amy H., Kenny C., and Damon P. (all second year), Suzanne W., (first year) Al-Anon: Kathy M. (fourth year), Nicole P. (second year), Sponsors: Dorothy P. (third year), Jim McG. (second year), Archives Advisory Committee: Elizabeth D. (first year), Linda C. (fourth year), Jenny G. (third year), Elise M. (second year), Forum Editorial Advisory Committee: Bill S. (second year), Donald "Buck" D. (third year), Sandie D. (fourth year), Suzie C., and Ora B. (fifth year), International Coordination Committee: Jennie H. (fourth year), Literature I: Walter H. (first year), Harriet H. (second year), Alice A. (fourth year), Margaret McP. and Catherine T. (fifth year), Literature II: Kathy R. (first year), Harriet T. (second year), Melody G. and Patt L. (fourth year), Victoria LaB. (fifth year), Outreach to Professionals Advisory: Pat R. and Pat H. (fifth year), Theresa M. (fourth year), Sara Jane G. (third year), and Patricia W. (first year), Public Outreach: Frank R. (fifth year), Khayriyyah A. and Diane H. (fourth year), and Fran G. and Marjorie C. (second year).

The Executive Committee, as authorized by the 2000 World Service Conference, reviewed the housekeeping changes to *One Day at a Time in Al-Anon* (B-6) from the year 1979 forward. Housekeeping changes are defined as: updating addresses, phone numbers, statistics, correcting misattributions and incorrectly stated quotes. Changes were approved as appropriate; some quotes were deemed correct as written; others could not be verified and will remain the same as originally printed.

Approval was given to hire a technology consultant to analyze and make recommendations for the future to continue to meet our members' needs. Internal Copyright Registration procedures were accepted.

*The following actions were approved and will be forwarded to the Board in January 2001 for their review:*

- Provide literature to be included in a National Alcoholism Screening Day Packet for distribution at a widely publicized event in 2001 at college campuses throughout the US.
- Contact the national headquarters of alcohol and health related organization associations in Ottawa in conjunction with NPIC Coordinator training.
- Mail one-time *Alateen Talk* (winter 2001) to all district representatives.
- Upgrade mail server and provide virus protection for office-wide workstations and servers.
- Approved definitions of Recovery/Service CAL and Service Tools/Materials for internal use by WSO staff and volunteers.
- Reviewed the theme for the 2001-2002 AFG Service Plan, which will be "Al-Anon's Hope Begins With Me," in keeping with the focus for the WSO in 2001.

## BUDGET COMMITTEE (See BUSINESS SERVICES)

## POLICY COMMITTEE Margaret M./Helen R., Chairpersons

The Director of Fellowship Communication served as Policy Secretary through the 2000 WSC. The Director of Group Services then assumed that role and worked with the chairperson to develop agendas and respond to communication from the fellowship regarding policy matters.

**2000 WSC:** A written report on the history and legal aspect of the Al-Anon logo was distributed to Conference members in response to Motion 24 tabled from the 1999 WSC. The following motions from the Policy Committee were approved: a revision to page 62 of *1998-2000 Al-Anon/*

*Alateen Service Manual* to establish age qualifications and program longevity for Alateen sponsors; to incorporate text on pages 84-85 under "Public Information" which would create a new sub-section, Public Service Announcements; to add new language to page 85 regarding Canadian incorporation; and to amend text on page 65 under "Meetings" sub-section, Films, clarifying that the films are authorized by the WSC, deleting specific film titles, as some have been discontinued for production but still can be used in meetings.

**2001 WSC:** Several factual and clarification changes were recommended to the Board of Trustees to update the *2000-2002 Al-Anon/Alateen Service Manual* that will be considered by the 2001 WSC.

**Other Matters:** Since the Policy Committee reviews book titles when a change is requested, the Committee recommended that the book *Al-Anon Family Groups* return to its original title, *The Al-Anon Family Groups*, with the subtitle *Classic Edition*.

After discussing the intent of the 1978 WSC motion, the Policy Committee affirmed that any changes to *One Day At A Time in Al-Anon* (B-6) require WSC approval.

The Committee approved proposed wording submitted by the International Coordination Committee to be printed on service tools and guidelines in order to permit structures to translate and adapt service material and guidelines within their structure without the WSO having to review the translation before printing, provided appropriate credit information is given.

A member of the 2000 WSC questioned what Policy Committee decisions are made that do not require Conference approval. The Policy Committee then outlined the scope of its work as follows: considering revisions to the Policy Digest or the Concepts of Service sections of the *Al-Anon/Alateen Service Manual*; and providing clarification and interpretation for any Al-Anon/Alateen member, staff member, or committee seeking guidance or addressing a concern. It was also pointed out that the Committee has no authority to make legal decisions, as those are reserved to the Board of Trustees, and that all revisions to text in the Policy Digest and Concepts of Service sections of the *Al-Anon/Alateen Service Manual* are forwarded to the Board for approval before submission to the WSC.

The Committee also reviewed a discrepancy between the wording in *Alateen: Hope for Children of Alcoholics* (B-3) and the *Al-Anon/Alateen Service Manual* regarding members' use of business cards. An ad hoc committee reported that the text in the Alateen book implies a policy regarding business cards that does not exist; the incorrect wording will be removed in the next printing.

## NOMINATING COMMITTEE Catherine J./Nancy B., Chairpersons

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 (ECRPM) and its chairperson.

Procedures for traditional approval of candidates for trustees, officers, and ECRPM were reviewed.

The Nominating Committee met with the Conference Committee on Trustees (CCT) during the Conference. Minor cosmetic changes to the resume forms were proposed and later adopted.

At its second meeting, the CCT suggested a short orientation session before its next meeting and that a previous panel member be assigned to sponsor new members of the committee.

The committee discussed whether a World Service Office committee mem-

ber must relinquish his seat on the local AIS/LDC Board. After reviewing the document "Purposes and Duties of WSO Committees for Al-Anon-Alateen", Section 5 "Committee Meetings" subsection c, "Committee Membership Requirements and Qualifications", paragraph two, the committee sent a motion to reword the second to last bullet on the back of the at-large resume form to the Board of Trustees.

A previous Nominating Committee decided that if a candidate was chosen as a regional trustee, the name would automatically be withdrawn for trustee-at-large, but no formal action was taken by the committee or the Board of Trustees. The committee will look at this again in 2001 and may seek further direction from the Board of Trustees at that 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 2001 meeting.

### **LONG RANGE STUDY PANEL**

*Nancy B./Skip A., Chairpersons*

In January, the Panel met with the Senior Management Team regarding their written analysis and review of the trial structure. The team identified some common issues, but did not propose solutions at that time. The team expressed that the leadership training was beneficial in helping them to place principles above personalities and to reach a common goal of interdepartmental transparency within the office.

At the 2000 WSC, the Long Range Study Panel (LRSP) Chairperson presented an overview of the accomplishments of the Panel for the past year. This included an in-depth inventory of the trial structure at the World Service Office (WSO) by way of surveys, interviews, reports, etc. The information gleaned will be evaluated in order to form a conclusion about the trial structure at the end of the three-year trial period.

In July, the LRSP reaffirmed its position that it develops ideas and presents them to the Board for potential implementation and evaluation. These ideas would have definite measurable goals with suggested outcomes. Also, the LRSP will initiate a survey of the trial service structure identical to the one performed in 1997. A comparison of the results of the new survey and the previous survey will be available to the World Service Conference in 2002 when a final decision will be made on the trial service structure.

The LRSP reviews all surveys conducted by the WSO. After reviewing the Membership Survey, the Panel recommended that the Board take time at its October meeting to look at the Membership Survey and see if it could help the Board establish short-term goals. The Panel suggested that the Membership Outreach and Group Services Departments review Recommendations 11 and 12 and develop plans to reach those goals.

### **PROFESSIONAL SERVICES**

**Legal:** Al-Anon's incorporation in Canada was completed retroactive to February 1999. Canadian members can now deduct contributions to AFG (Canada) Inc., provided they are legally able to do so.

An update of copyright law on the Internet was received from our attorney with no significant changes revealed. Procedures for copyright registration were adopted by the Executive Committee.

Litigation against an individual who was using the Al-Anon and Alateen trademarks was resolved favorably. Conference members received notice that Al-Anon and Alateen trademarks cannot be used in an individual's domain address(es) on the internet.

**Pension:** The Pension Committee reviewed the earnings on investments for the past year and reported that the funds are invested 50% in mutual funds,

30% in equities, and 20% in cash funds. The Pension Consultant advised us that no revisions to the plan were necessary at this time.

**Audit:** The auditor from Owen J. Flanagan and Company completed the annual audit. The Annual Reports for the Conference members were mailed prior to the Conference.

## **GROUP SERVICES**

*Sandra F., Director*

### **COMMITTEE**

*Pat L., Chairperson*

*Nancy B., Co-Chairperson*

*Sandra F., Director*

In addition to two meetings at the 2000 World Service Conference (WSC), teleconference meetings were held in March and October. In keeping with the spirit of "Operation Alateen," the committee's motion was approved by the WSC to support sponsor training by encouraging use of the Alateen Sponsor Preparation Workbook. Another motion to produce literature for younger members was subsequently withdrawn pending further study. The committee participated in the AFG Service Plan presentation and completed its work on a "Getting Groups to Register" packet. The packet was presented during the committee report to the WSC. During the October conference call, the committee approved the recommendation from the Alateen Advisory Committee to recommend to the Policy Committee possible changes in wording related to AA assistants. Interim feedback sheets were received from committee members on a variety of topics which included a review of the institutions coordinator survey, evaluation of the new group questionnaire, input on developing group record coordinator guidelines, and suggestions for literature for younger-aged Alateen members.

### **ALATEEN**

#### **ADVISORY COMMITTEE**

*Larry A./Jack S., Chairpersons*

*Evalynn B., Associate Director—Alateen*

The committee met in January and July. Completed projects include: an exit letter and survey to Alateen groups who have disbanded, a guideline for adults involved in Alateen service, Alateen outreach by World Service Office (WSO) staff attendance at an area assembly in lieu of a fourth Alateen conference on a trial basis, establishing October as a trial Alateen Focus Month, initiation of an Alateen coordinator conference call, and a recommendation to the Board of Trustees for permission for attendance of a local Alateen member of the Committee to the first Group Services Committee meeting at each World Service Conference (WSC).

The Committee reconsidered an earlier recommendation to the Group Services Committee to develop literature for younger members. The Committee concluded that the best way to serve younger-aged Alateen members is by training sponsors to use literature already available. A sponsor tear-out activity page was subsequently developed for *Alateen Talk* with ideas garnered from Alateen coordinator feedback.

Work continues on finding ways to: serve and encourage transitioning Alateens, serve sponsors of younger-aged Alateen groups, inform Al-Anon



and AA newcomers about Alateen, and review of the Alateen Conference Survey and the Alateen section recommendations of the 1999 Membership Survey.

**Alateen Talk:** Four issues were published covering the topics of the Four Primary Ideas. The spring issue launched the Sponsor Tear-out page with the "Lollipop Game," the summer issue featured a "Go To A Meeting" card game, and the fall issue introduced the "Stuck On Recovery" band-aids. Ideas for this page are reviewed to avoid teaching-type activities.

**Other Publications:** In keeping with the direction of the Alateen Advisory Committee, an extensive article was prepared on Alateens preparing to transition to Al-Anon for the June *Forum* "Inside Al-Anon" section.

Articles describing how Operation Alateen was working in the areas were excerpted from area and AIS newsletters for each issue of *Area Highlights*.

**Alateen Focus Month:** Alateen Focus Month was launched in October 2000. Groups and members who responded to the Focus Month survey as of December 31, 2000 were in favor of repeating a focus month for 2001. The comment made most often in the survey was that an Alateen Focus Month was an excellent tool for continuing the momentum of Operation Alateen.

**Operation Alateen:** Operation Alateen continued throughout the year with over 300 Al-Anon groups responding since the campaign was launched in April 1999. Several Alateen coordinators requested multiple copies of the Operation Alateen commitment form and commented they would like to see the campaign continued indefinitely.

**Coordinators:** Mailings were sent in March and September. Copies were also sent to the UK/Eire and Australian GSOs. They contained feedback sheets requesting input on Alateen Advisory Committee projects. Approximately one-third responded to both mailings. Their top concerns included: whether the role of the area coordinator in regard to Alateen conferences is active or passive, development of age-appropriate Conference Approved Literature (CAL) for younger-aged Alateen members, AA member involvement in Alateen meetings, very young Alateen members (6-9 years old) and avoidance of "teaching" them, and Alateens who do not study Traditions and Concepts of Service.

Coordinator feedback indicated that much of the information requested could be found in CAL and Al-Anon/Alateen service tools. An Ask-It-Basket attachment was developed for the next mailing with answers researched by WSO staff and the Alateen Advisory Committee. The Ask-It-Basket attachments are also included in the new coordinator welcome packet.

In July, thirteen area Alateen coordinators participated in a conference call along with members of the Advisory Committee. During the call, in addition to sharing experiences on their roles as coordinators, they also discussed the following agenda items: how to get and retain sponsors while preventing burn-out, how to increase Alateen participation at district meetings and area assemblies, and whether the Alateen Advisory Committee and Group Services Committee are effectively serving Alateen members and sponsors.

Area and district Alateen coordinators continue to request multiple copies of the Alateen Sponsor Preparation Workbook and Alateen Safety Guidelines (G-34) for workshops.

**Alateen Sponsors and Groups:** The registration/update form was redesigned, removing the sponsor information and using a separate sponsor questionnaire. The sponsor questionnaire was subsequently updated to reflect the change in policy approved by the 2000 WSC regarding sponsor qualifications. Approximately 85% of the new Alateen groups registered have two sponsors since the new sponsor questionnaire form was instituted in May.

