

2002 SUMMARY



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Al-Anon Family Group Headquarters, Inc.
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AL-ANON'S IMAGE IN A CHANGING WORLD
ANONYMITY—NOT INVISIBILITY

2002 CONFERENCE SUMMARY

Al-Anon Family Groups 2002 World Service Conference

AL-ANON'S IMAGE IN A CHANGING WORLD

ANONYMITY—NOT INVISIBILITY

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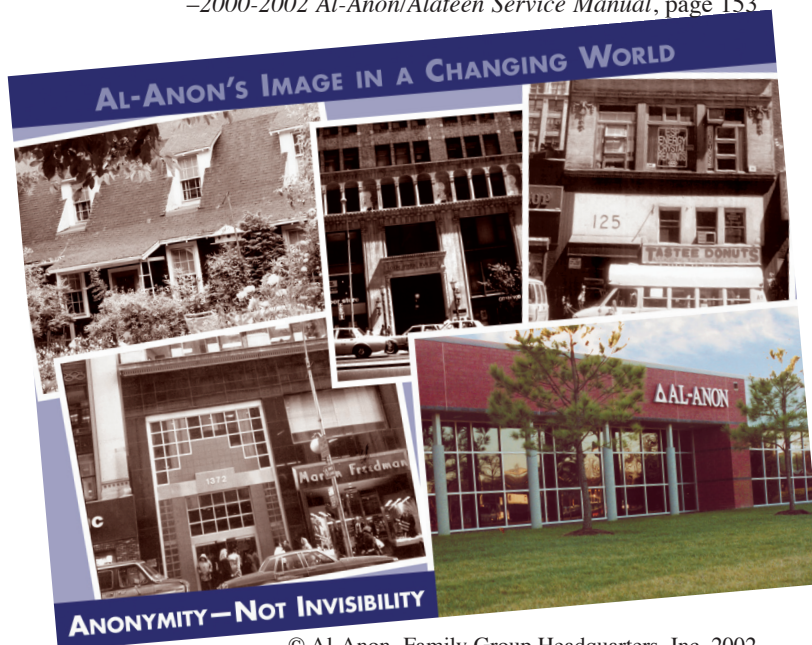
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Concept II

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



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CONFERENCE THEME AND OPENING REMARKS

Marge S.,
Conference Chairperson, Trustee

This year's World Service Conference theme, "Al-Anon's Image in a Changing World: Anonymity—Not Invisibility," was highlighted throughout the week in skits, breakout sessions, presentations, and sharings. By the end of the week, the differences between anonymity and invisibility were more clear.

The 42nd annual World Service Conference opened at 8:30 a.m. on Sunday morning, April 21, 2002, at the Sheraton Stamford Hotel in Stamford, CT. The Chairperson greeted participants with warm words of welcome and asked for a moment of silence to focus on the week ahead and the business at hand.

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

David Zach, Director of Business Services (non-Al-Anon member)

Richard M., Chairperson, Executive Committee for Real Property Management (Al-Anon member)

By a show of hands, the motion was carried. It was also agreed by consensus that

still photographs could be taken during the Conference.

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



Photo courtesy of Sheraton Stamford, CT

GREETINGS FROM THE BOARD OF TRUSTEES

Catherine J.,
Chairperson, Trustee

The Chairperson of the Board of Trustees extended a very warm welcome to all members of the 42nd World Service Conference. She assured everyone that this would be a very spiritual and rewarding experience.

She reflected on this year's theme, "Al-Anon's Image in a Changing World: Anonymity—Not Invisibility," which asks us to examine our image of the fellowship, both inwardly and outwardly, and to look at our understanding of the word "anonymity." She quoted from *Lois Remembers* and suggested that we guard against an excess of anonymity at the group level.

The Conference members were asked to reflect on several questions: What is our image of Al-Anon? What is Al-Anon's image to those outside the fellowship? What do we want it to be? How can we help remove the

stigma of shame that is, in some ways, still associated with the disease of alcoholism? How do we achieve visibility and make Al-Anon "the best known service/resource for relative and friends of alcoholics," yet retain the spiritual principle of personal anonymity?

She challenged members to dream; to dream that someday soon everyone whose life is or has been affected by someone else's drinking will know that there is help within their reach, that they are no longer alone, and that they need not suffer in silence. Members were also asked to do all they can to assure that when those in need do come through the doors of Al-Anon, we will be there to greet them with Annie S.'s words, "Come in, my dear, you're with friends now; friends who understand."

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 all of the reports there was positive feedback and excitement about happenings in the areas. Here are some of the comments shared:

Successes

- Had an incredible upsurge in Alateen activity
- Was able to give report to Spanish district
- Had many members willing to stand for office at area Assembly
- Translation equipment brought 40 Spanish group representatives (GRs) to Assembly
- Air Canada requested a booth at airport for five-day presentation to employees
- Created an area newcomer packet for new Assembly attendees
- Had a member volunteer to be our area Spanish contact person
- Spanish Al-Anon groups will be hosting their first convention in 2002
- A district representative (DR) spoke to a class of medical students so future physicians are aware of alcoholism
- Working with state DUI program to provide information to help families of offenders
- A ten-year old Native American group finally registered with World Service Office (WSO)
- Use speaker phones to include groups in isolated districts

Concerns

- Had to dip into our reserve funds
- Far too many groups not represented
- Now have fewer Alateens and Alateen groups
- Challenges of potential loss from treasury
- Insurance coverage for groups and events
- Dual members wanting to be GRs

- Al-Anon information service (AIS) Web site linking to outside organizations; Web master making all decisions; points to wisdom of Web site committee and informed group conscience
- Reaching Native American population because of lack of trust
- Establishing a sense of "belonging" for geographically isolated groups
- Responsibility and accountability issues for our trusted servants
- Current area world service committee (AWSC) member plans to retire and spend four to six months out of area but wants to continue servicing at area level
- Outside literature being used in meetings
- Outside philosophies and terminology creeping into our literature
- DRs resigning due to extensive travel commitment
- How to continually educate new GRs on new committee structure process

Projects

- Attempting to translate Twelve Steps into Navajo and Tewa
- Reached out to churches, National Council on Alcoholism, doctors, counselors, and local jail with information; put pamphlets in emergency rooms
- Worked through the Service Plan at AWSC meeting
- Have archives on display at a permanent location
- Area Lone Member Coordinator reaching out to Hispanic Lone Members

- Did a radio interview using media packet as an outline
- Created a table top tent card with Web site and AIS 800 number and labels to go on *The Forum*
- Area secretary gathered information from past minutes and made an assembly history booklet
- To make Al-Anon/Alateen a household word
- Did a mailing to all judges
- Put soft cover *Courage to Change* (B-16s) in ten state and federal prisons
- Cooperated with Native American non-profit organization to carry message
- Began a rigorous outreach program to our Aboriginal community
- Reviewing area guidelines and are updating them
- Working on state-wide 800 number and Web site
- Had a road rally in conjunction with Alateen Focus Month to deliver as much information as possible in two and a half hours; posted information in 45 businesses

New Structure

- AWSC is working on guidelines and mission statements to strengthen the process for the action committees; helps to stay focused; gets more people involved;
- Before we begin our committee meetings, we state our purpose and goals
- Breakout sessions have members from all sections of the area
- Action committees have brought a new purpose in attending Assembly and GRs are excited about project

- ideas to take back to their groups
- Have a transition meeting and mini service seminar shortly after election assembly for incoming and outgoing trusted servants
- Action committees have asked for more time at assemblies

Web sites/E-mail/Internet

Several areas reported creating a Web site and/or technical coordinator position. In addition:

- WSO templates and other Web sites are great aids
- Web site contains meeting information for entire area and events calendar, each updated by AIS Web representatives from around the state, with multiple links to the WSO
- Newsletter is posted on Web site without panel members' information
- Created an *ad hoc* Web Site Committee with one representative from each district
- Compiling an area Web site policy and procedures booklet
- Web site provides basic information and meeting schedules for major cities
- We have a Web site that is in Spanish and English
- AWSC using e-mail to improve communication in area

Alateen

- Transportation and busy schedules seem to be two stumbling blocks
- Alateen participation at assemblies is

- on the upswing
- Need committed sponsors
- Have our first Alateen meeting in an institution
- Anyone interested in becoming an Alateen sponsor receives a sponsorship book
- Developing an Alateen board game
- Area Alateen groups are supporting the only Spanish group with Spanish Alateen literature and books

Fun!

- Celebrated 50 years with 50's theme
- Had chocolate and strawberry tea in May
- At 50th celebration: had panel members from each decade of Al-Anon
- Group Records Coordinator created and acted out skit about problems caused with unregistered groups
- At upcoming *Forum* 50th anniversary celebration, will have readings from oldest *Forums*

Miscellaneous

- Some districts have added a Diversity Coordinator
- Group Records Coordinator lists new and disbanded groups in newsletter
- Created a Protection and Liability Committee
- Alternate Delegate serves as *Forum* and Conference Coordinator
- Have a DR workshop prior to AWSC meeting
- Have a liaison with AA Coordinator position

- Past delegate volunteered to be Committee Structure Facilitator
- Started a DR chat room at assemblies for DRs to celebrate successes and discuss problems

CLEARING THE AIR

Cecelia L.,
Trustee

Every year, members are given an opportunity to voice their concerns about any issue left over from last year's Conference that would hinder their ability to fully participate this year. Members were encouraged to use

this time for reflection, so that the tone for the Conference would be a good and pleasant one. There were no leftover issues voiced from last year's Conference.

APPROVALS

2001 Annual Report

Delegates received a copy of the 2001 Annual Report earlier in the year. They 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 discussion at the Conference. There were no additional questions from the floor so a motion to accept the 2001 Annual Report was submitted to the Conference. (See Motion #2)

Ric B.,
Executive Director

2001 Auditor's Report

Each Conference member was provided with a copy of the Auditor's Report, plus its exhibits, to review prior to the Conference. The Treasurer asked each member to have it present as she reviewed some of its content. It details Al-Anon's three funds:

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

The report lists Al-Anon's assets (which are currently above \$10 million) and liabilities (which are currently about \$3 million), making our net assets approximately \$7 million.

Since the Budget Committee usually focuses on cash and cash flow, delegates were referred to the pages describing income and expenses.

- Income from operations was approximately \$3.9 million and expenses were approximately \$3.9 million. As a result the General Fund excess income was approximately \$3,000.
- A gross profit of \$2,400,000 was realized on literature sales, approximately \$20,000 more than projected.
- Contributions were \$1,017,000 compared to the budget of \$1,160,000.
- Total expenses were 4 percent less than budget.
- The Reserve Fund had a loss from the sale of stock and changes in unrealized appreciation of \$106,000.
- A net charge of \$18,000 was incurred in 2001 for post-retirement health benefit costs, which are recorded in the Reserve Fund.

After the presentation, the Director of Business Services and the Treasurer fielded

questions from the floor.

One delegate expressed concern with regard to the expense of the software update currently being used for group records, and that, for the cost, it didn't seem to be providing the service intended. She was advised that the problems with the printouts for group records were not because of the software, but were as a result of the conversion of records when they were transferred from New York to Virginia Beach. Those problems are being worked out. Delegates were asked to have their Group Records coordinators provide feedback to the WSO regarding problems they are having so they can be addressed.

Another question was asked about the higher projected legal and audit costs. Members were advised that the WSO is experiencing some problems with members inappropriately using the Al-Anon name or materials in their Web sites. Particularly, we have had individuals using Al-Anon/Alateen in their domain name. This results in legal costs if the individuals refuse to alter their individual sites or transfer addresses to the WSO.

Conference members were concerned that the salaries of the WSO employees were not in line with those of others doing the same work and that Concept Eleven was not being observed. It was reported that a survey of other non-profit corporations in the local community indicated that salaries paid at the WSO were in line with those entities. Staff salaries and benefits are regularly re-evaluated, as provided for in Concept Eleven.

One member asked if it would be possible to pay the delegate's equalized expense in quarterly installments, rather than in a lump sum and she was told that it was up to the autonomy of the area, but the WSO was agreeable with it. Payments should be marked, "WSC equalized expense."

Cecelia L.,
Treasurer, Trustee

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

Cecelia L.,
Treasurer, Trustee

David Zach,
Director of Business Services
(Nonmember)

2002 Budget

The 2002 budget shows a projected income of \$4,327,000 and projected expenses of \$4,326,000.

Literature income is projected to be less than 2001, excluding sales from *Hope for Today* (B-27, B-28). Sales for both regular and large-print editions of this new daily reader are estimated at \$300,000. Contributions are budgeted at the same level as last year, and *The Forum* and investment income are higher.

Overall expense is budgeted to increase by \$390,000. Expenses classified as operating are expected to increase by \$295,000 and non-operating by \$95,000.

After the presentation, a motion to approve

the 2002 Budget was placed on the agenda for later in the week. This provided delegates with an opportunity to review the details before voting.

One question was asked from the floor regarding how the budget for book sales is determined. These figures are based on previous book sales and on incoming consignment orders for new books from literature distribution centers. The motion was approved. (See WSC Motion #4 and pages 7-8 of this report for more details.)

In response to a consensus taken, the Seventh Tradition basket was passed during the Conference.

STEPPING STONES VISIT

This year, Conference members and their guests made a visit to Stepping Stones, Al-Anon's first clearinghouse. This is the home of Lois and Bill W. (cofounders of

Al-Anon and AA respectively), and embodies the spiritual roots of Al-Anon. Delegates had the opportunity to get an "up close and personal" look into the lives of Lois and Bill.

Since the weather did not cooperate, the orientation was held in two sessions in the living room of Stepping Stones. The Executive Director of the Stepping Stones

Foundation welcomed participants, gave a history of Lois and Bill's life together, and told how they acquired Stepping Stones. She reminded members that the couple had been virtually homeless for many years, living with Lois's family and later with AA friends.