Many sponsors who contact the WSO for free literature are referred to their

district service structures. Other concerns included: literature for younger members, guidelines for age and program longevity requirements for personal sponsors of Alateen members, area and district support for Alateen institutions meetings, a co-sponsor attending meetings while drinking, Alateens smoking at Alateen conferences, reporting abuse, mandatory attendance at meetings in institutions, and whether a sponsor could permanently bar a disruptive Alateen member from a group.

Al-Anon Groups continue to ask if they can financially support Alateen groups, Alateen conferences, and Alateen fundraisers. Others ask if they may regulate the behavior of Alateen members and their sponsors when they offer financial support.

In the fourth quarter, nearly 150 exit letters with surveys were mailed to disbanded groups. The Alateen Advisory Committee will review the returns to determine how they can offer additional support to Alateen groups.

**Alateen Conferences:** An Alateen Conference Survey was mailed to individual mailing addresses for 46 Alateen conferences and reviewed by the Alateen Advisory Committee. Results were presented to the Group Services and Alateen Advisory Committees. The findings covered four major concerns: conference involvement with area service structures; adherence to Al-Anon and Alateen program principles; involvement of AA members on the conference boards; and safety issues.

On a trial basis, the Associate Director of Group Services, Alateen attended the Texas (W) area assembly in lieu of attending an Alateen conference. There were 69 Alateens and their sponsors as compared with approximately 25 at previous assemblies.

The Group Services Assistant, Alateen attended the first WV P.O.S.S.E. (Program of Sponsors Sharing Everything) Conference and conducted a workshop using the Alateen Sponsor Preparation Workbook. The Associate Director attended NYNAC (New York North Alateen Conference) where she presented a workshop for sponsors.

**Phone Calls, E-mail & Correspondence:** Phone calls and e-mails from professionals wanting information about Alateen or how to start an Alateen meeting have increased. In each instance, the inquiry was sent to the area Alateen coordinator and area delegate for follow-up. Also on the increase were requests from parents seeking Alateen meetings for their 8 to 12 year old children. The Alateen Safety Guideline (G-34) continues to be frequently requested. Some Al-Anon groups continue to be confused about using Alateen CAL in their meetings. As a result of Operation Alateen, there has been an increase in inquiries from Al-Anon members about starting Alateen groups.

## **ARCHIVES**

### **COMMITTEE**

*Jack S./Peggy S., Chairpersons*  
*Sandra F., Director of Group Services*  
*Joe T., Archives Coordinator*

The committee reviewed three methods of indexing material and agreed to index by provenance (a method of retention that retains history chronologically). They suggested updates for the "Historical Overview" and the Area Archives Guideline (G-30). Now that the World Service Office (WSO) Archives is using an imaging system, the committee reviewed ways to integrate the ongoing indexing system (finding aid) of descriptive guides into that of the imaging system. Other activities included discussions on conversion, retrieval, accessioning, and the development of future preservation strategies.

**Conversion of World Service Conference (WSC) Tapes:** Archives is converting the old reel-to-reel tapes of the WSC to cassettes and ultimately to CDs. Conversion of the tapes from 1961-1970 is completed; 1971 WSC is near completion; the 1972 through 1980 WSCs require conversion for conservation purposes.



**Imaging:** In addition to preserving our collection, the imaging system implemented this year considerably reduced research time. Presently, all *Conference Summaries*, Board of Trustees, Executive, and Policy Committee minutes are scanned, indexed, boxed, and labeled. In addition, previous World Directories and several Conference Approved books have been imaged. The “core collection” (co-founder and early pioneer files) is being sorted, numbered, and prepared for imaging.

**Acquisitions:** The Publications Department transfers two copies of every item printed in the office to the Archives. In addition to our literature and service materials, the following were notable acquisitions: first edition of *The Al-Anon Family Groups — Classic Edition* (B-5), office plaque signed by Lois W. on a writing by Bill W., 1999 Membership Survey, printing plates for Al-Anon’s early books, AA’s 20-millionth commemorative copy of *Alcoholics Anonymous* (the big book), John B.’s (former Board chairperson) papers, and a “long timer questionnaire” from a member in Ventura, CA, with 50 years in Al-Anon.

**Coordinators:** Two mailings were sent following the January and July Archives Advisory Committee meetings. The mailings included suggestions for using the materials in the packets and feedback sheets on various topics. Several coordinators located copies of old group record area printouts that contain the group start-up dates that were lost when we relocated to Virginia Beach.

**Research Requests:** The number of requests for registration dates is beginning to decline as we encourage members to contact their area archivists. Other requests include: questions regarding Lois’ vignettes and diary, responsibilities of the Handbook Committee, origin of the article “Wife of an Alcoholic,” locating Relocation Committee minutes, the number of delegates that attended the 1988 WSC, date of the original article titled “Elephant in the Living Room,” history of the AA assistants in Alateen, questions regarding whether or not certain publications are or were CAL, and questions regarding our early pioneers, Lois W., Margaret D., and Henrietta S.

## **MEMBER SERVICES**

**Guidelines:** The new Guideline for Adults Involved in Alateen Service (G-35) was completed. Area Newsletters (G-21) was substantially revised and re-titled Newsletter Editors. A temporary update was completed for Institutions Service (G-9) and Cooperating with the Professional Community (G-29) guidelines.

**AFG Service Plan:** In keeping with the 2001 WSC theme, the title of the 2001/2002 AFG Service Plan will be “Al-Anon’s Hope Begins With Me.”

**Al-Anon Information Services (AIS) and Literature Distribution Centers (LDC):** Worldwide, there are 197 AISs, 419 AIS/LDCs, and 178 LDCs.

**Getting In Touch With Al-Anon/Alateen (S-23):** The January/June and July/December 2000 issues were completed. Getting In Touch is sent to our service structure with the spring issue of *Area Highlights*. Web site addresses will not appear in the January/June 2001 issue (only e-mail addresses). Readers will be referred to the WSO web page for web sites. Beginning in February 2001, Getting in Touch on-line will be updated monthly.

**Lone Member Service:** Three issues of the *Lone Member Letter Box* were completed, and the spring 2001 issue is in production. The total number of active participants in this service at year’s end is 611 (263 Lone Members and 348 Lone Member Contacts).

**Inmate Correspondence Service:** The Inmate Correspondence Service has 200 registered participants (64 male inmates, 62 female inmates, 34 male contacts, and 40 female contacts). Requests for complimentary litera-

ture continue to be received from inmates; they are referred to area institutions coordinators.

**Disabled:** A revision of Material for the Visually Impaired (S-14) was completed which includes a list of local resources that produce material for both the hearing and visually impaired. Individuals and areas are given limited permission to record literature for the sight impaired for individual use – sale is prohibited; one area plans to tape *Courage to Change* (B-16) as a service project. Although there are resources that provide this material on loan, members want their personal copies.

**On-Line Meetings:** There are 28 on-line Al-Anon meetings listed: 23 English, two German, one French, one Spanish, and one Portuguese.

**Phone Calls, E-mail, & Correspondence:** There were over 8,600 e-mails received by Group Services. On-line and face-to-face meeting information and requests for guidance from concerned family members comprised nearly 60% of e-mail correspondence. Telephone calls increased during the fourth quarter. Lone Member registration inquiries and AIS/LDC changes remained steady. Correspondence from groups regarding the Seventh Tradition, appeal letters, and disruptive members increased. The most frequent group concern continues to be requests for guidance on “crosstalk.” Requests for guidance were received from members regarding inappropriate use of meeting telephone lists, and the first request was received questioning whether the WSO has a position on ringing cell phones during meetings.

## **GROUP RECORDS**

	1999	2000
Al-Anon Groups Worldwide	27,103	24,163
Alateen Groups Worldwide	2,696	2,334
Total	29,799	26,497

2000 Breakdown	US	CANADA	OVERSEAS
Al-Anon	13,364	1,689	9,110
Alateen	1,371	121	842

Toll Free Meeting Lines:	1999	2000
Calls	22,086	30,843

**Al-Anon/Alateen Registration and Change Form:** The new form recommended by the Group Services Committee at the end of 1999 has proved useful in facilitating record updates. Minor revisions were made adding a date and the word “Alateen,” since Al-Anon members were completing this section with ages of their members.

**Group Records Filing:** Since October 1999, when the new LaserFiche imaging system was installed, electronic folders were set up for all registered groups. New registrations are now scanned into the system with the original form sent to the area. Other day-to-day information received by the department that is electronically filed is as follows: group name changes, notices of inactive groups and suspended mail, and the Alateen Group Sponsor Questionnaires. Approximately 2,268 of the hard-copy group folders have been scanned, and consideration is being given to disposition of the original files once the over 20,000 files are entered into the system.

**Area Printouts:** Each area receives two printouts annually. There are now a total of 52 Group Records Coordinators who receive them - 21 on disk and four via e-mail. There are two new fields on the printout: one is the inactive group date and the other is the registration date. As all inactive group dates have now been entered, groups that have been inactive over a year (according to WSO records) will no longer appear on the printout.

# FELLOWSHIP COMMUNICATION

Caryn J., Director

## STATUS OF PROJECTS

**Literature Inventory:** During the year 2000, the Committees began the finalization process of the four-year inventory which included many members, groups, and all areas from the US and Canada. Final recommendations on the pamphlets and booklets will be made in 2001. Those requiring major changes will be brought to the 2001, or possibly 2002, Conference for approval.

Literature Committee I reviewed the book, *The Dilemma of the Alcoholic Marriage* (B-4), and Literature Committee II reviewed the book, *Al-Anon's Twelve Steps and Twelve Traditions* (B-8). Each Committee will review the balance of five other books in 2001. Along with input from the areas, Committee members will make recommendations pertaining to possible revisions, updates, or other action.

Staff and the chairpersons prepared a 20-minute presentation on the inventory process and committee results for the 2000 Conference. The presentation included a brief skit and offered a PowerPoint slide presentation with handouts for Conference members.

**Having Had a Spiritual Awakening . . . (B-25):** Based on slow sales, both Committees have been asked to review this publication and to consider a possible recommendation for discontinuation. The members received background and comparative sales data to aid in their review. No action will be taken until the 2001 World Service Conference when both Committees meet to fully discuss this issue.

**Forum Favorites (B-9), Vol. 1-4:** A full year of notification to the fellowship has passed, and these four books will no longer be printed. Volumes 1, 3, and possibly 2 are projected to sell out from the World Service Office warehouse in 2002. Sufficient quantities of Volume 4 continue.

## LITERATURE COMMITTEE I

Skip A./Ann H., Chairpersons  
Mary Lou M., Associate Director, Literature  
Patrick Q., Associate Director—Literature II/Forum

**ALATEEN EVERY DAY (working title):** Committee members completed the task of reviewing and approving the sharings for this new Alateen daily reader. In early fourth quarter, the Committee approved the manuscript and sent it to the Policy Committee reviewers and the Executive Director for Policy approval.

**Blueprint for Progress (P-5):** An Al-Anon member/writer/editor contracted with the WSO and began the major revision for this booklet. The Committee produced a suggested outline and made recommendations for the "major" changes.

**Replacement Story for How Al-Anon Works (B-22):** The book was reprinted with a replacement story after a member requested that his story be removed. Staff updated the index. The Twelve Steps and Traditions were added to the back of the book to accompany the Twelve Concepts of Service.

## LITERATURE II

Carolyn W., Chairperson  
Caryn J., Director

**The Al-Anon Family Groups - Classic Edition (B-5):** Policy and Executive Director approval was secured in January with the book designed

and printed in time for sales at the 2000 AA International Convention with Al-Anon participation. Documentation pertaining to this manuscript was sent to the WSO archives.

**RECOVERY TODAY (working title):** Twelve batches of sharings, in groupings of 20-50 each, have been reviewed this year. The Committee members and the Executive Director have approved a total of 225 sharings, with another 50 in various stages of review or approval. Calls for new sharings pertaining to specific topics were placed in *Inside Al-Anon Xtra*, communicated through area delegates and literature coordinators, and in *Area Highlights*. To date, over 1,100 sharings have been received. Those not selected for the book will be forwarded to the Forum Editorial Advisory Committee for review. The goal is to complete the book in 2002.

**One Day at a Time in Al-Anon (ODAT) (B-6, B-14):** At the January meeting, the Policy Committee affirmed the 1978 World Service Conference (WSC) motion regarding no changes to the ODAT without majority approval of the Conference, means "no changes." Numerous housekeeping changes had been made between 1978-1998. A review of 1987 and 1988 *Conference Summaries* revealed changes to some text attributions were made without Conference motions, however the changes were reported in the *Conference Summary* and Annual Report.

Staff documented every change made to the text since the 1978 WSC motion and brought those changes to the 2000 WSC. (See the 2000 WSC *Summary* for the changes authorized and those reversed.) The next printing of the book in the regular and large-print version reflects the Conference direction.

**If Your Parents Drink Too Much (P-22) - Major Revision:** The 2000 WSC authorized a major change to the text and artwork of this piece. A cartoon company was selected through a bidding process. The Committee reviewed the text, changed the names of the characters, included diverse families, and modernized the language. The final text received Committee, Policy, and Executive Director approval in the fourth quarter. The project was completed in time for the next scheduled printing in mid-December. Documentation pertaining to the revision of the manuscript was sent to the WSO archives.

**Soft Cover printing of Courage To Change (B-16):** After two years of study and consideration, the Committee brought forward a motion to the 2000 WSC to authorize a one-time limited printing of 10,000 soft cover books for institutions outreach. The limited printing is in the WSO warehouse. Flyers have been sent to public outreach and literature coordinators and were included in the *Lone Member Letter Box* and WSO newsletters.