After the presentation, everyone had the opportunity to walk through the rooms and see many of the mementos and pictures of the history Lois recounted in the book *Lois Remembers* (B-7). Upstairs, delegates stopped to gaze at the desk that was Al-Anon's first WSO. Many walked up the hill to Wit's End, Bill's retreat and writing place. Others strolled around the grounds of this peaceful home on a hillside and through Lois's gardens. There were lots of tears and laughter. Many pictures were taken to help preserve the event.

At noon a box lunch was served. As the visit ended, the Executive Director of Stepping Stones thanked everyone for coming and handed out a printed illustration of Lois's desk as a memento. On the way back to the hotel and the business of Al-Anon, each participant reflected on all that had been seen, heard, and felt at Stepping Stones.



AL-ANON FAMILY GROUP HEADQUARTERS, INC.

2002 BUDGET

	<u>2002 Budget</u>	Preliminary 2002 <u>Budget</u>	2001 <u>Actual</u>
<u>Literature Sales</u>			
Courage to Change	\$ 685,000	\$ 650,000	\$ 667,800
Courage to Change - large print	81,000	78,000	82,200
One Day at a Time	322,000	322,000	338,700
One Day at a Time - large print	42,000	40,000	43,100
Paths to Recovery	325,000	300,000	310,500
How Al-Anon Works	210,000	200,000	208,100
Courage To Be Me	34,000	32,000	34,500
Having Had a Spiritual Awakening	30,000	30,000	38,300
From Survival to Recovery	90,000	85,000	89,800
As We Understood	36,000	36,000	40,000
Al-Anon's Twelve Steps & Twelve Traditions	70,000	67,000	71,100
Alateen - a day at a time	50,000	50,000	54,600
Living Today in Alateen	80,000	80,000	100,700
In All Our Affairs	45,000	45,000	47,100
Dilemma of the Alcoholic Marriage	50,000	50,000	50,200
Alateen - Hope for Children	13,000	143,000	13,700
Lois Remembers	17,000	17,000	18,100
Al-Anon Family Groups — Classic Edition	22,000	22,000	24,500
Forum Favorites - Volumes 1 - 4	5,000	5,000	6,000
Hope For Today	270,000	220,000	
Hope For Today - large print soft cover	30,000		
Other Literature	<u>920,000</u>	<u>910,000</u>	<u>898,400</u>
<u>Income from Publications</u>	<u>3,427,000</u>	<u>3,252,000</u>	<u>3,140,400</u>
 <u>Cost of Literature</u>	 <u>720,000</u>	 <u>683,000</u>	 <u>716,900</u>
 Gross Profit from Literature Sales	 2,707,000	 2,569,000	 2,423,500
Forum Subscriptions	330,000	305,000	288,700
Interest Earned	130,000	138,000	208,400
Contributions	<u>1,160,000</u>	<u>1,160,000</u>	<u>1,017,800</u>
<u>Total Income</u>	<u>4,327,000</u>	<u>4,172,000</u>	<u>3,938,400</u>
<u>Less: Expense (Schedule 1A)</u>	<u>4,326,000</u>	<u>4,172,000</u>	<u>3,935,400</u>
<u>Excess of Income - General Fund</u>	<u>1,000</u>	<u>0</u>	<u>3,000</u>

AL-ANON FAMILY GROUP HEADQUARTERS, INC. 2002 BUDGET

	<u>2002 Budget</u>	Preliminary 2002 <u>Budget</u>	2001 <u>Actual</u>
<u>Operating Expenses</u>			
Salaries (includes Temp Help)	\$ 1,890,000	\$ 1,772,000	\$ 1,760,300
Payroll Taxes	151,000	146,000	133,900
Employee Benefits	<u>485,000</u>	<u>489,000</u>	<u>406,800</u>
Total Labor Costs	2,526,000	2,407,000	2,301,000
Building Occupancy	303,000	303,000	319,000
Packing & Shipping (Net)			10,800
Postage - Forum	115,000	112,000	113,200
- other	171,000	152,000	141,800
Telephone - 800 #'s	32,000	31,700	32,000
- office	34,000	34,000	32,800
Stationery & Office Supplies	112,000	112,000	95,400
Office Services & Expenses	92,000	92,000	111,600
Outreach Activities	38,000	38,000	51,000
Repairs & Maintenance	29,000	29,000	18,200
Travel & Meetings - Committees	142,000	142,000	134,600
- Office	21,000	21,000	6,300
Regional Service Seminars	22,000	22,000	16,300
Legal & Audit	30,000	30,000	25,400
Printing - Forum	107,000	107,000	100,000
- Conference Summary	14,000	14,000	12,400
- Other	49,000	35,000	22,700
Direct Conference Costs (Net) (Schedule 2)	78,000	78,000	64,900
Canadian Public Information (Schedule 3)	32,000	33,000	28,200
Public Information Exhibits	10,000	10,000	6,900
In-Office Volunteers	6,000	6,000	5,800
Insurance	18,000	18,000	15,700
Internet	11,000	11,000	14,200
Miscellaneous	<u>27,000</u>	<u>27,000</u>	<u>43,100</u>
<u>Total Operating Expense</u>	<u>4,019,000</u>	<u>3,865,000</u>	<u>3,723,600</u>
<u>Non-Operating Expense</u>			
International Al-Anon Gen'l Service Mtg.	50,000	50,000	
Membership Survey	12,000	12,000	
PSA/PI Campaign	75,000	75,000	67,800
Depreciation & Amortization (Excl. Bldg.)	<u>170,000</u>	<u>170,000</u>	<u>144,000</u>
<u>Total Non-Operating Expense</u>	<u>307,000</u>	<u>307,000</u>	<u>211,800</u>
<u>Total Expense (Schedule 1)</u>	<u>4,326,000</u>	<u>4,172,000</u>	<u>3,935,400</u>

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 a 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

Cynthia H.,
*Associate Director of Membership
Outreach - Conference*

COMMITTEE	PANEL 40 (2000-2002)	PANEL 41 (2001-2003)	PANEL 42 (2002-2004)
Admissions/ Handbook	Su A., DE Signe L., MB Diane H., TX(W) Suzanne C., MD/DC	Anne B., AL Phyllis B., WV Judy A., BC/YT Thérèse L. F., PQ(E)	Tim H., ON(N) Bev A., NE Jennie McC., ME
Conference Committee on Trustees	Ann K., ON (S) Bill W., IL(N) Tammy F., PA Linda T., FL(N) Mary Kay R., OH	Mark H., CO Nancy R., WA Stephanie H., OK	Dru S., MO Sarah S., AK Shirley T., WY
Group Services	Anne F., NY(N) Karen B., IN Shirley S., FL(S) Claudette D., PQ (W)	Pat M., VA Gene K., ND Karen R., AZ Lorraine F., AB/NT	Jerie S., AR Diane B., SK Judi O., NH Elizabeth S., NY(S)
Literature I	Peggy P., KY Don F., TN Sue Ann B., RI Earldene L., HI	Betty O., MS Carol V., WI Monique R., VT	Jay P., LA Dawn D., SD Renee M., NV Sharon S., UT
Literature II	Bea M., KS Kay D., CA(S) Carol R., MN(S)	Edith T., NC Judy I., MN(N) Karen P., NJ Donna E., MT	Pat R., IL(S) Taffy P., CT Rick M., NM Jacqueline M., PR
Public Outreach	Beverly S., MI Marilyn L., TX(E) Marilyn R., CA(N)	Judy J., OR Margot M., MA Sarajayne B., GA Wendy MacD., MP	Ruth B., ID Carol V., IA Nancy B., SC Harriet F., NF/LB

FELLOWSHIP COMMUNICATION

Archives Advisory Committee

Genevieve B.,
Chairperson, Trustee

Caryn J.,
Director of Communication

Joe T.,
WSO Archives Coordinator

Over the last year, the Archives Advisory Committee has participated in several “working sessions” at their meetings. During the meeting in January, preservation and storage of supplemental pieces (S-series) were processed. This hands-on experience provided the Committee members with a greater awareness of the concerns of the World Service Office (WSO) staff. Committee members agreed to do further research on items of concern and to provide their recommendations at the July meeting.

The Archives Department at the WSO is continuing to integrate its collection into a

user-friendly record management system, with a focus on preservation. All of the materials pertaining to each World Service Conference, including audiotapes, are now stored and filed together, rather than in separate files in various locations. Most literature pieces, such as pamphlets, leaflets, and books, are also filed in this manner and provide the Archivist with the ability to provide historical data efficiently.

The Committee acknowledged that some areas have limited budgets for archives, while others have ample budgets and facilities for storing and displaying their collections. The Committee proposed to make this issue an ongoing topic of discussion at future meetings. Also discussed were ideas on how districts and areas can preserve their archives, with and without technology.

The Committee reviewed a PowerPoint presentation, which was prepared by the Director of Communication for an area assembly. Committee members felt the information contained in the presentation would be helpful to district and area Archives coordinators and recommended that the ideas from the presentation be shared in upcoming Archives coordinator mailings.

The new WSO lobby display from the archives is an historical depiction of *The Forum* as it has appeared over the last 50 years.



Forum Editorial Advisory Committee

Howdy R.,
Chairperson, Trustee

Peggy S.,
Assistant Chairperson, Trustee

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

Suzanne M.,
WSO Fellowship Communication Coordinator

During its presentation, each Conference member was presented with a copy of the new service tool, *The Forum Journal*, subtitled “Celebrating 50 Years of *The Forum*” (M-74). This is one of the ways the World Service Office is celebrating *The Forum*’s 50th Anniversary. The Journal is available for purchase by literature distribution centers and the fellowship.

The Committee is made up of members from Alberta, Arkansas, Florida, North Dakota, and Ohio. At its quarterly meetings in January and April, the Committee reviewed and graded 250 manuscripts and critiqued the last three issues of the magazine.

Committee members have begun reviewing and grading manuscripts for possible inclusion in the September Recovery Month Issue of *The Forum*. It will contain personal stories of members whose experience included professional referrals to Al-Anon.

Conference members were asked to encourage all subscribers to recycle their *Forums* by leaving copies in public places for outreach purposes.

Subscriptions to *The Forum* are on the rise—from January 2001 to January 2002, from 28,929 subscribers to 30,225. This year, from January through March, professional subscriptions increased from 739 to 888.

Literature Committee I

The Committee focused on its members' roles and responsibilities by reviewing the Conference Approved Literature (CAL) process. Discussion emphasized the system of checks and balances that operates successfully throughout the CAL process when each member carries out his or her own role. This system insures that each piece of CAL is: identifiably Al-Anon in content and feeling; responsive to identified needs; factually accurate; timely; and understandable by a broad-based reading audience.

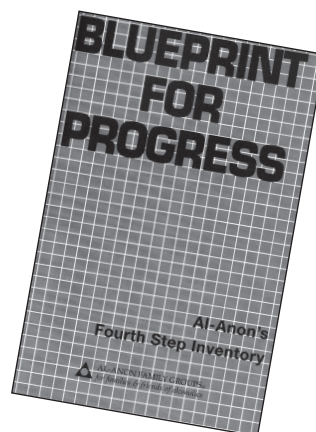
The Committee applied the CAL focus to three major projects during the 2002 Conference: *As We Understood* (B-11); *Blueprint for Progress* (P-5); and *OUR RECOVERY IN RELATIONSHIPS* (working title). *As We Understood* is part of the literature inventory that began in 1997 and is now in its final phase. Committee members analyzed the results of the fellowship's inventory of this book, in addition to their own independent review, and the consensus was to recommend minor and/or housekeeping changes to the text.

The *Blueprint for Progress* project is a result of the 1999 World Service Conference motion: "To approve a major expansion and revision of *Blueprint for Progress* to a comprehensive Fourth Step workbook." Members served as a task-force in reviewing

the most recent draft. After extensive discussion in the joint meeting of delegate and at-large members, the Committee decided to renew its focus on the original Conference motion and its commitment to the CAL process for this project. World Service Office staff will incorporate the Committee's suggestions into a new draft of the manuscript for the members of the Committee to review.

The 2001 Conference passed the motion: "To grant conceptual approval for the development of a comprehensive piece about our recovery in alcoholic relationships." The working title for this project is *OUR RECOVERY IN RELATIONSHIPS*. To date, the WSO has received over 100 recovery stories about a variety of relationships. During the joint meeting, Committee members brainstormed possible ways to develop this project.

The Committee also reviewed requests to discontinue two pieces of service CAL. The Public Outreach Committee and the Outreach to Professionals Committee recommended discontinuation of *A Member's Guide* (P-34) and *Al-Anon Speaks to You, the Professional* (P-58). Based on a lack of recent sales and the availability of less expensive options for presenting this material, the Committee concurred with both recommendations for discontinuance.



Ann H.,
Chairperson, Trustee

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

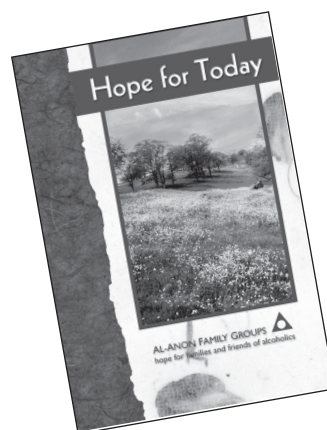
Literature Committee II

The Committee celebrated completion of Al-Anon's newest book, *Hope For Today* (B-27; large print, soft cover, B-28). This daily reader was produced in response to the 1997 Conference Motion #12, "To give conceptual approval to develop a daily reader for Al-Anon adult children." The World Service Office (WSO) received over 1,100 responses to its request for sharings, which were used as the basis for the daily meditations by the writer/editor (an Al-Anon member). The participation in the Conference Approval process by past and present Committee members, WSO staff, and Policy Committee members in editing and reviewing this reader was acknowledged.