**PROFESSIONALS' BOOKLET:** This project was placed on hold in early 2000 after the Committee discerned that the manuscript duplicated existing materials for outreach to professionals. The project was referred back to the Public Outreach Committee and Outreach to Professionals Committee for clarification.

## THE FORUM

Wilma K., Forum Editorial Advisory Committee Chairperson  
Howdy R., Co-Chairperson  
Patrick Q., Associate Director—Literature II/Forum  
Pat Q., WSO Forum Coordinator/Suzanne W., Fellowship Communication Coordinator

## THE FORUM MAGAZINE

**Editorial Committee:** The Forum Editorial Advisory Committee (FEAC) completed review of 250 manuscripts at each of its quarterly meetings. A new tracking system revealed that approximately 50% of each set of manuscripts reviewed by the Committee was approved for possible use in upcoming editions of the magazine.

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**“Inside Al-Anon” Readership Survey:** A member of the FEAC offered to tabulate the results of the May 2000 survey. Survey results were provided to the Forum Editorial Advisory Committee for analysis.

**“Carrying the Message” Bulletin:** Monthly bulletins provide Conference members and Forum coordinators with highlights of magazine content. Information from the bulletin was used in many district, area, and Al-Anon information service newsletters.

**Inside Al-Anon Xtra January 2000 Inserted:** In January 2000, each English speaking Al-Anon group in the US and Canada was mailed a copy of *The Forum*. Instead of publishing a separate publication, the quarterly *Inside Al-Anon Xtra* was inserted into the magazine by adding four pages.

**Photo Contest:** Fellowship Communication has received over 1,500 photos for the 2001 back-cover photo contest. The project was announced in “Inside Al-Anon,” *Area Highlights*, *Inside Al-Anon Xtra*, and the Forum Coordinator mailing. The goals, to involve more members with *The Forum*, to secure additional photos for use at a later time, and to provide a fun activity for coordinators to attract the fellowship to *The Forum*, have been achieved.

**Newcomer Offer:** A \$5.00 subscription offer included within the Newcomer Packet (K-10) resulted in 415 new subscriptions. With their subscriptions, these new members also received a \$3.00 off coupon for *How Al-Anon Works* (B-22).

**Professional Rate:** Two-hundred-fifty subscriptions were purchased either by members of the fellowship or professionals at *The Forum* professional rate of \$8.00 per year.

**Baker’s Dozen Offer:** New subscribers were offered 13 issues for the price of 12 if they subscribed in October, November, or December 2000, resulting in 194 new subscriptions as of December 10, 2000.

**Forum Business Committee:** This Committee met three times in 2000 to set direction for *The Forum* in the future and to analyze current trends. Members included the Executive Director; Director of Business Services; Director, Associate Director, and Communication Coordinator of Fellowship Communication.

## **CARRYING THE MESSAGE - A MARKETING PLAN FOR FELLOWSHIP COMMUNICATION**

Caryn J., Director

Patrick Q., Associate Director—Literature I/Forum

Suzanne W., Fellowship Communication Coordinator

**The Al-Anon Family Groups - Classic Edition (B-5):** The annotated book was introduced at AA’s International Convention in Minneapolis and was sold with commemorative bookplates. Flyers were mailed with *Inside Al-Anon Xtra*, *Area Highlights*, and *Al-Anon Speaks Out*. An icon was posted on the WSO web site.

**Having Had a Spiritual Awakening... (B-25) and As We Understood... (B-11) Gift Certificate Bookmarks:** These two publications were offered as a holiday promotion in *The Forum* for \$15.00 at a savings of \$3.50. The reverse side of the bookmark encouraged the use of Al-Anon gift certificates during the holidays.

**Book Exhibits:** Five books were on display, along with 300 copies of *The Forum*, at two conferences for professionals who work with women in recovery. The WSO exhibited books at two other large book-selling conventions.

**Hazelden:** Al-Anon and Alateen books continue to appear in the Hazelden catalog.

**2001 Catalog:** The Fellowship Communication Coordinator assembled all changes for 2001 and for the design, incorporated the “classic” look, in coordination with our 50<sup>th</sup> anniversary and *The Al-Anon Family Groups - Classic Edition* (B-5).

**Bookmarks:** Throughout the year, bookmarks were distributed in WSO newsletters and to conferences, conventions, and coordinators. Bookmarks were made for: *Lois Remembers* (B-7), *Alateen: a day at a time* (B-10), *The Al-Anon Family Groups—Classic Edition* (B-5), and *Paths to Recovery* (B-24).

## **OTHER ACTIVITY HIGHLIGHTS**

**Inside Al-Anon Xtra:** Four issues, including the January *Forum* and the Conference issue, were mailed to English-speaking groups in the US and Canada.

Staff tabulated a survey enclosed with the spring 2000 issue. The results were distributed to all departments for analysis and future use.

**Twelve Traditions Illustrated (P-60):** Artwork for the redesign was completed and the project was printed in time for initial distribution at the 2000 WSC.

**The 2000-2002 Al-Anon/Alateen Service Manual:** All changes approved from the prior two WSCs were made to the manuscript. A second-generation index was created. The manual was sent to all English-speaking groups in early November.

**Convention Packet Mailings:** Approximately 80 complimentary introductory packets were mailed to conference/convention coordinators when they informed the WSO of their event for *The Forum* calendar.

**Cal is for CAL:** “Cal” traveled throughout the US and Canada carrying the message of Al-Anon’s Conference Approved Literature.

**Requests for Reprints:** Numerous requests to reprint from both our literature and *The Forum* were processed. Several were denied based on requests to reprint large portions of text, rather than the allowable “limited excerpts.” Many members asked for and were denied permission to reprint CAL online as per the guidance of the Policy Committee and Board of Trustees.

We continue to receive requests to reprint text inappropriately designated as Al-Anon’s promises. Our responses continue to reflect Al-Anon’s long-standing policy that Al-Anon does not make promises; rather we share our experience, strength, and hope in recovery.

Numerous writers of books contacted the WSO for permission to include copyrighted materials in their publications or to utilize the Al-Anon name in their publication. Each situation is reviewed in detail with permission granted or denied.

**Web Site and On-line Literature Posting:** Staff reviewed all Web sites listed in “*Getting in Touch*” in preparation for listing them on the WSO Web site. Those posting Al-Anon materials or literature not listed on the approved list were asked to remove them.

**Retyping of Existing Literature:** Many pamphlets and books were retyped for redesign and printing. Old printing plates are no longer useable in the WSO print shop or with our vendors, thus initiating the need for redesigned publications.

**CAL Definitions:** During the year, WSO staff Conference members and the Director of Business Services met to finalize the definitions of Recovery/Service Conference Approved Literature and Service Tools/Materials. Additionally, a checklist was developed along with procedures on how to implement a project to be printed.

**Copyright Registrations:** Registration policies, procedures, and reporting forms were updated and provided to the Executive Committee.

**Coordinator Mailings:** Three Literature and Forum Coordinator mailings were completed during the year. One special mailing to Literature Coordinators included a complimentary copy of *The Al-Anon Family Groups - Classic Edition* (B-5).



**Consignment Orders:** The Director of Fellowship Communication and the Customer Services Manager reviewed and approved consignment orders throughout the year. Consignments are limited to books, and orders are limited to appropriate titles for specific events.

## ***PUBLIC OUTREACH***

*Phyllis M., Director/Sandra F., Acting Director*

*Mary Lou M., Associate Director—Media*

*Claire R., Associate Director—Professionals*

### **COMMITTEE**

*Marjorie S./Margaret M., Chairpersons*

*Mary Lou M., Associate Director—Media*

In addition to projects reported, the Public Outreach Committee considered strategic planning for the future, including development and prioritization of ideas for 2001 public outreach efforts. Prioritization includes utilizing Al-Anon's 50<sup>th</sup> Anniversary in outreach and continuing to work to increase awareness of Alateen. The Committee supports creation of more member "how tos" for service projects and increasing use of the Internet for members and the public (individuals, professionals, and the media).

### **OUTREACH TO PROFESSIONALS ADVISORY COMMITTEE**

*Margaret G./Larry A., Chairpersons*

*Claire R., Associate Director—Professionals*

The Committee worked as a task force to develop text for a judicial pamphlet. Following completion of the text, the Committee developed a series of ideas for encouraging members to reach out to professionals in the 21st century and expand services to institutions coordinators.

### **PROFESSIONAL/INSTITUTIONS OUTREACH STATUS OF PROJECTS**

**1999 Al-Anon Membership Survey and Assessment:** The final report was forwarded to the Board of Trustees. The vendor's summary went to delegates, area Public Outreach and Alateen coordinators. An e-mail summary was created for professional and student inquiries. The committees are reviewing the vendor's recommendations. The survey summary pamphlet, *Who Are the Members of Al-Anon/Alateen?* (S-23), was completed.

Because of the new information related to health and the benefits of Al-Anon and Alateen in the membership assessment, the 1999 Membership Survey Final Report went to major national associations focusing on alcoholism and its impact on the physical and mental health of alcoholics and family members.

**US Health and Alcohol Related Associations:** A list of national associations was compiled. This list is being used to prioritize and coordinate communication and outreach to government and non-profit organizations. An e-mail distribution list was developed and utilized for timely news releases and announcements.

**E-mail News Releases and Announcements:** The following e-mail news

releases and announcements were sent: the selection of Lois W. as one of seven 20<sup>th</sup> century extraordinary women by the NY State Office of Alcoholism and Substance Abuse Services, the benefits of Al-Anon to members' health and the availability of the 1999 Membership Survey results, the availability of on-line *Al-Anon Speaks Out* newsletter subscriptions (text only format), and the "Suffocating" press release.

**US Military Outreach:** The Advisory Committee recommended that chaplains continue to be targeted for outreach projects. The formation of focus groups in cities with a strong military presence was also suggested. A strategy for implementation is being developed.

**US Corporate Outreach/Employee Assistance Program (EAP) Project:** Regional and national EAP directors from Whirlpool, Delta Airlines, Continental Airlines, and 3M responded to the November 1999 mailing. Materials were provided. Delta Airlines requested Al-Anon presentations in conjunction with April Alcoholism Awareness Month in 2001 at 16 cities where its hubs are located and recommended the World Service Office (WSO) web site as a resource for all employees.

**US Treatment Centers:** Directories of treatment centers were obtained so that state agencies, national facilities, their regional headquarters, and centers with family programs could be contacted. Major treatment centers with nationally recognized family programs were asked to hyperlink to the WSO's Web site and to include Al-Anon in their on-line listings of resources.

**Judicial System Project and Pamphlet:** The Advisory Committee developed text for a service tool focused on judges and legal professionals, particularly those in family court systems. Besides general information about Al-Anon, the pamphlet aims to reduce misconceptions (religious vs. spiritual, etc.) about the program. The Public Outreach and Executive Committees approved the project for production.

**Professional Booklet/Professional Packet:** The difficulty in developing appropriate text for a booklet was reported to the Advisory and Public Outreach Committees. A recommendation to rescind the 1998 World Service Conference (WSC) motion ten to create a booklet for professionals was approved by both Committees and submitted to Literature Committee II. The Committees approved US and Canadian versions of a packet for professionals consisting of service materials as an alternative. The packet gives members the ability to insert their local meeting schedule; the option of adding materials aimed at specific types of professionals; and is priced reasonably so that areas/districts/groups can purchase and distribute.

**Diversity:** A listing of national associations with culturally diverse populations was acquired. It was the consensus of the Committee that reaching out to social service agencies and outpatient treatment centers has the potential of attracting culturally diverse populations.

### **NEWSLETTERS**

**Al-Anon Speaks Out (S-18):** The summer issue focused on topics discussed at meetings and group meeting formats. Based upon recommendations made by the Canadian delegates at the WSC National Public Information Center (NPIC) dinner presentation, a new subheading and more information regarding Al-Anon were added to the statement of purpose. The winter issue was based upon Advisory Committee suggestions for topics.

### **PARTICIPATION AT CONFERENCES AND EXHIBITS**

**US Exhibits:** Three Professional conferences were selected: National Council on Family Relations, Minneapolis, MN; Southeast Conference on Alcohol and Drug Abuse (SECAD), Atlanta, GA; and Employee Assistance Professionals Association (EAPA) Conference, NY, NY. Local members staffed the display booths.



## COOPERATION WITH OUTSIDE ENTITIES

**US Presentations:** Due to university funding cutbacks, Al-Anon's participation in the annual University of Utah School of Alcoholism and Other Drug Dependencies was reduced to two days. Based on her attendance, the Associate Director, Professionals reassessed WSO's participation and is keeping the area coordinator informed. Twenty section leaders for the 2001 session were contacted to request inclusion of Al-Anon in their workshops.

The Associate Director made quarterly presentations to the US Navy's Addiction Orientation for Health Care Providers seminar, Norfolk Naval Base, VA. This class is attended by physicians, social workers, chaplains, and health care professionals throughout the US and worldwide. As a result, an Al-Anon group was re-established by the local information service.

**US Professional Entities and Organizations:** The annual Al-Anon, Alcoholics Anonymous, and National Council on Alcoholism and Drug Dependence (NCADD) sharing day was hosted by the AA General Service Office, NY, NY. The Executive Director and Public Outreach Associate Directors met with their respective counterparts at the AA GSO. The Executive Director and the Associate Director, Professionals met with the NCADD President and Public Relations Manager to discuss ways Al-Anon and NCADD can cooperate and utilize each other as resources. As a result, Al-Anon Public Outreach coordinators were asked to contact NCADD affiliates as a resource for making Alateen contacts.

In conjunction with other travel, the Associate Director, Professionals met with Delta Airlines Southwest EAP Specialist; African American Family Services, Institute of Black Substance Abuse; Johnson Institute Foundation; Hazelden; Mayo Clinic; Children of Alcoholics Foundation; Jewish Alcoholics, Chemically Dependent Persons, and Significant Others; Partnership for a Drug Free America; and the Center On Addiction And Substance Abuse at Columbia University (CASA), who provided the WSO with the completed copy of a report based upon interviews of 12 members. Updates on trends in family treatment were received along with an exchange of ideas for increasing Al-Anon's outreach to culturally diverse populations, college students, and mental health patients.

Al-Anon contact information for each state was included in National Alcohol Screening Day (NASD) Site Coordinator kits. This nationwide event is sponsored by the National Institute Health, the National Institute Of Alcoholism and Alcohol Abuse, and Screening For Mental Health. Area delegates were asked to serve as contacts to college and community locations serving as screening sites in April 2001.

Sixteen "September Recovery Month" host city committees were contacted by e-mail. They were informed about Al-Anon/Alateen and asked to use their local telephone directory if interested in services such as literature displays or open meetings from members. The Center for Substance Abuse Treatment (CSAT), Rockville, MD sponsors this annual event. Al-Anon is being included as resource for 2001 September Recovery Month.

The Assistant to the Director attended quarterly meetings of the National Institute On Alcohol Abuse and Alcoholism (NIAAA), Bethesda, MD. An announcement about the benefits of Al-Anon/Alateen to members' health, copies of the 1999 Membership Survey and Assessment Final Report, the Al-Anon contact card, and *Al-Anon Speaks Out* were distributed to council members.

Other contacts included Father Martin's Ashley Treatment Center; Havre de Grace, MD; Thomas McInerney, NYU Children's Hospital, Rochester, NY; Office of National Drug Control Policy (ONDCP) and Screening For Mental Health, Inc.; National Council Judicial Family Court Jurisdiction; the National Alliance For Hispanic Health; Stanford University Medical Center Group Therapy Study of Women Survivors of Childhood Sexual Abuse.

**Student Inquiries:** There was a noticeable increase of student inquiries, the majority by e-mail. Alcoholism Awareness Month in April generated increased contact by students. An Alateen member of the Alateen Advisory Committee volunteered to be interviewed by a student.

**Professional and Organizational Communication:** Professionals contacted the WSO in a variety of ways: the toll free 888-4AL-ANON meeting information number, e-mail, fax, and mail. Approximately 1,590 written, e-mail, and toll-free number calls were processed.

A breakdown of inquiry sources shows a strong preference for use of the WSO's toll-free number and increasing use of e-mail as preferred methods of communication.

Source	Percentage
Toll-free line (888-4AL-ANON)	50%
E-mail (WSO Web site post card and general)	26%
<i>Fact Sheet For Professionals</i> (S-37) pamphlet post card	18%
Written inquiries	6%

For the first time, the number of e-mail *Fact Sheet For Professionals* post cards from the WSO Web site exceeded the quantity of printed *Fact Sheet For Professionals* pamphlet post cards:

Web Site Postcards	Pamphlet Post Cards	Total
52%	48%	602

Various entities sought permission to hyperlink to the WSO web site.

**Resources:** Publishers contacted the WSO to update our listings in various directories. Al-Anon's listing in Free Materials For Schools and Libraries generated numerous requests. At the request of a concerned member, the Gale Group was asked to correct its listing of the WSO in its publication, *Encyclopedia Of Business Information Sources*. The National Runaway Switchboard, Chicago, IL and the National Domestic Violence Hotline, Dallas, TX requested verification of Al-Anon contact information for their respective crisis lines.

Due to the number of requests received from local United Way hot line centers, the national headquarters was asked to provide a directory so that the information can be given to the areas. The United Way Public Policy Director distributed the WSO's 888-4AL-ANON by e-mail to all community centers.

On-line Directory of American Youth Organizations and iemily.com, a health related Web site for teenaged girls, were noteworthy national organization requests for Alateen information.

## MEDIA/OUTREACH TO THE PUBLIC STATUS OF PROJECTS

**Public Service Announcements (PSAs) - "Why Be Alone? 1999-2000 PSA Campaign Second Distribution:** In February, the second distribution to 1600 radio and 555 TV stations (US and Canada) was completed. These were stations that did not receive the PSA in the first distribution. The final electronic tracking usage report for the US\* (June 1999 to October 2000) showed 25,224 airings of the Al-Anon/Alateen TV PSAs, all versions. The PSAs aired on 344 stations in 162 television markets, reaching an estimated 489 million viewers.

A comparative study of the airtime tracking from the vendor is as follows:

	Number of Airplays	Estimated Value**
<i>First Distribution</i> (September 1999 to February 2000)	11,021	\$ 6.4 million
<i>Second Distribution</i> (March to December 2000)	14,208	\$ 8.3 million
<b>Total</b>	<b>25,224</b>	<b>\$14.7 million</b>

\*Note: electronic tracking is not available in Canada.

\*\*Based on tracking reports and an average value of \$581 per airplay.

The "Why Be Alone?" PSA radio distribution summary for June 1999 to October 2000 reports 49,493 airings on 642 radio stations, with an equivalent dollar value of \$962,465.

Comparing results of the 1998 PSA "Tornado" and 1999 "Why Be Alone?" shows growth as follows:

Campaign	Airplays	Value
"Tornado" TV	17,343	\$10.1 million
"Why Be Alone?" TV	25,224	\$14.7 million
"Tornado" radio*	25,402	\$580,524
"Why Be Alone?" radio*	49,493	\$952,465

\*Tracking of radio PSAs is estimated based on vendor response cards and follow-up.

**"Suffocating" 2000-2001 PSA Campaign:** The theme of the 2000-2001 PSA is "If someone's alcoholism is suffocating you, you don't have to hold your breath any more." With compelling underwater footage, this powerful PSA received four industry awards for outstanding public service announcement. Al-Anon and Alateen versions were produced in English, French, and Spanish, along with posters and table displays. The first distribution of "Suffocating" was completed in September to 1600 radio and 555 TV stations in the US and Canada. Distribution lists and suggested "how to" information were distributed to Public Information/Public Outreach coordinators in the August biannual mailing.

Vendor tracking reports for the US through December 10, 2000 show the following TV airplay for the "Suffocating" PSAs:

Al-Anon English	2,254
Alateen English	1,235
Total	3,489

"How to" information on distributing PSAs was also disseminated to the fellowship through the November "Inside Al-Anon" in *The Forum* and other WSO newsletters. The TV PSAs were presented at the World Service Conference. Order forms were distributed to the fellowship in three languages.

**US National Youth Anti-Drug/Alcohol Media Campaign:** For the second year, the Office of National Drug Control Policy (ONDCP) selected Al-Anon/Alateen PSAs for their "media match." In this program, ONDCP purchases air time for their PSAs. Participating stations must "match" the airtime with additional PSAs from other nonprofit organizations. The English and Spanish Al-Anon and Alateen "Why Be Alone?" and "Tornado" PSAs were selected this year, as well as the "Suffocating" Alateen PSA. The WSO staff implemented a new system to provide additional phone coverage during match periods. Operators asked callers how they learned of Al-Anon, and the results show a marked increase in the number of calls attributed to television.

CALLS ATTRIBUTED TO TV	English	Spanish*
<b>Average calls per quarter 1999</b>	39	390
<b>First Quarter 2000</b> (Spanish only in match)	79	608
<b>Second Quarter 2000</b> ("Tornado" in match, English & Spanish)	468	821
<b>Third Quarter 2000</b> (Spanish only in match)	241	450
<b>Fourth Quarter 2000</b> (Alateen "Suffocating" in match, English & Spanish)	108	1,348

\*Data not available for 1999 Spanish calls attributed to TV; Spanish numbers indicate the total Spanish calls received. During 2000, about 70% of Spanish calls were attributed to TV.

**2001-2002 PSA Campaign:** The Public Outreach Committee selected the concept and approved the script for the 2001 PSA, entitled "Silence." The script features a father and two children living with an actively drinking mother. The message is that alcoholism affects every member of the family, and that "to help them, you have to help yourself first."

**Newspaper Project:** Two press releases were distributed to 10,000 US publications via a news release vendor. Releases were also mailed to area PI/PO coordinators and AIS/intergroups. The first was coordinated with the

"Suffocating" theme and offered information from our 1999 Membership Survey. A holiday release titled "Alcoholism, Families, and Holidays" was distributed in time for the year-end holiday season.

**Newspaper Outreach Project Analysis:** This project started in 1999 in order to increase newspaper coverage of Al-Anon and Alateen. In 1999 and 2000, six releases were issued and mailed directly to 10,000 US newspapers by NewsUSA. The 2000 releases were entitled "Is Someone's Alcoholism Suffocating You?" and "Holidays, Families, and Alcoholism." The releases were also made available to members in the US and Canada for local outreach. As of December 10, 2000, the articles had reached over 24 million readers. A final report on the project will be available in 2001.

**Press Releases:** In addition to the NewsUSA releases, press releases were issued and distributed to Public Outreach and Public Information coordinators, Al-Anon information services, and area delegates in the US and Canada for local outreach use.

## COOPERATION WITH THE MEDIA

**Publications:** The WSO processed requests for information and/or interviews from numerous national publications such as *McCalls*, *Glamour*, *Marie Claire*, and *Staten Island Parent* magazines. In several cases, the researcher was looking for a particular category of Al-Anon member to interview (specifically, the mother of a recovering teenage alcoholic, daughter of an alcoholic father). In the spirit of cooperation, such requests were distributed to trustees, delegates, and past delegates via e-mail to expedite finding an appropriate member.

**Newspapers:** Nationally syndicated columnists Dear Abby, Ann Landers, and Dr. Drew (*USA Today* Sunday magazine) referred readers to Al-Anon and Alateen. *The Chicago Tribune*, *The New York Post*, and *Newsday* interviewed staff members for articles relating to alcoholism and the family.

**Television:** Several prime time network programs included Al-Anon and Alateen meetings. NBC's *Third Watch* featured a character attending Al-Anon at the urging of her recovering alcoholic husband. On Warner Brothers' ("WB") *Felicity*, Felicity's boyfriend (son of an alcoholic) attended a series of Al-Anon meetings. And on WB's *Popular*, two characters attended an Alateen meeting. These producers were given permission to use the Al-Anon/Alateen names, and the WSO worked with Al-Anon information services in New York and Los Angeles to provide banners and literature for the sets. The Sally Jesse Raphael program listed the Al-Anon meeting line number in a program dealing with alcoholism, resulting in numerous calls from viewers. The Associate Director, Alateen was interviewed for the Voice of America. Other inquiries came from PBS, HBO, Dr. Laura, Arts & Entertainment, ABC News (20/20), and CBS News (This Morning). For the fourth year, Al-Anon/Alateen PSAs were submitted to QVC for airing in their Christmas Eve broadcast.

**Internet:** Dr. Koop's Community chat featured information on growing up in an alcoholic home and posted the WSO's toll-free meeting number. Many of the television programs listed above posted Al-Anon information on their Web sites following alcohol-related programming.

## WSO WEB SITE

**Additions:** A media section was added to the Web site, including current press releases and the Al-Anon media kit. Results of the 1999 Membership Survey were posted in the professional resources section. Expanded Spanish and French Alateen sections were completed.

An International Section was added to the site; Australia was the first General Service Office to add its page to the WSO site.

**Data:** As of December 1, 2000, the Web site was accessed 514,943 times since its inception in October 1996. A comparison of annual visits to the

WSO Home Page is as follows:

1996	1997	1998	1999	2000	Increase from 1999
4,010	42,599	72,451	120,591	237,197	97%

**Area Templates:** The WSO's designers completed design of templates for area Web sites. The templates are coordinated with the WSO's design and provide a home page, Alateen page, professional section, the Steps,

Traditions, and Concepts of Service, the Al-Anon preamble, and three sets of 20 questions. The templates were made available through the area delegates. One area has requested them.

There was a marked increase in requests from Al-Anon service arms for assistance with their Web sites (both established and planned).

## OTHER ACTIVITY HIGHLIGHTS

### What Makes the Phones Ring?:

The following chart provides a comparison of 1999 and 2000 sources of referral to Al-Anon/Alateen (numbers show percent of calls tallied):

Year	TV	Radio	Prof. Referral	Phone Book	Newspaper	Magzn/Source Book	AA Referral	Al-Anon Member Referral	Literature	World Wide Web
1999	1.8%	3.4	10.22	11.0	1.4	9.4	16.0	21.8	10.4	14.5
2000	12.3	1.7	13.0	10.3	2.6	4.2	12.9	13.6	8.8	20.8

Professionals, members, and AA continue to be important sources of referral.

As previously stated, newcomers calling the WSO toll-free meeting lines were asked how they were referred to Al-Anon. The results are summarized in the following chart:

For the first time, the World Wide Web was the most commonly cited source of information about Al-Anon/Alateen. The number of calls attributed to the Web increased from 14.5% in 1999 to 20.8% in 2000. There was also a dramatic increase in the number of calls attributed to television, increasing from two percent in 1999 to 12% in 2000.