The Committee presented a motion to the 2002 Conference to rescind the 1997 Conference Motion #11, "to give conceptual approval to develop an Al-Anon newcomer

brochure." The piece produced by the Committee, using a prototype developed by a member, did not receive final approval in the Conference Approved Literature (CAL) process. Because the piece included a number of substantial excerpts from existing CAL, the Committee deferred further action on the 1997 Conference motion until review of the literature inventory was complete, anticipating that inventory results might indicate a need for combining some of the pieces excerpted. The completed inventory review did not appear to offer that resolution, and the Committee believed there was no reasonable course of action for accomplishing the intent of 1997 Conference Motion #11. The motion to rescind was approved by the 2002 Conference. (See discussion of motion 8 on page 58)

At the 2001 Conference, the Committee



Carolyn W.,
Chairperson, Trustee

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

discussed the contemplated revision of *Al-Anon's Twelve Steps & Twelve Traditions* (B-8) and determined that, under the approved definitions of revision, it could proceed without the necessity for a Conference motion. The Committee, meeting at the 2002 Conference, decided upon the specific implementation of that revision after reviewing Committee members' comments and correspondence from the fellowship regarding this book.

Initial response to Committee review of *Alateen—Hope for Children of Alcoholics* (B-3) was split between major revision and housekeeping changes under the approved definitions of revision. Committee members were asked to review their recommendations in the context of existing Alateen literature. It appeared that the major revisions suggested would result in a near duplication of *Courage to Be Me* (B-23), while housekeeping changes would not address inaccuracies and writing issues noted in the review. The

Committee decided that the fellowship would be best served by minor revisions that would preserve the character of the existing piece, while presenting it at its best.

The Committee discussed a new revision review form specifically designed for pamphlet revisions. This came about as a result of the literature inventory. The form was used on a trial basis for the proposed minor revisions made to *Understanding Ourselves and Alcoholism* (P-48). It appeared to serve its purpose in determining compliance of the proposed revisions with the approved definitions of revision.

The Committee also reviewed the recommendation from the Outreach to Professionals Advisory Committee and the Public Outreach Committee regarding *Al-Anon Speaks to You, the Professional* (P-58) and *A Member's Guide* (P-34). They concurred with Literature Committee I and will recommend the discontinuance of both pamphlets to the Executive Committee.

GROUP SERVICES

Group Services Committee

Pat L.,
Chairperson, Executive Committee member

Dolores T.,
Associate Director of Group Services

Jack S.,
Alateen Advisory Committee Chairperson, Trustee

Barbara O.,
Associate Director of Member Services/Alateen

Introductions of the new Associate Director of Member Services/Alateen, Barbara O., and the new members of the Group Services Committee were the first order of business. The Committee then reviewed the activities of the World Service Office (WSO) Group Records Department. Group Records staff is now responsible for making changes to the area world service committee (AWSC) data. The emphasis is for accuracy of AWSC addresses. The delegates were reminded that WSO records are as accurate as the information provided. Group Records continues to scan current data into the Laserfische imaging system. All of the old paper records have been scanned.

The Al-Anon Group Binder (M-59) is now available in Spanish (SM-59) and French (FM-59). The Executive Committee approved a reduction in the price of the binder to \$9.00 for six months. As a result, 334 English binders, 35 Spanish binders, and 15 French binders were sold in the first quarter of 2002.

The Committee again discussed the prog-



Current Mailing Address

ress made in their areas on the current mailing address (CMA) understanding. Some members mistakenly think WSO sends all group mail to the group representative (GR). Several years ago the WSO changed from sending mail to the GR. Because of rotation of leadership, the hope was that a current mailing address would change less frequently than a GR. The delegates were reminded of last year's slogan of "educate, educate, educate." This year they suggested we add "communicate, communicate, communicate."

The Committee discussed the on-line registration form, which remains on a test site. After discussions with the Group Services Committee, staff, and the Executive Committee, the decision was made to maintain it as a site available only to the Group Records coordinators and delegates. It has become apparent that some area Group

Records coordinators hesitated to use it because of the word “test.” The Committee agreed that delegates need to let their areas know that the site is active and that time and money can be saved when used by the area Group Records coordinators to register new groups or make changes. Members were reminded that Alateen groups cannot be registered nor changes made on-line, because the sponsor questionnaire, which requires signatures, must be submitted with the registration form.

The Committee discussed the Seventh Tradition as outlined in the Committee guideline and the idea of taking the Birthday Plan to area assemblies and using it to generate enthusiasm for increasing contributions to the WSO. Delegates were asked to indicate the number of Birthday Plan envelopes they would like to have sent to them with their Conference Summary request. In addition, the Committee noted that Canadians can now use contribution receipts for their income tax deductions and it was requested that the line on the envelope be revised to include Canada as well as United States. The Seventh Tradition Suggests (S-21) pamphlet was used to demonstrate how the statement on the back page could be used to make a table tent card for groups to say “I practice the spiritual principles of gratitude when I give back. Money doesn’t go as far as it used to...let’s break the ‘Buck Barrier.’”



The Committee received the Alateen Advisory Committee report and then discussed the safety issues surrounding Alateen Conferences. Incidents involving safety at Alateen Conferences were made known. Prior to the Conference the delegates were asked to bring their best thinking and ideas to this meeting regarding the safety of members at these Conferences. The discussion raised the following questions:

- What are the real values of Alateen conferences?
- Do the benefits of Alateen Conferences

outweigh the safety risks?

- How autonomous are Alateen Conferences when they use the Alateen name?
- Are we holding Alateens to a higher standard than Al-Anons?
- How does Al-Anon meet its legal and ethical responsibilities to all attendees at Alateen conferences?

Delegates brought their area Alateen Conference guidelines, with the suggestion that WSO’s Alateen guidelines be revised. However, in order to address the Alateen Conference safety issues, revising the guidelines is only one part and discussions about the questions raised will continue.

The Associate Director of Member Services/Alateen reported about on-line meetings. As of March 2002, there were 29 registered, including meetings in Spanish, French, Portuguese, German, and now Japanese. Alateen meetings are not registered, as the safety of our younger members participating in Alateen meetings on-line is still being discussed. The presentation included the process for registering on-line meetings and how to request permission to use Conference Approved Literature. The Committee expressed the hope that anyone attending on-line meetings would be encouraged to attend face-to face meetings.

The Committee was presented with a request from the fellowship for a district representative guideline. Response and discussion of this suggestion was overwhelmingly favorable. The Committee also recommended revising the material in the current guideline for District Meetings (G-15) and incorporating it within the new district representative guideline.

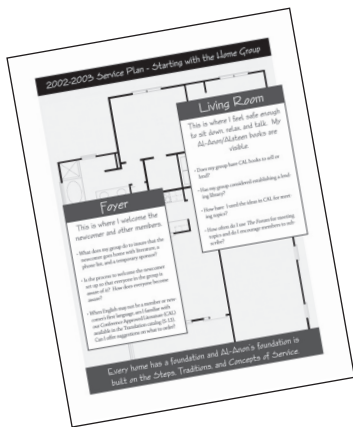
During the second meeting the Committee set goals for upcoming meetings and reviewed the 2002-2003 Al-Anon/Alateen Service Plan (S-39) and the New Group Questionnaire. The questionnaire was discussed within the context of gathering new information. The WSO can use this information to measure the success of new groups and communication with new groups. After the WSO reviews the returned questionnaires, they will be sent with the routine mailings to the Group Records coordinators. It was agreed that this year’s Service Plan, “Starting with the Home Group” is a tool that can help members and groups grow in service.



Celebrate Recovery by making a birthday contribution

2002-2003 Al-Anon/Alateen Service Plan

Dolores T.,
Associate Director of Group
Services



Al-Anon/Alateen Service Plan (S-39)

We often hear the term “Back to Basics” in Al-Anon and this year’s Service Plan (S-39) takes us back to the basics by suggesting that service begins and often ends in the group.

The theme for this year’s Plan is “Starting in the Home Group.” Members are invited to walk through the rooms of a home. Along the way they are asked questions about personal growth through service. Each member is asked to recognize his or her responsibility for the growth of Al-Anon by carefully considering the personal questions. Starting with the newcomer and moving on to sponsorship and service sponsorship, each Al-Anon member has the opportunity to learn more

about our fellowship.

Plan distribution has been minimal in past years. This year, copies were distributed at the Conference with a statement to delegates that they could request as many more as they needed. The Plan will also be mailed to all groups with the summer issue of *Inside Al-Anon Xtra* and the fall issue of *Area Highlights*. The Plan can be photocopied and translated as needed.

This eight-page piece includes an evaluation page with an order form for the suggested materials mentioned within the Plan. The evaluation responses will play an important part in the future direction of the Plan.

MEMBERSHIP OUTREACH

Admissions/Handbook Committee

Liz W.,
Chairperson, Trustee

Cynthia H.,
Associate Director of Membership
Outreach—Conference

The Admissions/Handbook Committee is a subcommittee of the Conference Committee and has delegate members. It has two specific responsibilities relating to the World Service Conference (WSC). The first is to review and make decisions on all requests for seating non-voting WSC members as participants. The second is to make recommendations for changes to the World Service Handbook section of the *Al-Anon/Alateen Service Manual* (P-24/27).

The Committee reviewed and discussed a request to add text clarifying the roles and responsibilities of area coordinators. The Committee believes that, because coordinators are not a direct link to the WSC in all

assembly areas, the Al-Anon/Alateen guidelines are a more appropriate place to add coordinator language rather than the World Service Handbook.

The Committee also reviewed the *Joy of Service* (P-57) pamphlet. A graphic change was recommended to this tool and will be implemented in the next printing.

Following up on its Handbook game last year, the Committee explored ways to make the Handbook more visible and widely used in the fellowship. These ideas will appear in upcoming issues of *Area Highlights*.

The Committee has begun a review of the entire Handbook section for changes needed under the new structure.

International Coordination Committee

Mary C./Wilma K.,
Chairpersons, Trustees

Genevieve B.,
Co-Chairperson

Marsha W.,
Associate Director of Membership
Outreach—International

The World Service Conference (WSC) was brought up to date on the Eleventh International Al-Anon General Services Meeting (IAGSM). The theme for this meeting will be “Al-Anon: Expanding Our Worldwide Link of Hope” and it will be held on October 2- 5, 2002, at the Holiday Inn Executive in Virginia Beach, VA. To date, there are 41 delegates from 21 structures planning to participate. There will be eight general sessions and six workshops as part of

the agenda, all of which will be led by the participating delegates.

The Conference was informed that in February – March 2002, the World Service Office (WSO) Executive Director and the Translation Services Manager visited Costa Rica, Venezuela, and Argentina. One purpose for this visit was to renew the links of communication with many of the structures that have not participated in the IAGSM for a long time. Many ideas were shared at the

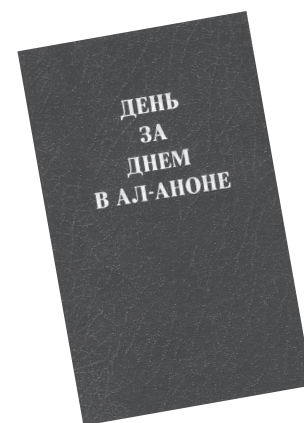
meetings and the WSO staff members returned with the hope that dialog will continue and that the improved links of communication will help to strengthen all structures in Central and South America.

In September 2002, the Executive Director and Associate Director of Membership Outreach—International will participate in the First Addiction Institute of China. Al-Anon was invited along with Alcoholics Anonymous (AA) by the International Center for Health Concerns to participate with faculty from China, New Zealand, Australia, Hong Kong, Singapore, and the United States. Al-Anon will give a presentation, hold two to three meetings and visit three hospitals to discuss Al-Anon with staff and patients' families. The Board of Trustees also approved a visit to the General Service Offices in Japan and Korea during the visit to Asia.

Another exciting announcement was made

with regard to the *To Russia with Love* project. Areas and groups throughout the United States and Canada assisted members in Russia in organizing and understanding the value of having a service structure by providing literature and service materials in Russian. The members in Moscow have developed a Russian Committee for Russian Speaking AFG, which now meets the WSO Board of Trustees' criteria for reprinting and distributing literature in their country. Due to the support from Al-Anon members in the US/Canada and other structures, the service committee obtained, for the first time, permission to reprint in their country.

On behalf of the Russian members and the Committee, the Chairperson thanked all WSC members for their support and, as an additional thank you, a handout was given to all WSC members indicating the areas in the United States and Canada that had participated in the *To Russia with Love* project.



Russia Gains Reprint Permission

2008 Al-Anon International Convention

Al-Anon has participated with Alcoholics Anonymous (AA) in international conventions since 1960. This participation meant that Al-Anon was limited to daytime meetings and workshops.

In 1985, the first Al-Anon side-by-side convention with AA took place in Montreal, Canada. In 1990, the second side-by-side convention was held in Seattle, Washington. In 1989, during the planning stages of the side-by-side convention with AA for the 1995 convention in San Diego, it was determined that the site chosen was not adequate to hold two conventions simultaneously. When this matter was addressed at the 1989 World Service Conference (WSC), it was decided that, rather than hold a convention separate from AA, Al-Anon would participate in AA's convention.

In 1991, the Board of Trustees looked to the future and recommended that Al-Anon hold its own convention at a separate time and place from AA, and invite AA to participate. The date recommended was in July 1998.

On July 3-5, 1998, Al-Anon held its Third International Convention in Salt Lake City, Utah. This was Al-Anon's first convention independent of AA, and AA elected to participate. As a result of the hard work done by the host committee, all of the volunteers and

the WSO staff, those who attended the 1998 Convention found it exciting, renewing, and a wonderful celebration of recovery.