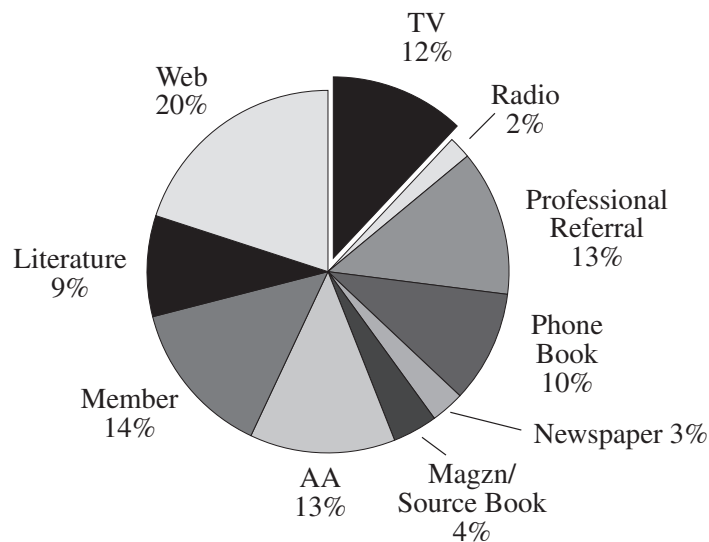
**Public Outreach Literature Consolidation and Service Materials Review: *Fact Sheet For Professionals* (S-37):** An interim revision and printing was completed in conjunction with production of the new professional packets (K-30 and K-30c).

**"Al-Anon Can Help" Series:** *What Happens After Treatment* (P-81) was the first pamphlet of the series to be reformatted into two folds. A consultant recommended this modification for easier reading and design improvement.

**"Is Someone's Drinking Getting To You" (S-20):** A memo from the Alateen Advisory Committee was reviewed. Some of the questions were reworded so potential Alateen newcomers who never experienced living with active alcoholism, but live with a recovering parent in AA, can identify. The leaflet was printed, and the WSO Web site version was updated.

**Open Letter To The Police (OP-4):** Text was revised and remained focused on domestic violence. The letter addresses personal safety and incorporates the safety statement from *...In All Our Affairs* (B-15). A second, more generic letter is also in production as suggested by the Public Outreach Committee.

**Al-Anon Speaks For Itself (AV-10):** The Public Outreach Committee recommended discontinuance of this dated video to the Board of Trustees. The Committee recommends pursuing other means of carrying the message, such as use of the Internet, PowerPoint presentations, or the current PSA.



## COMMUNICATION WITH THE FELLOWSHIP

**Public Outreach Guidelines:** Interim Cooperating with the Professional Community (CPC), Public Information (PI), and Institutions guidelines were developed. The Public Outreach Committee is working on consolidating Public Outreach coordinator guidelines to reflect the area options of separate or combined coordinator and committee positions.

**Area Coordinators:** Two biannual mailings to Public Outreach, Public Information, Cooperating with the Professional Community, and Institutions coordinators were distributed. Three interim updates were also mailed to coordinators and Al-Anon information services (AISs) to distribute timely information, such as the inclusion of Al-Anon or Alateen in television programming, and special notice of opportunities to cooperate with professional organizations.

**Member Inquiries:** Various types of inquiries included: clarification of attraction and cooperation, acceptance of travel money for reimbursement as a liaison to a correctional facility's Twelve Step Program Advisory Committee, copies of inmate sharings from past issues of the discontinued newsletter, *Al-Anon In Institutions*, an explanation of the WSO's policy regarding distribution of speaker tapes and vendor ownership of sale rights of tapes, guidance for creating a cooperative relationship with a nationally recognized organization headquartered in the area, establishing area/district/AIS Web sites, questions about the ONDCP media match, and how to work with the media to place PSAs and articles.



## **NATIONAL PUBLIC INFORMATION CANADA SUBCOMMITTEE (NPIC)**

*Howdy R./Gladys C., Chairpersons  
Claire R., Associate Director—Professionals  
Carole P., Public Outreach Service Manager For Canada*

**Subcommittee Guidelines:** The subcommittee finalized its guideline. Completion of the text helped the subcommittee to clarify its role of providing feedback regarding projects to assist staff/volunteers in reaching out to the national media and professional communities in Canada.

**1999 Membership Survey:** The subcommittee reviewed the vendor's 12 recommendations for application in Canadian outreach efforts and supported the vendor's recommendations of continuing and increasing outreach to the military, increasing utilization of the Internet to reach professionals, the general public, and membership, reaching out to minorities, and reaching out to potential newcomers under 50 or over 70 years old.

***Al-Anon Speaks Out, Canadian Bulletin (S-18c):*** The 2000 issue was distributed to 830 professionals. The French portion was posted to the French professional resources section of the WSO web site.

Text for the 2001 printing was selected and submitted for production. The issue was developed from articles focused on format, topics, and types of meetings appearing in the summer 2000 issue of *Al-Anon Speaks Out*, US version.

Canadian delegates and trustees were asked to communicate the need for more professional subscribers. Sign up sheets were developed and distributed to members.

**Military Outreach Project, Chaplains:** The subcommittee was informed that both Protestant and Roman Catholic clergy usually share space/resources and work together as teams for all branches of service. Al-Anon materials were provided for distribution to chaplains across Canada.

**Employee Assistance Professionals (EAP):** A university professor compiling Canada's first EAP provider database was contacted. Upon completion of his project, NPIC will be provided with the information.

**Reaching Out To Canada's Minorities:** Data from Statistics Canada's 1996 Census was provided to assist the Committee with its recommendations for diversity outreach projects.

***Your Canadian Al-Anon/Alateen Connection, NPIC (S-61c):*** The pamphlet was updated. A Web site version is being developed for posting in the WSO media and professionals section.

**WSC Dinner/Presentation:** A chart was created using provincial population figures and available groups to serve the 11.2 million people affected by an adult Canadian problem drinker. Information about NPIC as a national resource and available service materials for outreach efforts were also provided. An informative question/answer session was held. Delegate members made suggestions regarding the Statement of Purpose and the need for a descriptive subtitle of the newsletter, *Al-Anon Speaks Out* Canadian Bulletin.

**Associations and Organization E-mail Press Release Distribution List:** Three e-mail distributions were sent: Catherine J., first Canadian trustee elected as Chairperson of the Board of Trustees, the impact of living with an alcoholic upon members' health and the benefits of attending Al-Anon on members' health reported in the 1999 Membership Survey, and the "Suffocating" press release. Our distribution list is composed of both English and French associations and organizations related to alcoholism.

The Canadian Centre on Substance Abuse (CCSA) and Health Canada were contacted requesting hyperlinks to the WSO site and listing of Al-Anon/Alateen in their Web site resources section.

**Directories:** Listings of non-profit associations, alcohol agencies and treatment centers, and criminal justice professionals were acquired to implement WSO Public Outreach projects. These directories are being used to expand the WSO's Canadian e-mail distribution list and Canadian Bulletin subscribers.

Contact information for provincial alcohol/substance abuse agencies was provided to coordinators in conjunction with a US outreach effort to National Council on Alcoholism and Drug Dependence (NCADD) affiliates and Alcoholism Awareness Week.

United Way Canada provided a directory and distributed the WSO's toll-free meeting information.

## **COOPERATION WITH THE MEDIA**

**Public Service Announcements (PSAs):** The Canadian Association of Broadcasters (CAB) notified the WSO that public service announcements (PSAs) would no longer be included in their newsletter. A letter was sent thanking CAB for publishing articles about our PSAs. CBC now provides its members with a listing of organizations that provide PSAs relating to alcohol education, including Al-Anon as a resource.

With incorporation of Al-Anon Family Group Headquarters (Canada) Inc., Al-Anon/Alateen PSAs became eligible for airplay by the Canadian Broadcasting Company (CBC). Several CBC stations have committed to airing the English and French "Suffocating" PSAs.

Due to the staff vacancy at NPIC, the WSO's PSA distributor located in the US mailed the first distribution of the "Suffocating" PSAs to the Canadian stations. All PSAs were marked Al-Anon Family Group Headquarters (Canada) Inc. As a result, Canadian stations were able to receive the same attractive packaging used in the US, and, though electronic tracking is not available, the vendor is receiving airplay reports from Canadian stations.

**Media Directory:** A complete directory of Canadian media (TV, radio, and publications) was purchased, and provincial lists will be provided to Canadian Public Information coordinators.

## **PARTICIPATION AT CONFERENCES AND EXHIBITS**

**Exhibits:** The 61st Annual Convention of the Canadian Psychological Association, Ottawa, ON was selected for NPIC's annual exhibit. The subcommittee recommended increasing the number of professional exhibits in 2001.

**Ottawa Telephone Directory Listings:** The WSO's new corporate title, Al-Anon Family Group Headquarters (Canada) Inc., was added to the listings.

# **MEMBERSHIP OUTREACH**

*Mary Ann K., Director*

## **CONFERENCE**

*Pat S./Marjorie S., Chairpersons  
Susan A., Associate Director—Conference*

## **COMMITTEE**

The Committee held three full meetings (July, October and January). The Conference Chairperson and Associate Director—Conference communicated regularly by phone and fax to preclude the expense of travel for interim meetings.



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## 2000 WORLD SERVICE CONFERENCE (WSC)

### Theme: “One Purpose: Many Faces, Many Voices, Many Ways”

April 26-30, 2000

Holiday Inn Executive Center

Virginia Beach, VA

**Mailings To Conference Members:** Conference members received regular mailings bimonthly. 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, Independent Auditor’s Report, regional trustee resumes for the regions electing trustees, 1999 Annual Report, and Policy motions and Admissions/ Handbook motions for insertion in the Conference notebook.

Mailings after the 2000 WSC included material related to the 2001 World Service Conference, as well as *The Al-Anon Family Groups – Classic Edition* (B-5), *Paths to Recovery* (B-24) (French edition to delegates with French-speaking groups), advance mailings, newsletters, Public Service announcements, copies of letters to coordinators, departmental memos, the *2000-2002 Al-Anon/Alateen Service Manual* (P-24/27); revised guidelines, and revised pamphlets.

WSC Chosen Agenda Items and Special Workshop reportbacks were brought to the World Service Office (WSO), compiled, and mailed to members following the World Service Conference.

**Area Highlights:** Four issues were compiled by Fellowship Communication and mailed to 2,400 Al-Anon/Alateen service members in the US and Canada. The Associate Director, Conference read all area newsletters and articles for *Area Highlights*. 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.

**Conference Preparation:** From January through May, activities focused on coordinating and wrapping up the 2000 World Service Conference. These routine tasks included: planning menus to accommodate all dietary needs, arranging buses and a catered lunch for the WSO visit, compiling WSC Chosen Agenda Items and Ask-It-Basket questions, calculating per diem and reimbursing travel expenses, providing an accurate rooming list to the Holiday Inn Executive Center, arranging audio visual equipment for the various sessions and breakouts, organizing the hospitality room, and collecting evaluations and reports for the *Conference Summary*. Additional time was allotted for both the Spanish lunch and the NPIC dinner.

**Conference Notebook:** Printing of the notebook was completed following January Board Week. Material mailed from the WSO prior to the Conference was not duplicated in the notebook. This material, stamped “FOR WSC NOTEBOOK,” was reviewed by Conference members and brought to the World Service Conference for inclusion in the notebook.

**Conference Call:** On March 11, the Conference Chairperson, Assistant Conference Chairperson, and Associate Director—Conference hosted a one-hour conference call in which 22 new Conference members participated.

**Regional Trustee (RT) Procedures:** A cover letter, voting procedures, and resumes of RT candidates from Canada West, Canada East, and Canada Central regions were sent to all voting and non-voting Conference members prior to the RT nomination session at the 2000 World Service Conference.

Marge S., Canada West, Gladys C., Canada Central, and Catherine J., Canada East, were elected as regional trustees.

**Overseas Representation:** All general service offices (GSOs) received an invitation to the World Service Conference. Korea, Mexico, and New Zealand each sent a representative.

**Directors’ Presentation:** Directors led a presentation to inspire Conference members to encourage the membership to become involved in service.

**Leadership Workshop:** The Leadership Workshop (The Outreach Game) provided an opportunity to brainstorm ideas for reaching out to others and carrying the Al-Anon message.

**Taping:** Stuart Smith of Conference Copy taped the WSC sessions again this year.

**Spanish Lunch:** In order to provide an opportunity to everyone to experience the Spanish luncheon, an invitation was extended to all Conference members with an RSVP card. Eighty Conference members participated.

**Meeting the New Structure:** Because of the positive response to the “Meet the New Structure” breakout sessions at the 1997 - 1999 Conferences, the directors planned a large group presentation and small group breakouts to communicate what is working in the structure and what can be improved. Delegates shared experiences on linking world services with the groups.

**Ask-It-Basket:** The Ask-It-Basket process was modified slightly to save delegates from having to spend time reviewing questions that are not pertinent to their experience. A committee consisted of one volunteer delegate to answer area questions, one staff member, and one trustee to answer WSO questions.

**Contributions to WSO:** The Seventh Tradition was observed by passing a basket following the Budget report.

**Closing Dinner:** Conference members and their guests attended the closing dinner and listened to the two spiritual speakers, Trudy C., Quebec (E), and Sandra F., WSO, who shared their experience, strength, and hope.

**Visit to the WSO:** On Monday, May 1, buses departed for the WSO with a return trip to the hotel after a tour and lunch.

**Hospitality Room Volunteers:** As a token of appreciation, the 50<sup>th</sup> Anniversary Calendar was given to the hospitality room volunteers.

**Closing Session:** The evaluations indicated that asking those who spoke at the closing session to limit their remarks to two minutes and the simplification of the skit by the outgoing Panel 38 delegates marked an improvement in the closing session of the Conference.

**2000 Conference Summary:** The *2000 Conference Summary* was published and mailed to Conference members August 18. The Executive Director, Director of Fellowship Communication, and Associate Director, Conference collaborated on editing the *Summary*. Two-hundred-five copies were mailed to delegates, trustees, IAGSM delegates, and GSOs. In addition, a total of 441 past delegates, past staff, and past trustees were mailed a copy. The 2,693 bulk orders to delegates were filled and mailed. Individual group orders were filled by Customer Service.

## 2001 WORLD SERVICE CONFERENCE (WSC)

### Theme: “Happy 50<sup>th</sup> Birthday! Al-Anon’s Hope Begins with Me”

April 23-27, 2001

Ramada Plaza Resort Hotel

Virginia Beach, VA

**Routine Tasks:** The 2001 WSC planning tasks consisted of obtaining a signed contract with the Ramada Plaza Resort Hotel, drafting the agenda, making special assignments, choosing a theme, reviewing 2000 WSC evaluations, updating the Conference notebook, recommending an equalized expense amount to the Budget Committee, receiving and processing regional trustee resumes, communicating with Conference members, ordering materials, and obtaining a taper contract.

**Ice Breaker:** An ad hoc committee is planning the icebreaker which will be a celebration of Al-Anon's 50<sup>th</sup> birthday.

**Open Policy Meeting:** Due to Motion #11 at the 2000 WSC, beginning in 2001, the Open Policy Committee meeting will occur every year to give delegates an opportunity to observe this committee in action.

**Special Assignments:** Letters were mailed to delegates asking them to participate at the Conference with a special assignment.

**Regional Trustees Elections(RT):** 2001 RT election packets were mailed to area chairpersons in the US Northeast, US North Central, and US Southeast regions regarding the nomination of RT candidates. 2002 RT election packets were prepared for distribution at the 2001 WSC.

Candidates for regional trustee include: US Northeast: Cecelia L., MA; US Southeast: Marian R., Barbara C. (alternate), FL (N); Skip A., GA; US North Central: Mary Jane M., IL (N); Lois B., IA; Lynnette F., IN; Connie C., MI; Colleen R., MN (N); and Suzie C., OH.

Areas from these regions that are not listed did not submit candidates.

**Equalized Expense Fund:** The Executive Committee designated the 2001 Equalized Expense at \$900 US with subsequent Board approval. Full cost of attending the Conference is \$1,450. Payments have been received from 61 areas.

**Election Assemblies/Panel 41 (2001-2003):** Outgoing delegates received AWSC forms to complete at their election assemblies and mail to the WSO. Areas elected Panel 41 delegates in the fall of 2000. Each new delegate received a welcome letter with pertinent material including a *2000 Conference Summary*, *2000-2002 Al-Anon/Alateen Service Manual*, and information regarding the new service structure.

**Delegate Committee Appointments:** A questionnaire mailed to Panel 41 delegates requested their committee preference. Following the return of the questionnaires, committee assignments were mailed to them. 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.

**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 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.

**Overseas Representation:** All GSOs received an invitation to the World Service Conference. As of December 31, 2000, UK & Eire has indicated its intention to send a representative.

**2002 WSC Site:** Possible sites for the 2002 WSC include four hotels in the greater NYC metropolitan area. The Associate Director—Conference visited the hotels in December in order to facilitate decision-making and negotiations.

### OTHER ACTIVITIES

**Members' Only:** The database was reviewed and delegate, past delegate, district representative (DR), area chairperson, coordinators, and newsletter editor changes were made as they were received. The database was reviewed for accuracy, and DR roles were corrected regarding their status as active or inactive. Duplicate files were merged. Spanish and French coordinators were designated in anticipation of special mailings.

In addition, welcoming new Panel 41 delegates and updating new panel information included making changes to approximately 400 records in Members Only for area officers, coordinators, and district representatives.

### SUBCOMMITTEE: ADMISSIONS/HANDBOOK

*Don C./Liz W., Chairpersons*  
*Susan A., Associate Director—Conference*

The Admissions/Handbook Committee recommended two changes to text in the Handbook that were approved by the Conference. Approval was given to the Atlantic Provinces area to change its name to Maritime Provinces. The Committee is considering adding text to the Handbook to clarify the qualifications and process of becoming a trustee. Also considered was a request to modify the Handbook to clarify the process of financing an AIS representative's attendance at the area assembly.

After submitting a project proposal, the Committee is exploring creation of a service tool that will make the Handbook more visible and useful to Al-Anon members.

### 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

**Travel:** The coordinator and co-coordinator traveled to Minnesota to attend the kick-off meeting in January and the Host Committee training in May.

**Attendance:** Approximately 4,500 Al-Anon and Alateen members attended the convention. Seven WSO staff members appointed by the Executive Director and twelve WSO volunteers selected at the January Board meeting attended the convention to represent Al-Anon and lead the workshops.

**International Reception:** A reception was planned to give participants from other countries an opportunity to gather together and meet each other. After receiving an updated list of convention registrants, invitations were mailed to potential attendees. Participants mailed, faxed, or e-mailed their confirmations. Approximately 90 people attended the reception where they were served snacks and welcomed by the co-coordinator. Attendance was taken by reading the names of the countries participating in the convention and asking people to indicate their presence when their countries were named.

**Meeting Rooms:** Room set-ups were faxed to each of the three hotels and banquet event orders were returned by the hotels. A pre-con meeting was arranged at the Marriott, the main Al-Anon hotel, on Tuesday, June 27 to meet the Marriott staff, inform them of the nature of Al-Anon, review the meeting requirements, and procedures for communication during the convention.

**2000 Conference Presentation:** The two Minnesota delegates presented a brief skit about the convention while WSO staff and volunteers assigned to attend the convention acted it out. Love gifts from Minnesota were distributed to Conference members.

**International Convention Press Room:** The Associate Director—Media and local volunteers staffed an Al-Anon press room. While the media focus was on AA, Al-Anon and Alateen were mentioned in several newspaper articles and TV reports of the convention.

**Sales:** Sales booths were set up on Tuesday to be ready when registration opened Wednesday morning at 8:00 AM. The Al-Anon core Host Committee volunteers used a portion of the Convention Center Sales Booth as the

Information Booth to distribute visors and packets to the various committee volunteers when they registered and picked up their badges Tuesday evening. This also gave the volunteers an opportunity to learn the procedures for signing up speakers at this booth Wednesday - Saturday. WSO staff and volunteers worked in the booth throughout the weekend. A total of 2,157 books (*The Al-Anon Family Groups – Classic Edition* (B-5)) were sold; 1,328 additional books were ordered to be shipped at a later date; and 3,186 50<sup>th</sup> Anniversary Calendars were sold. The Director of Business Services, Controller, and the Customer Service Manager also were present to oversee sales.

**Host Committee:** A hospitality area for the Host Committee and meeting rooms were located in the Marriott Hotel. Meeting rooms in two other hotels (Radisson and Marquette) were also used.

**Workshops:** As a departure from previous conventions, speakers were chosen randomly from the list of registered participants. WSO staff, volunteers, and past delegates chaired the workshops. Registrants from other countries were invited to chair and co-chair workshops in their respective languages. Seven workshops were developed for the Alateen program. Included were workshops on Alateen sponsorship and transitioning from Alateen to Al-Anon. Fifty-five Al-Anon and Alateen members participated as Alateen workshop moderators, panelists, and helpers.

**Convention Program:** As this was AA's International, it printed all programs. The text for the 5000 Al-Anon programs was translated into Spanish and French. Because of the number of copies printed, Al-Anon programs were provided only to Al-Anon and Alateen registrants. Names of Al-Anon speakers were not included in the program, so a poster-size program with speakers' names was set up in the Convention Center on Wednesday and Thursday and moved to the Marriott Hotel on Friday and Saturday. To help provide information to AA members who wanted to attend Al-Anon workshops, AA's taper gave Al-Anon copies of the tape order form that listed the topics and locations to give to those who requested an Al-Anon program.

**AA "Big Book" Presentation:** The 20 millionth copy of the *Alcoholics Anonymous* book was presented to Al-Anon on Sunday morning during the Spiritual Meeting and accepted by the immediate past Chairperson of the Board of Trustees.

**Convention Wrap-Up:** Thank you letters were sent to all the workshop speakers with an evaluation to determine how they felt about their participation and the convention in general. A second evaluation form was mailed to 5% of the convention participants who registered as Al-Anon or Alateen members. Positive comments were returned indicating satisfaction with the selection process for speakers and overall satisfaction with Al-Anon's participation at the 2000 AA International Convention.

## **50TH ANNIVERSARY**

Mary Ann K., Chairperson  
Margaret G., Cecelia L., Board Liaison

**Plan:** Newsletters from the US and Canada indicate that members are working locally to celebrate Al-Anon's 50<sup>th</sup> Anniversary in keeping with the Board's direction in 1995 and expressed in all the WSO planning. With the emphasis on local celebrations, more members are able to be part of this milestone in Al-Anon's history.

**Calendars:** In order to coordinate all the celebrations, the 2001 Al-Anon calendar (M-70) was produced. The text in English, Spanish, and French commemorates events from the past 50 years in every area of the US and Canada and the 30 General Service Offices around the world. Pictures sent in by members were used to highlight the text. Space was left to keep track of events in an individual member's life and room to add additional celebrations planned, but not listed.

**Press Letter:** A sample letter to thank local town, village, or city editors was published in the winter issue of *Area Highlights*. This letter-writing campaign, planned for Valentine's week in 2001, is designed so that the press will receive many letters thanking them for printing the listing of Al-Anon meetings or human-interest stories about the program over the past 50 years. By this "thank you" we are keeping Al-Anon's relationship with the press one of being "friendly with our friends" and at the same time letting them know that Al-Anon has been a reliable community resource for 50 years.

**Regional Service Seminars (RSSs):** Each RSS has highlighted the 50<sup>th</sup> Anniversary and encouraged members to plan and participate in some way in the local celebrations of their areas.

**WSO's Celebration:** On April 28, 2001, WSO will host a banquet to celebrate the 50<sup>th</sup> Anniversary. An invitation was sent through "Inside Al-Anon" in *The Forum* and *Area Highlights*. The Ramada Plaza Resort Hotel will be the site of the banquet where plans include a look at the fellowship's growth worldwide, Al-Anon speakers, and a reunion to renew the commitment to keep on passing on the hope of the fellowship. On display will be the sheets of gratitude sent in by groups, which WSO has compiled into books. Early in the afternoon of the banquet day, the WSO will open the office and delegates from Panels 39 and 40 will give tours of the building. The date of the banquet was chosen so that many current delegates would be able to join, at minimal personal cost, past and present WSO staff and volunteers as a result of their being in attendance at the World Service Conference during the preceding week.

## **INTERNATIONAL COORDINATION COMMITTEE**

Mary C., Chairperson  
Peggy S., Co-Chairperson  
Marsha W., Associate Director—International

### **INTERNATIONAL AL-ANON GENERAL SERVICES MEETING (IAGSM)**

"Al-Anon's Future, Our Responsibility" was the theme of the 10<sup>th</sup> International Al-Anon General Services Meeting that took place in Essen, Germany, October 4-7. The equalized expense for this meeting was \$850.00 for each delegate. Many structures sent two delegates.

A flag ceremony at the IAGSM has become a traditional part of the opening day. Delegates introduced themselves, placed their flags in a table stand, and put a pin on a world map indicating the country and city where their General Service Office can be found.

The Chairperson of the International Coordination Committee (ICC) moderated this sharing-only meeting as forty-three people, including six ICC members, represented 20 structures. There were delegates from Argentina, Australia, Belgium (Flemish-speaking), Belgium (French-speaking), Brazil, Finland, France, Germany, Iceland, Italy, Netherlands, New Zealand, Norway, Poland, Spain, Sweden, Switzerland (French-speaking), Switzerland (German-speaking), UK and Eire, and the US and Canada who shared and discussed ideas on various topics.

Topics on the agenda included "Internet – Staying ahead of the Wave," "Concept Eleven in Our Structure," and "Public Outreach to the Groups or Areas." In addition to eight General Sessions, six workshops gave all delegates the opportunity to share experiences from each of their structures. A delegate facilitator led each workshop that also had a delegate-assigned recorder who provided reportbacks that were copied and provided to all.

It was clear from all who listened to the delegates representing their structures that each structure wants to maintain worldwide unity. Delegates showed interest in how to use the Internet and stay within the Traditions, how to connect to the General Service Offices Web site, and the role of the Executive Committees in small structures. The value of informal meetings between IAGSM meetings was considered as well as the relationship



between the board and committees, how each structure works with the media, and methods of recruiting qualified board members.

In the small group discussions, members of the International Coordination Committee shared with delegates from Spain, Brazil, and Argentina ideas from the Iberoamerican meeting. After the spiritual speaker's inspired sharing, each delegate was given the opportunity to share what they planned to take back home from the IAGSM. One statement expressed by many, though in different ways, was "I'm taking knowledge, experience, courage, hope, information, and the most important thing, love." All agreed their experiences during the meeting would be taken back to their respective boards and conferences.

**Adopt a Russian Group:** Areas continued their support of this project. There are now 115 groups registered in the Commonwealth of Independent States.

## INTERNATIONAL SERVICES

**Translations:** The following were sent to reviewers: Denmark – *Courage to Change: One Day at a Time in Al-Anon II* (B-16), Germany – *Lois Remembers* (B-7), India in Bengali – Detachment (S-19), Just For Today (M-10), *Are You Troubled By Someone's Drinking? Al-Anon Is It For You!* (S-17), and *Freedom from Despair* (P-6).

Al-Anon is now available in 32 languages, as four pamphlets were translated and reprinted in the Bengali language by the Al-Anon Information Service in Calcutta, India.

**Requests/Information:** Requests and correspondence were received from the following locations: Australia, Bangladesh, Belgium, Costa Rica, Czech Republic, Denmark, Finland, France, Germany, Greece, Hungary, India, Indonesia, Italy, Japan, Lithuania, Moldova, Mexico, Netherlands, Norway, Philippines, Portugal, Romania, Russia, South Africa, Sweden, Switzerland, Thailand, Ukraine, UK & Eire, West Africa, and the West Indies.

Four-hundred-sixty-one e-mail messages were responded to this year.