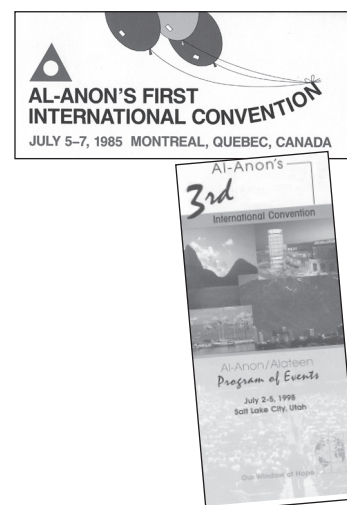
Because the 1998 Convention was a success, the Board of Trustees recommended to the 1999 WSC that a separate international convention be held every five years, beginning in July 2008. A motion was made and carried at that Conference and the planning process for 2008 convention is now starting.

The first step is to send out the Bid Questionnaire to delegates in September 2002. Delegates were alerted to certain criterion that needed to be met before a host city is selected. One consideration is that it should have a covered stadium or arena capable of seating eight to ten thousand people. Additionally, the host committee should be able to enlist the help of at least 100 volunteers. Other details will be included with the Bid Questionnaire. Bids should be returned to the WSO, postmarked no later than January 1, 2003.

We can once again look forward to the planning and excitement of Al-Anon's Fourth International Convention during the weekend of July 4, 2008 and welcome AA participation. Meanwhile, Al-Anon will participate with AA at their upcoming International Convention in 2005 in Toronto, Canada.

Ric B.,
Chairperson

Marsha W.,
Convention Coordinator



2008 Is Gonna Be Great!

Regional Service Seminars (RSS)

Colleen R.,
Chairperson, Trustee

Mary Ann K.,
Director of Member Services

The Committee discussed several new factors to consider when recommending a site for an RSS in order to accommodate the special needs of some AI-Anon members. These included the distance between sleeping rooms to meeting rooms, accessibility of meeting and sleeping rooms other than by stairway, and seating for members with hearing difficulties.

It had come to the Committee's attention that some host committees hold excess funds and pass them on to the next host committee in their region. After discussion of the problems and feasibility of continuing that prac-

tice, the Committee decided that all monies left over after all RSS expenses have been paid will now be sent to the World Service Office (WSO).

The WSO will send a six-month follow-up evaluation to each participant at the 2002 RSSs. This evaluation will help identify any long-term outcomes of the event.

During the RSS breakout sessions, the US Northeast, US South Central, and Canada West discussed the site for their 2003 events. The remaining regions discussed how to increase interest and attendance at every RSS.

Cynthia H.,
*Associate Director of Membership
Outreach—Conference*

Site for the 2003 World Service Conference

The search for a site to hold the 2003 World Service Conference (WSC) began in the summer of 2001, with requests for pro-

posals being sent to convention bureaus and individual hotels close to the World Service Office (WSO). Religious holidays, meeting space requirements, and the need for time to prepare financial reports necessitated the choice of dates and also limited hotel availability. Three hotels submitted proposals, and sites in Virginia Beach and Chesapeake were visited.

The 2003 WSC will convene at the Ramada Plaza Resort Hotel in Virginia Beach, VA, from Thursday, April 24, through Monday, April 28, 2003. During the Conference, members will have an opportunity to visit the WSO.



Ramada Plaza Resort Hotel: 2003 WSC Conference Site

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

Spanish Luncheon

All Conference members were invited to attend a special working luncheon celebrating our Spanish group membership. At each attendee's place was a love gift, a little box tied with colorful ribbon and containing slogans in Spanish. California South's Spanish district provided the love gifts.

After the lunch, which had a definite Spanish flavor, the Associate Director of Group Services moderated the program and introduced members of the World Service Office (WSO) who work with the Spanish-speaking membership.

Among the projects completed this year was the translation of the Spanish Group Binder. Several areas submitted a contact name for their area. The contact helps reach the Spanish newcomers/members who cannot locate meetings in the area and carries the message about registration with the WSO. All Spanish-speaking groups in the US and Canada were invited to attend the Southwest Regional Service Seminar in September in San Jose, California, which will have translators as well as workshops conducted in Spanish.

The Executive Director gave a brief report of the trip to the Central and South American General Service Offices this past March.

The Associate Director of Membership Outreach—International reported the Translation Manager's activities. The major projects completed were the 2000-2002 *Al-Anon/Alateen Service Manual* (SP-24/27) and revisions of two pamphlets. The translation of *From Survival to Recovery* is in process. She also shared about the growth of Spanish Al-Anon worldwide and her personal experiences during the trip to Central and South America.

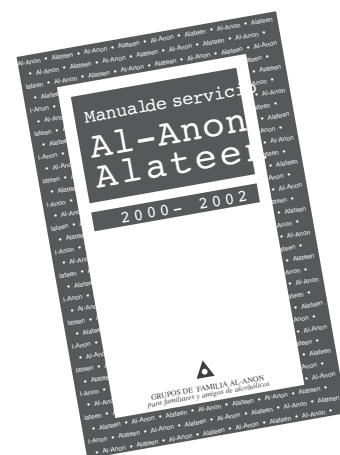
The delegates were asked to share experiences and dreams for growth in their Spanish-speaking communities. The following are some of their sharings:

- One area has a Spanish district on a trial basis; all Spanish groups belong to that district. Their service project is to send literature to Cuba.
- The expression of feelings is very cultural; it's tied to language.
- Puerto Rico has an inverse problem: we

have only one English meeting.

- I went to a Spanish meeting in my home district and they translated their sharings one sentence at a time for me; we have a contact person who is bi-lingual.
- Some Spanish members have a fear of authority and police; therefore some Spanish-speaking groups are reluctant to register. To allay this fear we need to meet with organizations that support the Spanish-speaking communities.
- Our area had registration problems; some registered in English and some registered in Spanish.
- We created a Spanish district and then lost contact with the groups.
- We also have a Spanish district in our area. We invite the groups to our assemblies and they give a report, translated one paragraph at a time. We need to make a commitment to the Spanish-speaking community.

The luncheon ended with the customary recitation of the Al-Anon Declaration in Spanish.



POLICIES AND PROCEDURES

Long-Range Study Panel (LRSP)

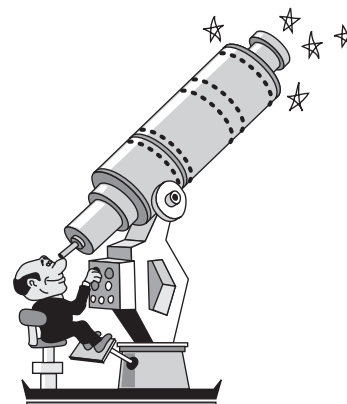
The Chairperson began his report with an explanation of the purpose of the Long-Range Study Panel (LRSP) and the fact that based on Concept Nine, long-range planning time will now be scheduled into Board meetings on a trial basis. He shared that "the committee that dares to dream comes up with avenues and possibilities." The Panel has many dreams, including a goal of 3,000 new Al-Anon groups in China. They expressed this dream months prior to Al-Anon's acceptance of an invitation to Beijing, China by the medical and academic communities to explain how Al-Anon helps families of alcoholics. After a brief brainstorming session on group growth was held with the entire Conference, the Chairperson gave Conference members a written summary of the 1998 and 2001 Survey of the Service Structure.

In 1999, it was decided to extend the committee trial structure. At the time it was the belief that if the data found in the 1998 survey were compared to an identical survey done in 2001, the comparison would measure the service structure's effectiveness.

In the 2001 survey 27.9% responded, a 15.9% increase in participation, but the Panel agreed when the questions and data were reviewed that the survey was flawed from its inception. It was determined that the survey did not measure the trial committee structure, but rather the links of communication within the service structure. Since the data revealed some interesting information and the comparison of the two surveys was completed, the written results were distributed to WSC members.

Skip A.,
Chairperson, Trustee

Mary Ann K.,
Director of Member Services



A Look to the Future

Policy Committee

Mary C.,
Chairperson, Trustee

Caryn J.,
Secretary, Director of
Communication

The Chairperson of the Policy Committee submitted seven motions to revise the text of the Policy Digest in the 2000-2002 *Al-Anon/Alateen Service Manual* (P-24/27). The topics were:

1. To amend the text on page 62 removing AA members as Alateen assistants (See WSC Motion # 6)
2. To amend the text on page 64 adding the words “of Service” to Concepts and deleting the text pertaining to regional trustees (See WSC Motion # 7)
3. To amend the text on page 68 for consistency in wording (See WSC Motion # 9)
4. To add text regarding the naming of a literature distribution center on page 74 (See WSC Motion # 10)
5. To add text regarding the requirements for registration of a LDC at the WSO on page 74-75 (See WSC Motion # 11, which was withdrawn)
6. To add, amend, and provide clarification to text found on pages 75-79 regarding Conference Approved Literature and service tools. (See WSC Motion # 12)
7. To add, amend, and provide clarification to text found on pages 80-81 regarding *The Forum*, copyrights, the use of symbols/logos, and reprint authorization. (See WSC Motion # 14)

An Open Policy Committee meeting was held during the Conference so that delegate members of the Conference could observe the Committee in action. The Chairperson welcomed all to the meeting and the Secretary provided the Committee with her report. The topic for discussion was: “Do we need a policy requiring two Alateen sponsors before the World Service Office would register an Alateen group?” Page 62 of the 2000-2002 *Al-Anon/Alateen Service Manual* states, “The WSO will register any group designating itself as an Al-Anon Family Group with the understanding that it will abide by the Traditions and that the meetings will be open to any Al-Anon member. Alateen meetings, however, consist of younger family members assisted by an Al-Anon sponsor.”

Following is a brief recap of Committee members’ comments.

- On page 62 of the *Al-Anon/Alateen Service Manual* (P-24/27), it is recommended that there be two sponsors. Is “recommended” enough?
- The Alateen Safety Guideline (G-34) suggests we make an effort to have two sponsors.
- Requiring two sponsors might encourage others to sponsor, knowing they don’t have to do it alone.
- Who says that both sponsors would be there? It would just say they have them.
- Is no Alateen meeting better than having a meeting with only one sponsor?
- An alternative to two sponsors might be to include the name of the sponsoring Al-Anon group.
- In some other countries, law already mandates two sponsors at all Alateen meetings; it’s a message to the fellowship that this issue is important.
- Could we ask the Alateen Advisory Committee for its take on this issue?
- What is the standard we want to set?
- Are we putting ourselves in jeopardy when we don’t have two sponsors? We need to look at this legally and be responsible.
- Registration is a link to worldwide Al-Anon.
- What is the difference between “require” and “recommend”?
- What responsible organization allows children to set safety policies?
- Requiring two sponsors for registration of groups could have worldwide implications.
- It’s time to have a dialog in the fellowship. If we say we’re going to provide help for children, we have to do just that.
- If we have mandated one sponsor, why can’t we mandate two?

The Chairperson thanked everyone for their participation in the conversation and stated that the topic will be continued at the July Policy Committee meeting.

There being no further discussion, the meeting was adjourned.

PUBLIC OUTREACH

Public Outreach Committee

The meeting began with a summary of recent actions of the National Public Information Canada (NPIC) Subcommittee. The Subcommittee finalized its plans for the 2002 World Service Conference dinner/presentation. The agenda consisted of the following items:

- A clarification of NPIC's role as Al-Anon's public relations office for professionals and the media
- Report backs and sharing from two delegates (BC/Yukon and the Maritime Provinces) regarding their efforts to help increase Canadian Public Outreach coordinator communication and participation
- Information about utilizing the September *Forum* issue as a service tool to inform professionals about Al-Anon during November Alcohol Awareness Week
- A celebration of the response of the membership in helping to obtain more professional subscribers to the Canadian Bulletin

The goal is to reiterate the importance of communication between the WSO, delegates, and the Public Outreach coordinators.

Next, a review of activities of the Outreach to Professionals Advisory Committee was given. Committee actions included two recommendations to the Public Outreach Committee. Due to the increased number of high school and college students concerned about a friend's drinking, a recommendation was made to review the questions in the three "20 Questions" leaflets (S-17, S-20, and S-25) for their inclusiveness of friends. The second recommendation was to determine the effectiveness of Public Outreach service materials in terms of clearly communicating Al-Anon/Alateen's purpose to professionals, students, media, and the general public. This came about as a result of confusion about Alateen's purpose (for instance, not to help young alcoholics get sober) and ongoing requests for information and statistics about alcoholism. Literature related to newcomers at treatment centers was also reviewed and recommendations have been forwarded to Literature Committees I and II. The Committee will be studying the content

of the guidelines, A Meeting On Wheels (G-22) and The Al-Anon Open Meeting (G-27) for inclusion of information appropriate for presentations to professionals.

Finally, a reportback from the Public Outreach Committee was given. The Committee began the year by reviewing and approving a rough cut of the 2002-2003 public service announcement (PSA), titled "Corner," along with coordinated poster designs. The final version was shown during the Committee meeting at the World Service Conference before being shown to the full Conference. Package designs and distribution plans are underway.

The Committee also discussed the Advisory Committee's recommendation to review service materials for inclusion of friends of alcoholics and for clarity of communicating Al-Anon's purpose. Over the remainder of the year, all relevant guidelines, service tools, and communication vehicles will be assessed.

It will be recommended to the Board of Trustees that the Committee continue the production of a new PSA annually. In a brainstorming session, ideas were generated for future possible PSA themes. In a related discussion, the Committee agreed that it was desirable to continue posters coordinated with our annual PSA, but would like to add a generic poster as well.