**Mailings to General Service Office (GSO) and IAGSM Delegates:** Seventeen different mailings were sent with information about WSO publications and the 2000 IAGSM.

### Reprint Permission

<i>...In All Our Affairs: Making Crises Work for You</i> (B-15)	Brazil
<i>Courage to Change: One Day at a Time in Al-Anon II</i> (B-16)	Denmark
Detachment (S-19)	India
Just For Today (M-10)	India
<i>Are You Troubled By Someone's Drinking? Al-Anon Is It For You!</i> (S-17)	India
<i>Freedom from Despair</i> (P-6)	India
<i>Paths to Recovery - Al-Anon's Steps Traditions and Concepts</i> (B-24)	Norway
<i>Lois Remembers</i> (B-7)	Germany
<i>The Dilemma of the Alcoholic Marriage</i> (B-4)	Sweden
<i>Al-Anon Sharings From Adult Children</i> (P-47)	Sweden

## AL-ANON INTERNATIONALLY

### AFRICA

**South Africa:** The GSO reported in their history update that a motion was passed at their Conference in 1999 that their Service Board revert back to using the name Board of Trustees.

### ASIA

**Japan:** In September 2000, an assembly was held to celebrate the 20<sup>th</sup> Anniversary of Al-Anon in Japan. The GSO sent documentation indicating the trademark of Al-Anon and Alateen are now registered under the WSO.

**Korea:** The General Secretary attended the 2000 WSC and reported that through their public outreach efforts they have extended the Al-Anon message of hope to many Koreans who have been living in the Yeonbyon area of China for more than a century.

### AUSTRALIA / NEW ZEALAND

**Australia:** The GSO joined the WSO on the international Web site.

**New Zealand:** The GSO reported that they launched a TV campaign featuring the Al-Anon name and a toll-free number.

### EUROPE

**Belgium (Flemish-speaking):** The IAGSM delegate advised that the GSO is in the process of rewriting their current *Service Manual*.

**Belgium (French-speaking):** A representative from the GSO reported that the 50<sup>th</sup> Anniversary calendars were well received by the fellowship.

**Denmark:** A representative from the GSO advised they held a service meeting in October but were unable to send representation to the IAGSM.

**Finland:** The GSO advised that the Finnish translation of the book *Courage to Change: One Day at a Time in Al-Anon II* (B-16) is now available on tape.

**France:** As a way to generate enthusiasm about Alateen in their structure, the GSO advised they would use WSO's Operation Alateen at their conference in October.

**Germany:** The GSO hosted the 10<sup>th</sup> IAGSM in Essen, Germany.

**Iceland:** The GSO sent two representatives to the 10<sup>th</sup> IAGSM held in Germany.

**Italy:** The GSO indicated in an update of their history that they have 11 committees in their structure that include the following: Policy, Alateen, Budget, Conference (Agenda), Institutions, Literature, Nominating, Public Information, Executive Committee, *Incontro* (magazine), and IAGSM.

**Netherlands:** The GSO indicates they have five committees in their structure that include the following: National Business Meeting Committee, Literature Committee, Convention Committee, Finance Committee, and Conference Committee.

**Norway:** The GSO advised that their translation of the book, *Paths to Recovery - Al-Anon's Steps, Traditions and Concepts* (B-24), is helping the membership understand the importance of the Twelve Concepts of Service.

**Poland:** The GSO advised they are now incorporated and use the name "Al-Anon Family Groups Association of Services."

**Spain:** The GSO was invited to Portugal to share their service experience.

**Sweden:** The GSO advised that lack of finances was the reason no delegate from Sweden was sent to the IAGSM.

**Switzerland (French-speaking):** The GSO sent two representatives to participate in the 10<sup>th</sup> IAGSM in Essen, Germany.

**Switzerland (German-speaking):** The GSO advised their annual financial report is given to all the groups.

**UK & Eire:** In their ongoing efforts to raise consciousness about Alateen in their structure, the General Secretary requested a copy of the Alateen Safety Guidelines.

### NORTH AND CENTRAL AMERICA

**Costa Rica:** The WSO response to the GSO about selling literature to individuals outside a structure was that the WSO encourages members to buy literature from the structure within a country as a way to support that structure.

**Guatemala:** The GSO informed the WSO of their new address and that service activities are growing.

**Mexico:** The GSO advised they have a new General Secretary and are experiencing staffing and Board changes.

### SOUTH AMERICA



**Argentina:** The GSO sent two delegates to attend the 10<sup>th</sup> IAGSM in Essen, Germany.

**Brazil:** The GSO reported in their updated history that their structure, in addition to an Executive Committee, has eight standing committees: Alateen, Budget, Conference, Divulgarion (share news with media), Literature, Nominations, Policy, and RSS.

**Colombia:** The GSO advised the standing committees in their structure are the following: Public Information, Bulletin (created to publish their quarterly bulletin), Board of Directors, and Literature.

**Uruguay:** A representative from the GSO advised they could not send a representative to the 10<sup>th</sup> IAGSM, however they indicated by receiving correspondence for the meeting they felt they were a part of the meeting and their Board of Trustees would be discussing the topics that were on the agenda.

**Venezuela:** A representative from the GSO advised that the GSO would continue purchasing literature directly from the WSO.

## SPANISH SERVICES

*Raquel K., Translation Services Manager*

### SPANISH/FRENCH SUBCOMMITTEE OF INTERNATIONAL COORDINATION

Committee members met four times and criteria for translating French and Spanish material were developed and sent to the Executive Committee for approval. Priorities on translations were discussed and revised.

**Spanish Lunch:** At the Spanish luncheon during the WSC, the Translation Services Manager welcomed everyone and shared some information from the Spanish-speaking segment of Al-Anon around the world and from the WSO. She reported projects accomplished in the last six months. Attendees were given a handout showing cities where no registered Spanish groups are available and a copy of the letter given to these callers. Delegates were invited to brainstorm ideas to improve the service given to Spanish-speaking callers requesting meeting information. The delegates shared ideas on how to improve our outreach to the Spanish population and increase the number of groups. The Spanish and French Subcommittee is studying the ideas suggested.

**New Material Completed:** Operation Alateen, Alateen Facilitator's Notes, *Area Highlights* page (spring, summer, fall, and winter issues), *Getting in Touch* stickers (January/June-July/December) 2000, article for *The Forum* about the first Iberoamerican meeting, Alateen Sponsor Preparation Workbook; 50<sup>th</sup> Anniversary Calendar and flyer order blank, Alateen page on the world wide Web site, Alateen Sponsor Questionnaire, AA Convention program including a letter from the Executive Director, new PSA "Suffocating" radio and TV spots, table display (SM-73), Al-Anon/Alateen posters and flyer order form, contribution acknowledgment, a letter from the Director of Member Outreach and Translation Services Manager to GSOs letting them know about the page for *Area Highlights* in Spanish and French, a letter from the Associate Director—International to GSOs inviting them to the 41<sup>st</sup> WSC, a letter from the Executive Director to workshop participants at the AA Convention. Correspondence was sent and received from 11 Spanish-speaking GSOs, individuals regarding business and program issues, and e-mails.

**Updated Material - Minor Revisions:** Do's and Don'ts, Alateen (SM-9); Did You Grow Up with A Problem Drinker? (SS-25), *Fact Sheet for Professionals* (SS-37), *Youth and the Alcoholic Parent* (SP-21), Information for a Newcomer (SS-4), Order Form (SS-16), *Blueprint for Progress* (SP-5), Detachment (SS-19), Did You Grow Up With a Problem Drinker? (SS-25), and stickers for *Getting in Touch* (January/July 2001). **Major Revision:** How to Start an Al-Anon Group (SG-12), and Alateen Meetings in Schools (SG-5).

**Newsletters:** Three issues of *Al-Anon y Alateen en accion*, *Inside Al-Anon Xtra* 2000 World Service Conference Highlights were mailed to groups, individuals, delegates, coordinators and GSOs. Four appeal letters (February, May, August, and November) and inserts were also sent.

**Projects in Progress:** *Paths to Recovery* (SB-24) and flyer for the book, *Sponsorship: What It's All About* (SP-31), 2000 Catalog, Guidelines: G-3, G-1, G-2, G-4, G-13, G-30, G-31, *Accion* Vol. 33 No.4, *Accion* Vol.34 No.1, Editing *Accion* Vol.34 No.2, page for fall *Area Highlights*, article for *Area Highlights* in Spanish, French, and English, *Al-Anon Speaks Out* 2001 for the Web page, 2000-2002 *Al-Anon/Alateen Service Manual* (SS-24/27), *How Can I Help My Children?* (SP-9), *Al-Anon Spoken Here* (SP-53), Serenity Prayer (SM-26), update Alateen Sponsor Questionnaire, Alateen Is It For You? (SS-20), and Alateen Just For Today (SM-11).

## FRENCH SERVICES

*Rachel L., Language Services Coordinator*

**New Material Completed:** *Paths to Recovery* (FB-24) and flyer form, *Information for Educators* (FS-64), Alateen Safety Guidelines (FG-34), 50<sup>th</sup> Anniversary Calendar (FM-70) flyer/order blank, new PSA "Suffocating" (storyboard, radio and TV spots, web site, table display (FM-73) Al-Anon/Alateen posters and flyer/order blank), CAL order form for LDCs (FS-16LDC/1) and individuals (FS-16), *Area Highlights* inserts (spring, summer, fall, winter issues), *Getting in Touch* stickers (FS-23) (January/June 2000 and July/December 2000), Canadian contribution acknowledgment, Alateen page on the world wide Web site, Operation Alateen, Alateen Sponsor Preparation Workbook, Alateen Sponsor Questionnaire, Al-Anon's convention program at AA Convention including letter from Executive Director, correspondence sent to and received from three French-speaking GSOs, twelve French-speaking LDCs, delegates, and individuals regarding business, program issues, and e-mails.

**Updated Material - Minor Revisions:** *Joy of Service* (FS-57), *Information for the Newcomer* (FS-4), *Did You Grow Up with a Problem Drinker?* (FS-25), *Institutions Meetings Explanation* (FS-22), *Fact Sheet for Professionals* (FS-37), *Your Canadian Connection NPIC* (FS-61c), NPIC thank you card, *It's a Teenaged Affair* (FP-10), **Major Revisions:** Members Interested in Speaking Guidelines (FG-1), Al-Anon Information Services Guidelines (FG-4), Alateen Meetings in School (FG-5), and Starting an Al-Anon Group (FG-12).

**Newsletters:** *Inside Al-Anon Xtra* 2000 World Service Conference Highlights, two issues of *Le lien*, Vol.3, Nos/ 1 and 2, *Al-Anon Speaks Out* 2000 Canadian Bulletin (FS-18c) printed and on-line version, and four appeal letters.

**Projects in Progress – New:** CAL 2000 Catalog (FS-15); Newsletters *Le lien*, Vol. 3, Nos. 3 and 4, *Al-Anon Speaks Out* Canadian Bulletin 2001, FB-24 flyer for newsletter *Le lien* Vol. 4, No. 1, *Area Highlights* inserts (2001 spring issue), **Revisions:** 2000-2002 *Al-Anon/Alateen Service Manual* (FP-24/27), *Information for Educators* (FS-64), *Understanding Ourselves and Alcoholism* (FP-48), *Fact Sheet for Professionals* (FS-37) printed and web site version, *Are You Concerned?* (FM-1), *Your Canadian Connection NPIC* (FS-61c) revisions, and Suggested Programs for Meetings (FG-13).

## REGIONAL SERVICE SEMINAR COMMITTEE

*Ann H/Larry A., Chairpersons*  
*Mary Ann K., Director, Membership Outreach*

### COMMITTEE

The Committee decided that regional trustees will assume full responsibilities for upcoming Regional Service Seminars (RSSs) in their regions immediately upon election.

The firm deadline of January 31 was set for bids one year prior to the event. This was kept by all those sending in proposals and helped in the preparation of the bid sheets used in each RSS breakout at the World Service Conference. Committee members received an RSS booklet containing 11 color-coded sections for each of the following: Guidelines for Regional Trustee's Site

Selection Visit, World Service Office Consignment Policy, Guidelines for RSS Graphic, RSS Bid Form, Delegate Checklist, RSS History, Regional Service Seminar Bid Schedule, Helpful Hints for Filling Out RSS Bid Form, Regional Service Seminar Bid Form, Meeting Prospectus, Steps Concerning RSS Bids, Breakouts, Final Site Selection, and RSS Guidelines. The booklet will be updated for the April meeting each year.

The Committee listed the outcomes they hope will be as a result of the RSSs. From the evaluations of the three held this year, the outcomes were achieved.

Packets containing RSS guidelines, agendas, and other RSS materials were distributed to Canada East, US North Central, and US Southwest at the 2000 World Service Conference in anticipation of selecting bids at the 2001 WSC for the 2002 RSSs.

### **2000 REGIONAL SERVICE SEMINARS (RSS)**

**US Northeast RSS**  
*Cecelia L., Chairperson*  
*Claire R., Coordinator*

Site: Lancaster Host Resort & Conference Center,  
Lancaster, PA  
Dates: March 31 - April 1, 2000  
Theme: Piecing It Together Through Service



There were 420 attendees. From the 171 evaluations turned in, the Friday WSO staff sharing was the most popular session. Four staff members driving together reduced the WSO personnel travel expenses.

**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



There were 288 in attendance. Workshops were done on a revolving schedule, which allowed attendees to attend each of the four 45-minute workshops. Fourteen Alateens participated in the sessions and helped as part of the Host Committee.

**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



There were 227 in attendance. From the 133 evaluations turned in, the general session on the Concepts was highlighted as the session that members enjoyed and where they learned new things about Al-Anon.

**AIS/LDC Workshop:** The Al-Anon Information Service/Literature Distribution Center (AIS/LDC) workshop held annually took place on November 3, 2000 at the site of the Canada West RSS. There was a total of 30 attendees from the US and Canada, including the Executive Director, the Director of Fellowship Communication, the Associate Director, Forum—Literature I, the Customer Service Manager. The Director of Business Services attended as an observer as part of his training. Attendees participating shared questions, concerns, and experience. World Service staff provided information and participated in the question and answer segment. Based on

the evaluations, participants found the day to be informative and educational.

### **2001 REGIONAL SERVICE SEMINARS**

**US Southeast RSS**  
*Skip A., Chairperson*  
*Marsha W., Coordinator*

Site: Grenelefe Golf & Tennis Resort  
Dates: March 30 - April 1, 2001  
Theme: Celebrating Our Legacy of Service



This is the first RSS to have a combined Host Committee from two areas, Florida (N) and Florida (S). Packets containing the reservation/registration form, letter, flyer, and envelopes were mailed in November. The AIS/LDC workshop will take place on Friday, March 30<sup>th</sup>. Members of the Host Committee attended the Canada West RSS.

**Canada Central RSS**  
*Gladys C., Chairperson*  
*Mary Ann K., Coordinator*

Site: Queens University, Kingston, ON  
Dates: August 17 - 19, 2001  
Theme: Celebrating Service!

The contract has been signed with Queens University. The Host Committee has been formed and is developing a logo and theme. Members of the Host Committee attended the Canada West RSS.

**US Northwest RSS**  
*Ann H., Chairperson*  
*Susan A., Coordinator*

Site: Parkway Plaza Hotel & Convention Centre,  
Casper, WY  
Dates: September 21 - 23, 2001  
Theme: Laugh in Service



The contract has been signed. The reservation/registration form, letter, flyer, and envelope are currently being prepared to send to production. Members of the Host Committee attended the Canada West RSS.

## ***BUSINESS SERVICES***

*David Zach, Nonmember,  
Director of Business Services*

### **BUDGET COMMITTEE**

*Cecelia L., Chairperson*  
*David Zach, Director of Business Services (nonmember)*

All projects involving money or changes 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

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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. All Budget Committee motions are reviewed by the Executive Committee and are either approved or denied. 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 2000 preliminary budget to the Board of Trustees. With Board input and consideration, the proposed 2000 budget was adopted. At a special Board of Trustees meeting prior to the 2000 World Service Conference, the Board revised the proposed budget for presentation to the Conference.

In July, the Committee revised the 2000 budget based on the first six months' revenue and expense figures. Excess income was projected due to an increase in the sale of literature and a decrease in expenses.

There were monthly reviews of the financial statements. Appeal letters were also reviewed. Information was received for automatic contributions from Canadian members. Letters from members, directed to the Budget Committee, were reviewed and answered. Budget Committee guidelines were reviewed and revised. Suggestions were made for updating the pamphlet *Remember Al-Anon in Your Will* (S-38).

Two full days in November and one in December were spent developing the preliminary 2001 budget. As needed, directors and/or associate directors of each service met with the Budget Committee to discuss various aspects of the departmental budget requests. The preliminary budget for the year 2001 was readied for presentation to the Board of Trustees.

## **CUSTOMER SERVICE**

*Cathy Broyles, Controller (Nonmember)*  
*Jayne D., Customer Service Manager*

**Order Blanks:** In our ongoing attempt to improve services, we test-marketed a new, revised CAL order blank (S-16) in the state of Florida. The new version incorporates the Supplemental order blank (S-16AV), and *Forum* order blank (S-41). The test proved successful, and the revised order blank (S-16) was distributed to the fellowship in June.

**Literature:** In accordance with existing policy, the World Service office offered on consignment the annotated book, *The Al-Anon Family Groups - Classic Edition* (B-5), to all literature distribution centers.

**Literature Distribution Center (LDC) Survey:** In an attempt to improve services, an LDC survey was developed and circulated to rate customer satisfaction. The results revealed that LDC customers were generally satisfied with services provided. The survey provided Customer Service the information required to assist LDCs to ensure their success.

## **HUMAN RESOURCES DEPARTMENT**

*Don Walker/Kim Revah, Human Resources/Office Managers (Nonmembers)*

**Memorandum Series:** We are continuing to use the memorandum series to inform staff of job vacancies, new staff, holiday schedules, special events, co-worker information, and changes in office procedures. Other information is distributed by e-mail to save paper and time.

**Holidays/Office Events:** We celebrated the WSO cultural diversity during the lunch hour on March 17. Various other events were held throughout the year, including picnics on July 14 and September 8; a Thanksgiving party on November 17; and a Holiday party on December 17.

**Training and Development:** The WSO staff attended various meetings

and educational seminars including an all-day workshop with the Management Team conducted by Synapse Consulting on clarifying roles and responsibilities. A second workshop with Conference staff and WSO volunteers was held to clarify and improve communication and as well as define roles/responsibilities as they relate to committees.

## **OFFICE OPERATIONS**

**Reception:** This year tours were given to over 100 visitors. Routine requests for literature catalogs and general information during the year included 401 by telephone, 108 by mail, 10 by fax, and 111 by e-mail.

**Volunteers:** We have had volunteers working on several different projects during the year and saw an increase again in volunteer participation during the summer vacation period.

## **PUBLICATIONS**

*Cathy Broyles, Controller (Nonmember)*  
*Suzette McKinney, Publications Manager (Nonmember)*

The design and production of the annotated book, *The Al-Anon Family Groups - Classic Edition* (B-5), Al-Anon's 2001 Calendars (in English, French, and Spanish), *French Paths To Recovery* (FB-24), Al-Anon's 2001 Catalog, and *Al-Anon's 2000-2002 Service Manual* (P-24/27) all ran exceptionally well and slightly ahead of schedule as a result of good communication between departments. Other design projects included *The Twelve Traditions Illustrated* (P-60) and *The Concepts: Al-Anon's Best Kept Secret?* (P-57). Both were completely redesigned and printed at the WSO. The CAL order form (S-16) was redesigned, tested, and is in use. The Macintosh computers that the graphic designers use were upgraded with Macintosh G4s. The older computers are still in use by the Publications Department.

Responsibility for [www.al-anon.alateen.org](http://www.al-anon.alateen.org) continues to grow with periodic additions and updates. International and area Web site templates were designed in-house and the international site was activated with the first participating general service office.

A new plate burner was purchased for the print shop. This new piece of equipment burns plates three times faster than the equipment we used before. Two newer, used printing presses were purchased for the print shop. The new presses, an AB Dick 9890 and an AB Dick 9870, run much faster than the presses they replaced and are easier to service. The print shop now contains three working presses (all AB Dick presses) and two older presses that we use for parts.

## **TECHNOLOGY**

*Edward Corona, Technological Services Coordinator (Nonmember)*

A computer consultant was hired to develop short- and long-range plans for the WSO and to review the staffing of information services. Twenty-six computers that were four years old and older were replaced, and the WSO software was upgraded to Office 2000. The database software was upgraded to Pervasive and memory was added to the server to provide for better network access and operations. Members Only software was upgraded several times to accommodate new requirements from staff. An on-line group records form was developed and, after testing, will be available for use in maintaining group information. A new tape drive and backup software were installed to improve the backup of financial, archives, groups, and all other WSO data.

**– BOARD OF TRUSTEES –****EXECUTIVE  
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Caryn J., Director of Communication  
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David Zach, Director of Business Services\*  
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Cynthia H., Associate Director of Membership Outreach  
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Pat Q., Associate Director of Fellowship Communication  
Claire R., Associate Director of Public Outreach  
Dolores T., Associate Director of Group Services\*\*  
Marsha W., Associate Director of Membership Outreach

**- AREA DELEGATES -**

Anne B., Alabama  
Robynn W., Alaska  
Lorraine F., Alberta/NWT  
Karen R., Arizona  
Brenda S., Arkansas  
Judy A., BC/Yukon  
Marilyn R., California (N)  
Kay D., California (S)  
Mark H., Colorado  
Miguel C., Connecticut  
Su A., Delaware  
Linda T., Florida (N)  
Shirley S., Florida (S)  
Sarajayne B., Georgia  
Earldene L., Hawaii  
Pam A., Idaho  
Bill W., Illinois (N)  
Deborah H., Illinois (S)  
Karen B., Indiana  
Debbie G., Iowa  
Bea M., Kansas  
Peggy P., Kentucky

Mary Lynn J., Louisiana  
Melanie F., Maine  
Signe L., Manitoba  
Wendy M., Maritime Provinces  
Suzanne C., Maryland/DC  
Margot M., Massachusetts  
Beverly S., Michigan  
Judy I., Minnesota (N)  
Carol R., Minnesota (S)  
Betty O., Mississippi  
Laurie K., Missouri  
Donna E., Montana  
Judy Z., Nebraska  
Judy F., Nevada  
Shelia K., NFLD/Labrador  
Suzanne K., New Hampshire  
Karen P., New Jersey  
Juanita U., New Mexico  
Anne F., New York (N)  
Mirta S., New York (S)  
Edith T., North Carolina  
Gene K., North Dakota

Mary Kay R., Ohio  
Stephanie H., Oklahoma  
Barb S., Ontario (N)  
Ann K., Ontario (S)  
Judy J., Oregon  
Tammy F., Pennsylvania  
Carmelo R. A., Puerto Rico  
Térèse L.F., Quebec (E)  
Claudette D., Quebec (W)  
Sue Ann B., Rhode Island  
Julie F., Saskatchewan  
Barbara Anne M., South Carolina  
Jan L., South Dakota  
Don F., Tennessee  
Marilyn L., Texas (E)  
Diane H., Texas (W)  
Ked K., Utah  
Monique R., Vermont  
Pat M., Virginia  
Nancy K., Washington  
Phyllis B., West Virginia  
Carol V., Wisconsin  
Pam C., Wyoming

**- International Representative -**

Shelia A., UK and Eire\*\*\*

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\*Nonmember, non-voting

\*\*\*New staff members, no voice or vote for 2001 WSC only

\*\*\*Non-voting



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# APPENDIX

## STAFF

**Ric B.**, Executive Director  
**Fran T.**, Administrative Coordinator  
**Sandra F.**, Director of Group Services, Acting Director of Public Outreach, Transition Consultant  
**Evalynn B.**, Associate Director of Group Services—Member Services/Alateen  
**Dolores T.**, Associate Director of Group Services—Group Services  
**Roi K.**, Group Services Assistant—Members with Special Needs  
**Cynthia H.**, Group Services Assistant (Alateen)  
**Penny Olson\*** Group Records Coordinator  
**Caryn J.**, Director of Communication  
**Mary Lou M.**, Associate Director of Public Outreach – Media  
**Claire R.**, Associate Director of Public Outreach—Professionals  
**Julie M.**, Public Outreach Coordinator  
**Joe T.**, Archives Coordinator  
**Pat Q.**, Associate Director of Fellowship Communication—Lit. I/Forum  
**Tom C.**, Associate Director of Fellowship Communication—Lit. II/Newsletters  
**Suzanne W.**, Fellowship Communication Coordinator  
**Mary Ann K.**, Director of Member Services  
**Marsha W.**, Associate Director of Member Services—International  
**Raquel K.**, Translation Services Manager  
**David Zack**, \* Director of Business Services  
**Cathy Broyles**, \* Controller  
**Barbara Leach**, \* Human Resources/Office Manager  
**Michael Rodriguez**, \* Business Services Office Coordinator  
**Camille Peters**, \* Customer Services Manager  
**Edward Corona**, \* Technology Coordinator  
**Carlos Delgado**, \* Warehouse Manager  
**Katherine Lemmon**, \* Graphic Designer  
**Suzette McKinney**, \* Publications Manager

\*nonmember

## 1999-2000 VOLUNTEER CHAIRS AND STAFF SUPPORT

**Board of Trustees** - Catherine J., Chairperson; Ric B., Executive Director  
**Executive** – Helen W., Chairperson; Ric B., Executive Director  
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**Alateen**—Jack S., Chairperson; Evalynn B., Associate Director of Group Services—Member Services/Alateen  
**Archives Advisory**—Peggy S., Chairperson; Sandra F., Transition Consultant /Caryn J., Director of Communication; Joe T., Archives Coordinator  
**Literature I** – Ann H., Chairperson; Pat Q., Associate Director of Fellowship Communication—Literature I/Forum  
**Literature II**- Carolyn W., Chairperson; Caryn J., Director of Communication/Tom C., Associate Director of Fellowship Communication—Literature II/Newsletters  
**Forum Editorial Advisory Committee**—Wilma K., Chairperson; Howdy R., Assistant Chairperson; Pat Q., Associate Director of Fellowship Communication—Literature I/Forum; Suzanne W., WSO Fellowship Communication Coordinator  
**Conference**—Marjorie S., Chairperson; Mary Ann K., Director of Member Services  
**Admissions/Handbook Subcommittee**—Liz W., Chairperson; Mary Ann K., Director of Member Services  
**50<sup>th</sup> Anniversary**—Mary Ann K., Director of Member Services, Chairperson  
**International Coordination**—Mary C., Chairperson; Peggy S., Assistant Chairperson; Marsha W., Associate Director of Membership Outreach—International  
**Regional Service Seminars**—Larry A., Chairperson; Mary Ann K., Director of Member Services  
**Public Outreach**—Margaret M., Chairperson; Mary Lou M., Associate Director of Public Outreach—Media  
**Outreach to Professionals Advisory**—Larry A., Chairperson; Claire R., Associate Director of Public Outreach—Professionals  
**National Public Information Canada (NPIC)**—Gladys C., Chairperson; Claire R., Associate Director of Public Outreach—Professionals

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