Reports from the Advisory Committee and NPIC meetings included updates on cooperative project plans for September Recovery Month (US), Alcoholism Awareness Weeks (Canada), April Alcoholism Awareness Month, and the National Alcohol Screening Day and College Campus Initiative Projects. A national project, with emphasis on encouraging local Al-Anon service arms to communicate with local chapters, is underway in cooperation with the National Council on Alcoholism and Drug Dependency.

Several projects are underway to increase outreach to the Native American and African American communities. Al-Anon/Alateen information will be available this summer in the 19 cities (13 areas)

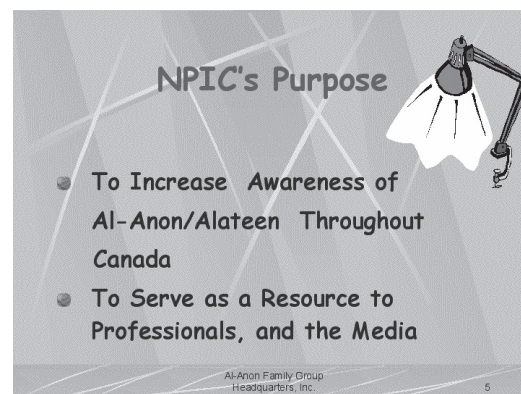
Margaret M.,
Chairperson, Trustee

Gladys C.,
Chairperson, National Public
Information Canada (NPIC)
Subcommittee, Trustee

Ora B.,
Chairperson, Outreach to
Professionals Advisory Committee,
Trustee

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

Claire R.,
Associate Director of Public
Outreach—Professionals



included in the “Sacred Hoop Journey III” sponsored by White Bison, Inc. The Committee approved a draft of a new service tool for outreach to Native American and Aboriginal populations. Outreach is also

planned to African American organizations, several of which attended AI-Anon’s 2001 Family Recovery Luncheon in Washington, DC, as well as targeting ethnic radio and TV stations and publications.

SELECTION OF TRUSTEES

Conference Committee on Trustees

Linda T.,
FL (N), Panel 40, Chairperson

Ric B.,
Secretary, Executive Director

The Conference Committee on Trustees (CCT) is a subcommittee of the Nominating Committee. It is comprised of eleven voting members. The CCT has a key role in the selection of candidates who will guard the principles and growth of AI-Anon in a changing world. As stated in the *2000-2002 Al-Anon/Alateen Service Manual* (P-24/27), on page 183, under Concept Eleven:

“The Nominating Committee, after having consulted with the Conference Committee on Trustees, will make recommendations that will determine, to a large extent, the continuous success of our services. Its members will have the primary voice in choosing our future trustees-at-large and at-large members of the Executive Committee. Careful deliberation, painstaking investigation, refusal to accept casual recommendations, advance preparation of lists of suitable candidates—these need to be the principal attitudes and activities of this committee.”

The members of the CCT assist the Nominating Committee by reviewing and evaluating the résumés of candidates for the positions of trustee-at-large (TAL) and the Executive Committee for Real Property Management (ECRPM). This process follows a predetermined timeline. The Executive Director receives TAL and ECRPM résumés by August 15th. They are then forwarded to the delegate Committee members on or before September 1st. The candidates are scored on five pre-established criteria. The delegate members then submit their responses to the Nominating Committee before its October meeting.

This year’s Committee also recommended that the Nominating Committee review of the design of the ECRPM résumé.

Nominating Committee

Nancy B.,
Chairperson, Trustee

Ric B.,
Secretary, Executive Director

The Nominating Committee met with the Conference Committee on Trustees (CCT) during the World Service Conference (WSC). At the request of the CCT, an informative PowerPoint presentation was developed to better present the purpose and functions of the CCT and Nominating Committees. This presentation was shown at this year’s WSC.

The Committee reviewed its policy in the event a candidate submitted both a trustee-at-large and a regional trustee résumé for

consideration. After reviewing the history, it was agreed that no candidate would be automatically withdrawn from consideration based solely on submitting two résumés at the same time.

Two changes were made to the AI-Anon/Alateen World Service Office Committee Résumé. One was made at the request of the Alateen Advisory Committee and involved adding the custodial parent/guardian’s name and signature, as well as the responsible

adult's daytime and evening phone number(s) to the form. The other involved the residency requirement for at-large committee members. Previously, the requirement stated that members were to be chosen from a "250-300 mile radius" of Virginia Beach. It was clarified to read, a "300-mile radius."

The ranking process of candidates for trustees, officers, and Executive Committee for Real Property Management (ECRPM)

were reviewed with the CCT as part of the yearly orientation at the WSC.

At its January meeting, the Committee presented the Board of Trustees with its nominations for trustees-at-large, Board officers, at-large members, the staff member, and chairperson of the Executive Committee. The nominee for the ECRPM and its chairperson were also presented.

The following trustees and officers were affirmed by the 2002 WSC:

Trustees-at-large:

Jack S., 2nd three-year term
Zelda R., 1st three-year term
Judith P., 1st three-year term

Regional Trustees:

Judy D., US Northwest, 1st three-year term
Winnie SDG., US Southwest, 1st three-year term
Carolyn W., US South Central, 2nd three-year term

Officers of the Board:

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

Executive Committee for Real Property Management:

Colleen G., three-year term

The Board announced Executive Committee appointments for 2002-2003:

Helen W., 3rd year/Chairperson
Syntha E., 2nd year
Howdy R., 1st year
Mary Ann K., WSO staff, 1st year of two-year term

The Board announced Kitty S., Chairperson - *Executive Committee for Real Property Management.*

Regional Trustee (RT) Nominating Process 2002

The process of selecting the regional trustee (RT) candidates for nomination at this World Service Conference actually began a year ago.

Candidates were selected at their area election assemblies. Their names were forwarded to the World Service Office prior to January 1. Once all résumés were received, the profiles were gathered and mailed to Conference members for review prior to the WSC. Then, at the designated time during the WSC, one nominee from each region was selected.

The nominating committees for each region selecting an RT nominee are comprised of the following members:

- Delegates from each of the areas within their region

- Three other delegates and two alternates from outside the region chosen by lot from among the first- and second-year delegates
- Three trustees and two alternates, also chosen by lot at the January Board meeting

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

Roll call was taken for each of the three regions nominating RTs at the 2002 WSC (US Northwest, US Southwest, and US South Central) and the nominating process proceeded.

Catherine J.,
Chairperson, Board of Trustees

Regional Trustee (RT) Candidate Selection Process 2003

Cynthia H.,
Associate Director of Membership
Outreach—Conference

At the 2003 World Service Conference, RT nominees will be selected from Canada West, Canada East, and Canada Central. This process began at the 2002 WSC during the Regional Service Seminar breakouts, when the current RTs distributed packets to the delegates from these three regions.

RTs act as liaisons to the World Service Office (WSO) in three ways:

- They keep the WSO informed of the dates of election assemblies for each area in their region.
- They follow up with the delegates in those areas.
- They encourage delegates in their region to nominate candidates from their area.

Immediately following the selection of a candidate by the area, the delegate is asked to send the nominating information (or notification that there is no candidate) to the

WSO, postmarked no later than January 1, 2003. Failure to meet this deadline constitutes forfeiture.

In June, following the 2002 WSC, each area chairperson in the nominating areas will receive a packet identical to the one distributed to the delegates. This is to alert them to the procedure for nominating an RT by the area and request that they pass the information on to the group representatives in their assemblies. All areas in the nominating regions are encouraged to submit a name for RT and, whenever possible, an alternate.

After January 2003, when all résumés have been received, the profiles will be mailed to WSC members for examination prior to the 2003 WSC.

The following WSC first- and second-year delegates were selected by lot from outside the regions to participate in the RT elections for Canada West, Canada East, and Canada Central:

<i>REGION</i>	<i>VOTING</i>	<i>ALTERNATE</i>
Canada West	Jacqueline M., PR, Panel 42	Renee M., NV, Panel 42
Canada East	Pat R., IL (S), Panel 42	Sharon S., UT, Panel 42
Canada Central	Margot M., MA, Panel 41	Jacqueline M., PR, Panel 42

At the January 2003 meeting of the Board of Trustees, one member of the Board and one alternate will be selected to vote in each region.

COMMITTEE STRUCTURE PRESENTATION

The full Conference was shown an update to the PowerPoint presentation, "Get Ready, Get Set, Vote," which was presented at last year's Conference. It detailed the differences and changes proposed by the Board of Trustees to the structure of the World Service Conference Committees.

After the presentation, the Board chair read the motion, as it was being presented, and then asked if there were any questions or comments.

One member asked how the structure had been working in the World Service Office and what changes had they seen from using it. Some members of the Board replied that they found the office more focused on objectives and everyone knew what they

needed to do.

Another member asked if there would be a change in the way information would be disseminated to the areas and coordinators. Delegates were assured there would be no change in the current practices.

Someone asked how many members there were on each of the advisory committees and how members were chosen. The response was that each committee varies and there are guidelines set up for each of them. More information on these committees can be obtained from the World Service Office.

Two delegates made comments on their area's implementation of the committee structure. Following this discussion, the motion passed.

Catherine J.,
Chairperson, Trustee

DIRECTORS' PRESENTATION: CHANGE

At each World Service Conference (WSC) since 1997, the Directors have chosen a topic that they believe, after having worked day-to-day with the fellowship, is important enough to bring to the attention of the entire WSC. This year the Directors chose a one-word title, "CHANGE."

The presentation began with "then and now" examples of how the WSO's reporting of information to the Conference has changed. This demonstrated the increasing complexity of business operations, including financial reporting, as Al-Anon has grown.

Since this presentation was planned as an interactive exercise, delegates were asked to put down their pens and join in the discussion. Handouts were provided.

Members of the Conference who chose to share were then asked to describe the basic idea or core value that they wanted to be sure did not change. Some of the ideas were:

- Singleness of purpose
- Remaining self-supporting
- Maintaining the three legacies
- Continuing to reach out to those in need
- Sponsorship
- Conference Approved Literature
- Providing hope for the hopeless
- Protection of anonymity

- Keep the focus on ourselves
- Alateens are welcome
- Continuing as a worldwide fellowship

Everyone was reassured that Al-Anon's core values will never change. These values will be maintained by making other organizational changes. Some change is necessary. People will change if:

- Change will benefit them
- Change is inevitable
- The means to make the change are available
- Change can be integrated in their other activities

All WSC members were encouraged to remember the past, but to not romanticize it or take Al-Anon back to a place that no longer fits in today's society. One way to view the changes in Al-Anon is to compare them to seasonal changes. Comparing the freshness of spring to the new energy found at the WSC and the bloom of summer to committees functioning well, were reassuring ideas. Dramatic fall changes were compared to assembly changes that sometimes bring discontent and resistance. Then winter sets in where things appear dead and lost. Who in service hasn't, at one time or another, asked, "What did I do wrong? Why am I here?"



*Managing Change
Is Like Wrestling
a Gorilla*

Where are we going?” Recognizing the seasons of change without falling into a sense of over-confidence or discouragement helped the members to understand the message of change.

Members were asked to view change differently. Sometimes, in order to preserve what is important, core value changes have to be made. The many changes that are part of a bike ride was used as an example. Refusing to make adjustments would cause the rider fall. In order to stay upright, change has to happen.

Near the end of the presentation, the dramatic appearance of “the gorilla of CHANGE” received everyone’s attention. The gorilla tried to distract, annoy, and fight with the speaker. As trusted servants, it is the job of the members to recognize the need for change and to wrestle with “the gorilla of CHANGE.” If Al-Anon does not continue to engage in change, it will be overcome by it.

Members were then asked the following question:

“If your area had sufficient money, volunteers, and time, what could your area change to expand Al-Anon’s image?”

These ideas were brought back to the Conference floor from discussion groups:

- Invite every local professional to lunch and give them Conference Approved Literature (CAL).
- Take out a full-page ad in every phone book and list an 800 number; then have live Al-Anon members staffing the phone 24/7.
- Subsidize every group so they have sufficient funds to send their group representative to all area functions and RSSs.
- Hire a public relations firm to extend our Public Outreach capabilities.
- Have an Al-Anon fair.
- Host symposiums with ethnic and/or minority leaders.
- Provide translations services at all Al-Anon service events.
- Arrange for comprehensive and extensive Public Outreach via every available medium.
- Give every Al-Anon and Alateen member a *Service Manual* (P-24/27) and a *Conference Summary* (P-46).

The WSO staff and volunteers will review all ideas gathered during this brainstorming session in planning future projects.

Members were reminded that sometimes by considering what could change, we open our minds to opportunities that make the resources available.

PUBLIC OUTREACH PRESENTATION: ATTRACTING AND COOPERATING—A NEW CONVERSATION

Conference members were given an overview of a revitalized strategy being used by the World Service Office (WSO) for working with professionals and organizations. The basic premise of this strategy is to utilize the Traditions as a bridge rather than a barrier to cooperate with professionals.

The 1966 World Service Conference (WSC) adopted, and the 1971 WSC affirmed, a statement that recognizes the value of public relations and the importance of ongoing outreach to professionals. Conference members were asked to review the definitions of the terms “cooperation” and “attraction”, as cited in the Policy Digest section of the 2000-2002 *Al-Anon/Alateen Service Manual* (P-24/27), pages 82 and 83. Reaching out can be done without affiliation or promotion by implementing the parameters set forth in those definitions.

The presentation highlighted the benefits gained over the past two years from established and renewed cooperative relationships with national and regional alcohol and health related associations. The WSO “listened and learned” and found out about their structures, communication vehicles, and projects. This helped the WSO develop a strategy for work-

ing with various organizations to create outreach projects within the context of the Traditions. Areas can “team up” with the WSO using the same strategy as a model. They can contact the affiliates and chapters of national organizations. The benefit of utilizing this strategy is that it complements the standard “one by one” professionals outreach projects performed by members locally.

In essence, it is about attitude, accentuating the positive aspects of Al-Anon, and then stepping forward with action. It has been the WSO’s experience that, when our attitudes demonstrate our willingness to cooperate with both organizations and professionals, they become more receptive to making information about Al-Anon/Alateen available to their clients. By being cooperative with organizations and associations, Al-Anon/Alateen can maintain its image and expand its “attractiveness.” As a result, more information reaches families and friends of alcoholics through professionals or interested community members and the organizations to which they belong.

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

To use the Traditions as
a bridge for what we
can do, rather than a
barrier.

BOARD PRESENTATION: “TALKING WITH THE DELEGATES”

This year, the Board of Trustees added something new to the World Service Conference agenda. They wanted the delegates to share with them about the topic,

**“What do you, as delegates,
think is the most important issue
facing Al-Anon in the future?”**

Conference members broke into ten groups, with the staff as one group. Board and Executive Committee members acted as leaders and recorders. Rather than a question and answer session, this was an opportunity to be heard. At the end of the session, groups selected a spokesperson to present to the Conference the two ideas they felt were the

most important.

Following is a consolidated summary of the groups’ suggestions:

- Maintaining the basic integrity of Al-Anon principles—honoring Traditions and Concepts of Service; focusing on our primary purpose
- Reaching minorities, ethnic, socio-economic, and handicapped populations
- Alateen Safety:
 - *Keeping Al-Anon and Alateen members and groups safe*
 - *Legal accountability for Alateen*
 - *The risk to Al-Anon/Alateen’s credibility related to Alateen safety issues*

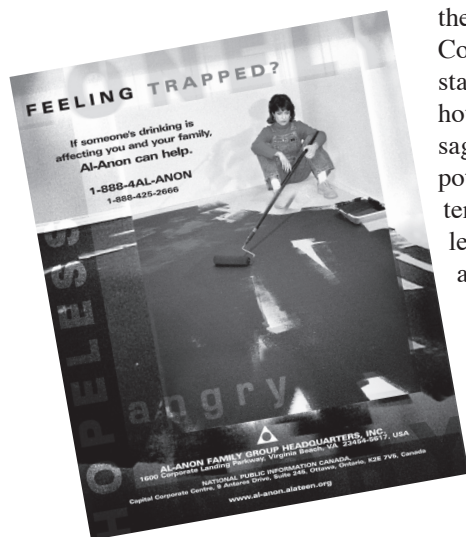
Catherine J.,
Chairperson, Trustee

- Keeping up with technology without losing the essence of our face-to-face fellowship
- Declining membership—keeping Al-Anon in existence for the next 50 years
- Educating the public about what Al-Anon/Alateen is and is not
- Helping Alateens transition to Al-Anon
- Allowing change without losing longtime members
- Taking care of newcomers
- Encouraging leadership and service
- Reaching out, attracting, and keeping new and existing Al-Anon/Alateen members
- Al-Anon's aging population—appealing to younger potential members
- Families and friends of people with more than one addiction
- Adapting to a changing world without altering our core values

The Board will use these responses in their deliberations, in their long-range planning, and when they set their goals and objectives for 2003.

PUBLIC SERVICE ANNOUNCEMENTS

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



“Corner” poster

Public Service Announcements (PSAs) are a service tool, authorized by the World Service Conference, to attract newcomers to the program. Each year, the Public Outreach Committee and the World Service Office staff work together to come up with ideas on how to convey the Al-Anon/Alateen message in just 30 seconds. The goal is for the potential newcomer, who is watching or listening, to identify with the PSA, and to learn that Al-Anon and Alateen meetings are available to them.

To introduce the PSA, Conference members were asked to think back to the time before they found Al-Anon, and how hard they worked to try to fix the problems in their lives. The new PSA portrays a young woman (Al-Anon)

and male teen (Alateen) working very hard to paint over the problems in their lives (“Anger,” “Shame,” “Broken Promises,” etc.), only to realize that they have painted themselves into a corner. “Corner” was then unveiled.

The coordinating Al-Anon and Alateen posters were displayed for Conference members to review, and delegates were given viewing tapes to take back to their areas, along with distribution timetables and sample posters. As in previous years, Public Outreach/Information coordinators will be provided with a list of the stations that received the PSAs from the WSO. They will also be given “how to” information, which they can pass along to districts and information services in their areas.

COMMUNICATION PRESENTATION: CARRYING THE MESSAGE

Caryn J.,
Director of Communication

The Communication Section (the Fellowship Communication and Public Outreach Departments) presented a humorous, yet thought-provoking skit about marketing titled, “Carrying the Message—the Only Message Fit to Print.”

Using the familiar comic-book characters of “a great metropolitan newspaper,” they told the story of “Super Marketer.” Fighting

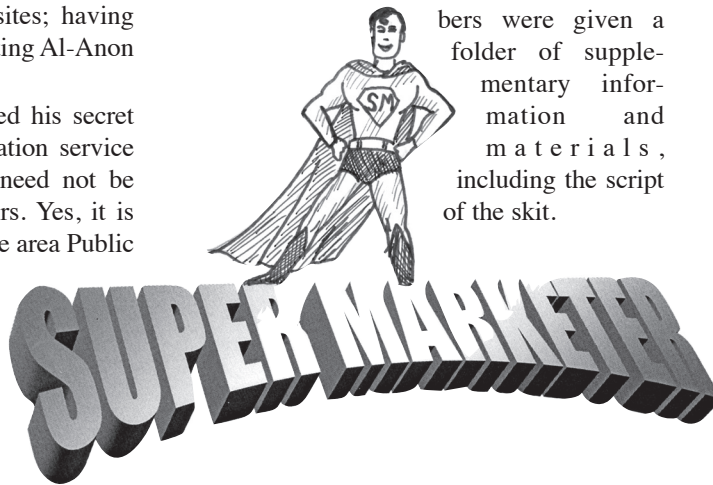
a never-ending battle for honesty, serenity, and the Al-Anon way, Super Marketer explained that marketing is not promotion; it is carrying the message to the public. Through marketing efforts, families and friends of alcoholics can learn that Al-Anon exists, and how and where to find it. Delegate members assisted Super Marketer in describing the many ways that Al-Anon

members can do marketing without breaking Traditions. The many ideas mentioned included putting Al-Anon posters in public places; developing district, Al-Anon information service, or area Web sites; having booths at health fairs; and donating Al-Anon and Alateen books to libraries.

Then Super Marketer revealed his secret identity to an Al-Anon information service volunteer, explaining that we need not be anonymous among our members. Yes, it is true: Super Marketer is really the area Public Outreach Coordinator. All Public Outreach Coordinators are really Super Marketers. With tireless efforts and the understanding and cooperation of everyone in Al-Anon,

members can still remain anonymous at the public and media level without Al-Anon as a whole remaining invisible.

Conference members were given a folder of supplementary information and materials, including the script of the skit.



CONFERENCE WORKSHOP:

AL-ANON'S IMAGE IN A CHANGING WORLD: ANONYMITY—NOT INVISIBILITY

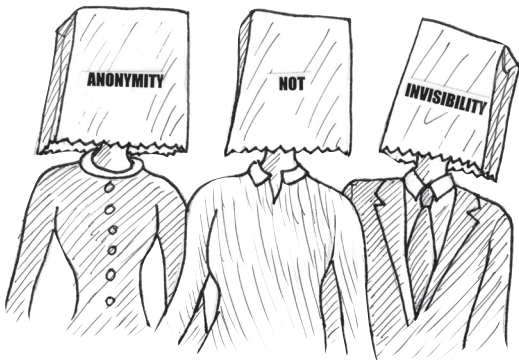
Members explored this year's Conference theme, "Al-Anon's Image in a Changing World: Anonymity—Not Invisibility" in breakout sessions. Various methods were used to examine the idea of anonymity at the individual, group, and fellowship-wide level. Those present discussed whether anonymity and invisibility were synonymous, and thought of ways to help Al-Anon become more visible to those who needed it without breaking Al-Anon's tradition of anonymity.

During an "invisibility experiment," each table divided into two teams. Everyone seated at the table played a particular role. The goal of the experiment was to find out what role was being played by each person on the opposite side of the table. Before beginning, those on one side put paper bags on their heads. Written inside the bag was the role to be played. After the bags were on, those on the other side were given a nametag with their role. The chairperson gave everyone three minutes to find out as much as they could to identify the people sitting on the other side of the table. Once the bags were removed, members discovered that those with bags were playing the role of Al-Anon members, groups, and service arms. Those

across from them represented the public, the media, and professionals. Then they briefly discussed the obstacles to communication that the bags (invisibility) presented.

The Conference theme was next explored through a series of ten questions examining how members viewed anonymity and whether those views were obstacles or opportunities to carry the message of Al-Anon. A group discussion of how Al-Anon could be visible while maintaining its Traditions followed. These are some ideas about the difference between anonymity and invisibility from the workshop:

- Tradition Eleven is public and outside of me; specific to media and public relations.
- Tradition Twelve is spiritual and inside of me, not about me; there is equality within the fellowship; it is principles above personalities.
- Giving your name and showing your face to the press or media is appropriate as long as you don't identify yourself as a member or tell your story.
- Anonymity means no gossip; it is protection for me, the alcoholic, and the program; I have a right to privacy, and a



safe place to share feelings.

- Al-Anon is not anonymous. Its members are anonymous at the level of press, radio, TV, and films.
- Some came to the program with shame and fear. They had no sense of self, were afraid in their own home, and wanted to be invisible as a child. Now they feel restored as human beings.
- Members remain anonymous yet visible by reaching out to someone else, by being present at service functions, by being the best person they can be, by sharing gratitude, and by focusing on the message and not the messenger.

Next, instead of “thinking outside of the box,” members were encouraged to think outside of the bag! Each member can be a part of the Public Outreach Committee and still maintain his or her anonymity. Here are some of the ways the program can be visible while members maintain anonymity:

- Put ads in taxis, school year books, gas pumps, and train and bus stations.
- Display posters on bulletin boards at schools, churches, college campuses, libraries, and senior centers.

- Buy space for display ads at sporting events.
- Place literature racks in tourist centers, hotel lobbies, medical, dental, and legal offices, non-traditional schools (beauty, massage therapists, etc), coffee shops, the chamber of commerce, and local convention centers.
- Leave *The Forum* in the waiting rooms of beauty salons and hospitals.
- Distribute PSAs to movie theaters.
- Broadcast meeting lists on local access TV.

At the conclusion of the brainstorming session, members were asked to make a commitment to themselves and Al-Anon by completing a form with one or two ideas they will put into action in the following months. Completed forms were returned to a World Service Office staff member, who will send this written commitment back to the Conference member as a reminder.

As a result of the workshop, participants realized a greater awareness of the distinctions between anonymity and invisibility. Everyone left with the sense that while Al-Anon members maintain anonymity at the level of press, radio, TV, and films, Al-Anon need not be an invisible fellowship.

CHOSEN AGENDA ITEMS

Chosen Agenda Items Process

Each year, prior to the World Service Conference (WSC), members are invited to submit to the World Service Office (WSO) questions of a general nature regarding topics that pertain to Al-Anon worldwide. The WSO then compiles those questions into one document and provides a copy of it to the Conference members at registration. The members are then asked to vote for the three questions they feel are most important to the fellowship at this time. The four topics that receive the most votes become the items dis-

cussed at the Open Discussion sessions. Of the remaining questions, those that receive at least five votes are discussed in workshops and reported back to the Conference. Questions that receive fewer than five votes are answered in the Ask-It-Basket (see page 50). To insure that topics are handled without bias, someone other than the person submitting the topic is chosen by lot to moderate the discussion. For a brief history of Chosen Agenda Items, please refer to the *2001 Conference Summary*, page 21.

Open Discussion Item No. 1: Service to Al-Anon

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

- How can we get the message out that service is part of recovery?
- It seems the groups are diminishing in size as well as the influx of new members to service. How can we encourage service work and keep longtime members interest in service?
- How do we emphasize the point that you only receive from Al-Anon what you give away—that Al-Anon is not a self-help program, but a program of helping others?
- The service message: is it getting out that Al-Anon service is part of our recovery?
- How can longtime members encourage participation in service work to newcomers without dominating the novice?
- How do we get the job description from the *Al-Anon/Alateen Service Manual* (P-24/27) to the individual member to attract more involvement?

The message of recovery through service begins with each one of us; it is attraction rather than promotion. Keep it simple, communicate, and don't be afraid to ask for help. This applies to longtime members as well as newcomers. Not everyone learns the same way; some need visual aids. Create a presentation that gets the point across. When telling your story, include something about the fun you had at service events. Some new members who come are afraid they can't do "it" as well as someone else. Show them that together we can do it. Invite members along to assemblies, health fairs, libraries, etc., and make it fun. Develop goals and show how they can be attained through small projects, such as donating a book to the library. People are willing to do small things. Action committees help members feel "a part of," and they become more willing to attend assemblies and other meetings. Education is the key. One area now has a permanent workshop for group representatives at every assembly and everyone is invited to come. One member shared, "I came into service as a forced volunteer. Create activity and keep it at a level that everyone can be comfortable with. Make it something that people can relate to. Service gives us a chance to be a part of something. Make people feel welcome. Slowly introduce service; start with small thing; keep mentioning service. I needed a push but I also needed gentle loving."

Open Discussion Item No. 2: Outreach to Minorities/Diverse Populations

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

- Al-Anon's image as a group of white, Protestant, married or divorced women needs to be changed in order to attract people from diverse backgrounds. African-Americans and Hispanics comprise two-thirds of the US population (sic). We're not reaching them. How can we communicate more effectively?
- We have large Black and Mexican populations, but we don't

have them attending. How can we attract minorities to Al-Anon?

- How do we get men more involved?

We can communicate more effectively by being better educated at the grass roots level. Diversity starts at the group level. One area addressed this issue by creating a diversity coordinator position. That person reaches out to the area's diverse population. Another area has a Spanish liaison and two bilingual members who reach out to the Spanish community. It was suggested that a conference or assembly workshop use diversity as its theme to help educate Al-Anon's current membership.

The 1999 Al-Anon survey states that we are missing the 25- to 35-year-old population. We need to be certain our groups are welcoming to all newcomers.

"I was frightened at my first meeting, but I saw something in their eyes that kept me coming back." That is a quote from a male, minority Conference member. "Having a warm welcome at a meeting makes me want to come back." That is a quote from a female, minority Conference member. If someone is afraid to attend an all-white meeting, invite that person to go with you. We can attract minorities by being willing and committed to sharing the Al-Anon program. Providing literature to local ethnic centers, minority organizations, and churches, and then offering to speak to groups at those places can open the door. Ask current minority members of your Al-Anon group, who are familiar with the cultural and language differences, to share their story at speaker meetings. The audience has a better chance of hearing the message if they see someone like themselves sharing their story. Then ask the speaker to write what they just shared and send it to *The Forum* so that more people can be helped.

Open Discussion Item No. 3: Anonymity

The topic of the third open discussion addressed the following questions:

- How anonymous do members really need to be? Do we over estimate our own or the alcoholic's importance as an excuse to keep out of service work?
- How can we get members thinking about what anonymity really is intended for and, at the same time, carry the message through media and professional outreach?
- What could we do to put even more emphasis on Tradition Twelve?
- How can we better clarify anonymity, attraction, promotion, affiliation, and cooperation?

Anonymity is a very personal issue. We cannot assume how someone else feels about it. It is important to determine for ourselves how much anonymity we need and want by examining our motives. Some members may face physical abuse if the word got out that they were attending Al-Anon. Newcomers may tend to place professionals, who are also members of Al-Anon, on a pedestal if they hear about their professions. All members need to feel equal. "I don't need to know what you do for a living, but I do want to know your name," was a quote from one Conference member. Pages 67 and 68 of the *2000-2002 Al-Anon/Alateen*

Service Manual (P-24/27) provide information on anonymity inside and outside Al-Anon and in our personal growth. Lois had a lot to say about anonymity. She wrote about it in *Lois Remembers* (B-7).

Carrying the message can be done in several ways without breaking the personal anonymity of members. While traveling, pass out literature to anyone who asks. Leave *The Forum* or a meeting schedule in your hotel room or in a public restroom. In both of these situations, your anonymity is maintained, and you are sharing the message. Confidential relationships with professionals, such as your doctor, attorney, or minister, provide an opportunity for education. It also gives them an opportunity to help others. Let them know you are an Al-Anon member and ask if you can leave Al-Anon information at the office.

One member suggested that for more information on the definitions of anonymity, attraction, promotion, affiliation, and cooperation, to read pages 82 and 83 of the *2000-2002 Al-Anon/Alateen Service Manual* (P-24/27)

Open Discussion Item No. 4: Public Outreach

The final floor discussion pertained to these questions:

- What can we do to make Al-Anon as well known as Alcoholics Anonymous?
- How can we get districts more involved in Public Outreach?
- Could we have a discussion on the value of Al-Anon's participation in the area service assemblies of AA besides our area RSS?

Members of an area, district, and/or group can set goals for outreach, being ever reminded that Al-Anon is a program of attraction, not promotion. The Conference members had several suggestions on how that could be done.

- Be willing to be more visible
- Suggest that AA conference committees have an Al-Anon liaison
- Cooperate with AA at conventions by having Al-Anon literature available; attend planning meetings; have a Saturday night Al-Anon speaker
- Meet with the local AA representatives; take them to lunch and educate them about Al-Anon
- Challenge AA members to attend at least six Al-Anon meetings
- Take a meeting on wheels to those areas that are struggling to help them revitalize their existing structure
- When speaking in public, answer questions and provide pamphlets; let the audience know that alcoholism is a family disease
- Identify those members who have special talents and encourage them into service
- Don't let an opportunity pass; when it comes up, if you don't know what to do with it, pass it on to someone else
- Whenever possible, have an Al-Anon/AA panel of speakers; take questions from the floor

Each member who shares his or her experience, strength, and hope presents an image of Al-Anon. It may be the only contact a person has with Al-Anon. AA members and the public base their knowledge of Al-Anon on the members they meet.

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 of 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. Similar questions were grouped together. Some topics were discussed in more than one group, resulting in the following summary of member comments.

Topic: Concept One

- **Is the power of Al-Anon truly in the hands of the groups?**
- **Some members in our area have voiced concerns that the only groups from which decisions seem to come are the World Service Conference and the WSO. How can we encourage groups to be more active in the decision-making process and to actively voice their opinions to their district representative, area world service committee, and especially their area delegate, so that they truly know they are the ultimate authority in Al-Anon as stated in Concept One?**

Concept One says, "The ultimate responsibility and authority for Al-Anon world services belongs to the Al-Anon groups." That means that in order for groups to participate in the process, they need to be informed of process. Past and current trusted servants have the experience to educate the groups and help them

understand that they have a voice. That voice is the group representative, who is the voting member at assemblies. The delegate then takes that vote to the World Service Conference. Sometimes, groups do voice an opinion to the delegate, but when the delegate receives more information at the World Service Conference and votes differently, groups feel they have no choice in the decision. When delegates are elected, they are given the authority to vote as they see fit with the information provided, as discussed in Concept Three.

Some groups are strong and exercise the right to vote. Other groups are not informed and, therefore, choose not to vote. Still other groups are not represented at assemblies. Encouraging groups to study the Concepts of Service raises awareness of their existence and encourages groups to be more readily open to participate in the process.

Topic: Declining Membership

- **Why is Al-Anon's membership declining? What can we do to increase membership as well as define reasons for decline?**

There were several reasons presented for Al-Anon's declining membership, one of which is the changing times. There are many more choices of twelve step organizations, and not as many treatment centers to encourage family members to go to Al-Anon. Also, marriages fall apart more easily today. In the past, people tried to keep their marriage together, including going to Al-Anon for their spouse. Another reason was that some newcomers didn't find what they were looking for or didn't get the quick fix they came to get, so they don't stay. They come back when they are ready.

Each member has a part in increasing membership. During the discussion, it was suggested that studying the Traditions and the Concepts of Service could strengthen groups. Talking at our group meetings about the love we have for new members could increase membership. Give the newcomer a job. Educate them on the variety of literature available. Share the Service Plan (S-39) with longtime members. They need to be reminded and newcomers need to be told how important they all are to the survival of the fellowship. Having beginner meetings in a separate room for newcomers allows them to ask questions and helps dispel some of the fear they might have about Al-Anon.

Topic: Traditions Meetings

- **How do we encourage meetings solely on the Traditions, rather than a quick read through?**

As the discussion evolved, it was felt that personalizing the Traditions helps to make them more appealing for study. In Volume 4 of *Forum Favorites* (B-9), on page 121, there is one person's idea of how to adapt the Twelve Traditions to the family. The sharing is titled, "My Family's Traditions." Recovery from the disease of alcoholism depends on self-education and that means reading and studying the Traditions. Suggest that your home group start by studying a Tradition a month. Be persistent at wanting them in your meetings. If necessary, try it on a trial basis. Whenever possible, bring Traditions into the meeting through the topic.

Topic: Business Meetings

- **How do we impart the importance of business meetings as part of a meeting, needing all members to participate rather than have it be a separate activity with little or no participation or a few speaking for many?**
- **Many members are willing to serve the group, but show little interest in attending district meetings or area assembly. How can we get more members involved and active "above the group level"?**
- **How do we get more Al-Anon people volunteering for positions in the district and the area?**

It is group autonomy when it comes to business meetings, but

having business as part of regular meeting reinforces the fact that service is part of recovery. Be enthusiastic, and make it fun. Chair a meeting on service and encourage the study of the *Service Manual* (P-24/27). Use the word "assistant" instead of alternate—we all like to help. Be flexible—if a position becomes vacant, members of the group can rotate covering the position until it's filled. Be creative and share fun experiences.

To get members to volunteer, consider having written nominations. That way, if the first person accepts the position, others are not discouraged from making themselves available.

Two things to think about: 1) If your heart rate goes up, your Higher Power is probably nudging you into that position; and 2) Ask someone to ride with you or drive for you.

Topic: Dual Members and Service

- **How can we balance encouraging "dual members" to leave their other affiliations outside the group meeting, with anonymity, and not allowing "dual members" to be group representatives (GRs)? (A recent experience involved a "dual member" elected as GR unknowingly.)**
- **An Al-Anon member wants to be a GR. This person was attending AA meetings but hasn't in some time. Can this person be elected GR?**

There are several opportunities for members of AA, who are also members of Al-Anon, to be of service to the Al-Anon fellowship. It is important to focus on what they can do, not what they cannot. On page 63 of the 2000-2002 Al-Anon/Alateen *Service Manual* (P-24/27), there is information on service by dual members in Al-Anon. Interpretation of some of that information is up to area autonomy (such as whether they can serve on convention committees).

In order to comply with guidelines already in place, it was suggested that the eligibility requirements for those voting on issues be read before all elections and at all meetings. It was also suggested that there be a review of the guidelines for group representative and the pamphlet, *The Al-Anon Focus* (P-45). Every Al-Anon member has a voice, including dual members. Encourage dual members to have an Al-Anon sponsor. Groups can be more pro-active by reading the *Service Manual* (P-24/27) in meetings before issues arise. Groups need to be aware that if they elect a dual member as group representative, they lose their representation.

If someone has attended AA in the past and no longer attends, it's their call as to whether they are a "member" of AA. For more information on past discussions and decisions of the World Service Conference and the Policy Committee, the World Service Office has a timeline of that information available.

Topic: Archives and Al-Anon's History

- **How do we keep our history alive for future members?**
- **The Conference Charter (pages 137-141 2000-2002 Al-Anon's/Alateen Service Manual (P-24/27)) does not direct that any World Service Conference should visit**

Stepping Stones, the home of our cofounder. While it is important to us historically, how is this visit helping families and friends of alcoholics? Is this a prudent use of Al-Anon's resources?

To keep Al-Anon's history alive for future members, special events can be planned in remembrance of such things as anniversaries and Lois' birthday. *Lois Remembers* was written so members would have an opportunity to know Al-Anon's history. It is a good piece of literature and can be used at meetings. Areas, districts, and groups can create and maintain a traveling archive display for assemblies, conventions, and other events.

In past years, whenever possible, all Conference members were given an opportunity to visit Stepping Stones while attending the Conference. Visiting Stepping Stones helps families and friends of alcoholics by reminding Conference members why they are there and why Al-Anon exists. It is where Al-Anon began. Its spiritual roots are there. It is the one place that connects Al-Anon worldwide. History reminds us that Lois and Bill were ordinary and simple and poor, even "strange" at times, but look how they dealt with change and what they accomplished. Imagine what we can do. The history and spirituality provided by Stepping Stones inspires the focus and guidance that Conference members need. The visit to Stepping Stones also provides leadership with much needed inspiration and reinforcement.

Topic: Alateen Conferences

- **How are areas handling Alateen conferences?**
- **How does the WSO suggest areas "cooperate and communicate" with those Alateen conferences that meet within that area?**

In one area, the Alateen groups host the conference. The assembly is informed of all activities and there are guidelines. Another area has an Alateen weekend connected to their assembly. Two other areas are involved in a four-state conference where the Alateen Coordinator, two Alateen sponsors and two Alateens from each state sit on the board of the Conference. One area pulled away from its Alateen conference because the guidelines were not being followed. Some areas have kids coming who have never been to Alateen. They just wanted to see what it was like. In some cases, sponsors have refused to take kids to a conference, if the children have displayed inappropriate behavior.

In some cases, it was necessary for Alateens and Al-Anons to decide together on a course of action when rules were broken at conferences. When the decision was made, it was for the good of Alateen and Al-Anon.

Al-Anon is to Alateen like a parent is to a child. It needs to direct and lead. There is a difference between controlling Alateen and being accountable for Alateen. Al-Anon is responsible. Sponsors need to be reminded to have all forms for health care and parents' approval signed in advance.

Some Alateen conferences list their event location on a Web site. Since this could prove to be unsafe for Alateens, a Post Office Box should be used.

Topic: Incorporation of Area Structures

- **Bonding or "protection" as a safeguard for accountability: How many areas are incorporated as the *Al-Anon/Alateen Service Manual* (P-24/27) suggests? In incorporating, an area must have by-laws and designated officers. Questions arose regarding procedure for the accountability of officers, especially the treasurer, removal of officers, and having bonding or other protection as a safeguard for area world service committee funds. How many assemblies have bonded officers or purchased officers' and directors' insurance? What sort of liability insurance is recommended? Is it possible to bond only the treasurer? There has been a sense from some within our area that, in the case of financial loss, the bonding company would prosecute and this would violate our Concept of avoiding punitive action. They feel this would be a punitive action. Others felt strongly that legal action was necessary. Our officers expended way too much volunteer time in collecting funds discovered missing.**

Matters involving incorporation, bonding, and insurance vary from state to state. Local laws should be consulted. If area officers are bonded, and the bonding company finds it necessary to take legal action, it was the consensus of the group that such action would not be considered punitive. It would be a consequence of a personal action. If areas accumulate a lot of money, it is almost an invitation for something to happen. It was suggested that an audit committee be created or that an audit be done once a year.

Topic: Limiting Chosen Agenda Items

- **Is it appropriate for the World Service Office to put limits on agenda items, especially anything that would prevent the Conference from revisiting prior decisions? Although revisiting decisions may be frustrating to those who have "been through it" and seemingly pointless when the outcome is the same over and over, it is important for the membership to know that they may continue to ask questions over and over until they understand the answers. It is also important for the membership to know the World Service Conference hears them.**
- **How, with the restrictions imposed, do questions regarding change of policies, updates to the Charter, etc. get dealt with? In light of Concepts Four and Five, limiting the chosen agenda topics to exclude issues already answered or answerable in the *Service Manual* (P-24/27) or the *Conference Summary* (P-46) seems to exclude revisiting issues that may be recurring ones in our membership. Some of these ideas need to come up again even though the answer has been "no" in the past. They may someday be answered differently as the culture changes.**

The World Service Office does not put limits on agenda items and the workshop members did not feel it would be appropriate to do so. However, there is a limit on the amount of time available at each Conference. Taking time to revisit items already

addressed at several past Conferences and/or in the *Service Manual* (P-24/27) takes away from those issues of current import. It was acknowledged that the minority opinion needed to be heard. The delegates, through the chosen agenda items process, choose items for discussion. If anyone wants something discussed, the delegate representing that area can bring the concern to the Conference. Members were encouraged to research the issue in the *Service Manual* (P-24/27) and past editions of the *Conference Summary* (P-46), proceed through their area process, and exercise their leadership ability in deciding if an issue should be raised again.

Topic: Alateen

- **How do we increase awareness that Alateen and Al-Anon are one?**
- **How can we welcome Alateens at our Al-Anon meetings?**

As Al-Anon members, we can increase awareness that Al-Anon and Alateen are one by introducing ourselves as members of Al-Anon and Alateen.

Participation is the key to harmony. Alateen is a part of Al-Anon. Encouraging Alateens to participate at group, district, and area assemblies and all Al-Anon functions helps them feel welcome. Encourage Alateens to take service positions in groups and districts. Use Alateen literature at meetings. Have Alateens chair the Al-Anon meetings. Invite them to share at anniversary meetings. Welcome and encourage Alateens in transition. Treat Alateens as adults and encourage them to be self-supporting.

Topic: Convention Speakers

- **Conferences and conventions now seem more concerned that the speaker will make the audience laugh rather than being focused on the message. Are we now a fellowship of speaker personalities?**

Members who shared on this topic expressed the need to hear experience, strength, and hope from speakers. Their interest was not in the big name or the laughter, but the message they heard. Having a little humor is effective in getting a point across. If the conferences and conventions in your area are not providing you with the speakers you want or need to hear, volunteer to serve on the speaker selection committee and encourage others to do so. Having several Al-Anon members on the committee to broaden the scope of the group conscience helps assure that the speakers chosen will share the Al-Anon message. It might be helpful to present the Al-Anon speaker with a copy of the guideline, Members Interested in Speaking (G-1).

Topic: Action to Aid Recovery

- **Is Al-Anon becoming too reflective? Are we thinking and feeling too much instead of taking action by changing our attitudes and actions, and by working the Steps? Are we becoming too intellectual?**

“Action rather than reflection.” That was the simple answer

to these questions. Action includes encouraging recovery through the Twelve Steps and showing with action how to find solutions and make things happen. Action starts with the First Step, so start and/or support Step study groups and promote the use of Conference Approved Literature. Be an example of the solution in action; carry through with things you start.

Topic: Alateen Sponsors

- **How can we encourage members to participate in service above the group level; youth to come to Alateen; and members to know more about sponsorship, get a sponsor, and carry the message at meetings?**
- **How do groups encourage members to become Alateen group sponsors?**
- **Operation Alateen suggests that Al-Anon groups work with the Alateen groups in many positive ways. How can we fit the Alateen sponsors into our area world service committee structure? Sponsors are not group representatives (GRs), but they carry the message to the Alateens. Our Group Records database is concerned with GRs but our Alateen sponsors are not well informed on Al-Anon policies.**

Before anyone will do anything, it needs to be attractive. Making service more attractive invites people to help. Asking someone to give of their time and energy helps them feel as though they have something to give. Encourage them to chair meetings and spend time answering the telephone for the local service. Be willing to be a service sponsor and encourage those being sponsored to be of service. Chair meetings on sponsorship and use the pamphlets, *Sponsorship, What It's All About* (P-31) and *Service Sponsorship: Working Smarter, Not Harder* (P-88). Talk about how important your sponsor is to you.

Alateen sponsorship is an awesome responsibility and not one to be taken lightly. Sponsor in pairs. Keep in touch with local groups and have a list of people willing to help. Have area and district Alateen coordinators do workshops in the local area and in different districts. Some Al-Anon groups adopt Alateen sponsors to help them go to assemblies. Encourage Alateens to attend assemblies. Include Alateens on conference committees.

Topic: Rules in Al-Anon

- **Why does it state on page 97 of our 2000-2002 Al-Anon/Alateen Service Manual (P-24/27) that “it is not a book of rules; there are no rules in Al-Anon”? For instance, dual members cannot hold office above the group level and an AA member cannot sponsor an Alateen group as the primary sponsor. Can the Policy Committee consider removing this from future handbooks?**

We have policy, but don't have rules. A dual member cannot be seated at the Conference because of our singleness of purpose. Group autonomy says the group makes the decision on who serves, but when the elected person reaches the next level of service, such as district, there is another group of people

representing all groups in the district that can use the Traditions to say “no.” Use this as an opportunity to inform. Share combined experiences showing that dual members do not serve above group level and why. Educate, educate, educate.

Topic: Group Problems

- **What can be done with Al-Anon groups that are not practicing Traditions and Concepts of Service?**
- **To what degree should members at the Conference level be allowed to inventory behaviors at a group level?**
- **What is the district representative’s (DR’s) role in a group that doesn’t follow the Traditions?**

If a district has a meeting that is not practicing the Traditions or Concepts of Service, consider taking members from a healthy group to the meeting on a regular basis. Members cannot enforce the unenforceable. DRs can make suggestions but it is not their role to police the groups. Suggest to newcomers that they try at least six different meetings. DRs must be careful not to become too involved and lose focus on areas where they can be of service.

Topic: Trusted Servants

- **What are some suggestions for removing members from jobs they are not fulfilling if they are not willing to resign?**

A place to start would be to ask them if they have any concerns or questions about the position to which they were elected. Be sure they have been given a set of guidelines for the position and know the responsibilities required. Offer to be of help in any way you are able. Remind the trusted servant that they are accountable to the members who elected them.

If they are not willing to resign from the position, address the problem through the district or area world service committee meetings. Appoint an ad hoc committee and use the appropriate guidelines. Read and apply the Traditions and the Concepts of Service, especially Concepts Three and Nine. Review the solutions found in other areas that have had similar problems.

So that the responsibilities of the position are not left undone, let the alternate assume the position. Ask other members to share the duties with the rest of the district or area world service committee. Communication and encouragement are important.

An area cannot function well if it cannot trust its trusted ser-

vants. Be aware and informed. Study the *Service Manual* (P-24/27) and refer to it often. You never know when you will need the valuable information it provides. Refer to Concept Five. It is our duty to tell a district or area if we feel a member should not serve.

Topic: Leadership

- **What can we do to “train” tomorrow’s Al-Anon leaders?**
- **What can we do to develop “trusted leader” skills in each of our meetings, encouraging the service, and ensuring that leaders can run effective meetings for the good of Al-Anon, as opposed to personal or group agendas?**

Good leaders are not trained, they develop. Al-Anon is a program that helps its members do that. One of the tools is Concept Nine, which talks about good personal leadership at all service levels. It is the group’s responsibility to elect the best possible person for any service position. However, it is the responsibility of the longtime members to be there for the new members, to walk along with them, and to be a service sponsor. Let it begin with me. Lead by example. Share the program and invite new members along to district and assembly meetings. Study and refer to the Traditions and Concepts of Service. Lead workshops on how to be a group representative and a district representative. Whenever possible, encourage outgoing group representatives and district representatives to sponsor the newly elected replacements. Above all, be patient.

Topic: Sixth Tradition

- **What is the meaning of our own Sixth Tradition? Even our own members sometimes try to use the Al-Anon name for their own private purposes.**

Conference Approved Literature can provide members with an opportunity to determine for themselves the meaning of Tradition Six. Some examples are *Paths to Recovery* (B-24), *Al-Anon’s Twelve Steps & Twelve Traditions* (B-8), and *How Al-Anon Works for Families & Friends of Alcoholics* (B-22). Another good resource is the *2000-2002 Al-Anon/Alateen Service Manual* (P-24/27). Refer to “Group Problems” on page 38, “Anonymity” on page 39, and “Selling Products” on page 72. For a more personal interpretation of Tradition Six, chair a meeting and use it as the topic.

There is a difference between “cooperating” and “lending our name.” We cooperate with Alcoholics Anonymous, but we are separate. Lois once said, “Our separateness is our own strength.”

DELEGATES (PANEL 40)

Marilyn R., California (N)

The theme of this year's Conference reminds me of how I felt when I walked into the doors of Al-Anon 26 years ago. I could not go to a meeting in my own town because I was afraid that people would know there was alcoholism in our home. I was so deep into the disease that I did not recognize that everyone already knew.

The day I found Al-Anon was the day I started to grow and change. I became aware of how I had tried to hide the disease and control the alcoholics in my life. Then I reached the point where I was able to start telling my family and friends and then expanding that into my community.

I got a sponsor and worked the Steps and started to see that I needed more. Then I got a service sponsor and started working the Traditions and found this to be another way to grow. Next I discovered the Concepts of Service. I knew they were there all the time, but I didn't recognize how important they were to my recovery. The Concepts have helped me recognize how important it is for me to carry the message without trying to force solutions. They have helped me to let go of my vision of how the program should be and let God be in charge of the outcome.

Today Anonymity—Not Invisibility means that I keep members' anonymity, but I do not hide in the disease. It is important for me to recognize that in order to stay in recovery, I must carry the message to all who might need it. With God's help I am able to live my life in a very open and loving way, giving help where it is needed and sharing my experience, strength, and hope wherever I can.

I was fortunate to have begun my recovery in a group that was loving and kind, while still putting forth the idea that service was a part of recovery. From the beginning I was encouraged to do service within my group and invited to go along to learn how others did service. I was also encouraged to go to libraries and take along an Al-Anon book to put there.

In closing I get to look back over the past three years and know that I have been given the opportunity of a lifetime. I came to Al-Anon because of someone else's disease and stayed to be given the gift of recovery that will help me continue to be visible in this changing world.

Kay D., California (S)

In January each year, my area sponsors a service day using the annual Conference theme. This year, most of the membership focused on the levels of anonymity in outreach projects. Members experienced in Al-Anon outreach were invited to share on panels to enthuse and educate the newer people. I was most touched by a member who shared about keeping the secret of alcoholism and her need to be invisible out of shame. She expressed fear that someone would find out about the alcoholism in her family that she was unable to control. She mentioned the widespread ignorance about the disease. I know those feelings too.

This year, I have had to struggle with the alcoholism of my thirty-year old grandson. Sadly, the dynamics in my family prevented my stepdaughter from letting us know. The pattern of isolation has not yet been broken. She has been unable to reach out, even within the family, for support. I have felt pain and been frustrated that she was unable to get the message of hope from me. I trust that she will get a look at recovery through you. She tried one Al-Anon meeting. Why didn't it stick? What was our image the night she attended? Was she given a phone list and a directory of local meetings? Did anyone reach out to her? Was she given a lifeline call back after a few days? Did the meeting run in an attractive, organized way?

For me, Al-Anon's image starts at the group level and completes its circle at the World Service Office in serving the groups. We delegates and Al-Anon volunteers carry the message of lessons learned in the past 50 years. We are the third generation to pass on the image of Al-Anon/Alateen given to us by Lois and Anne. It can be carried on in the groups by welcoming and giving comfort to the families of alcoholics.

I was welcomed into a small meeting in rural California. I was coached into service by a sponsor who told me to "get in the car," and loved by a sponsor who taught me to stay married by writing on the Steps and Traditions as they applied to my own life. I found a God of my understanding. My Al-Anon service journey allowed me to meet both Lois W. and Anne B. and to walk in the footsteps of past delegates. As delegate, I've shared accommodations and wept with our regional trustee. Through it all I've developed a thicker skin and a backbone, and I've learned by example how to love unconditionally. Thank you Al-Anon for all that you've given me and for all that has been removed from me.

Su A., Delaware

I did not grow up in an alcoholic home, but it was definitely dysfunctional. After years in Al-Anon, I discovered that the disease of alcoholism had affected my parents, my siblings, and me.

I am a second generation American. My father was French and Italian. He was raised in France. My mother was born in Germany, immigrating here as a child. By European standards, children were seen but not heard. If you asked my father how many children he had, he would tell you he had two sons. There were six of us, two boys and four girls; but since the girls did not carry on the family name, they were not important.

I tried very hard to become visible to my parents and I could tell you some pretty wild stories of things I did to get their attention—some good things and plenty of not so good! I was never anonymous, to my parents chagrin, but I was still invisible. When I was good, that was expected, and when I wasn't, I got punished. I never felt that they ever cared to know me. I became a great chameleon, fitting in to any clique or group I happened to be around. Some teachers thought I was this "nice" girl, while others thought I was always up to no good. Both were right. I got

good grades and yet I cut a lot of school.

When I finally reached Al-Anon, I struggled with who I was. I remember a meeting where we were asked to tell our favorite color, food, movie, etc. I could not answer any of the questions because I didn't know. I could tell you what the alcoholic's favorite things were, but I didn't have any of my own. Most of my clothes were black or white. That made it easier to get dressed in the dark and still match! I was invisible even to myself.

I am really grateful to Al-Anon for helping me to find myself. Today, I can look in the mirror when I comb my hair and there is someone looking back. When I got into service, I learned even more about myself. I want this gift of Al-Anon to be there for other "invisible people" who are looking for themselves. It may be their only hope.

I am learning how to become a role model, not a teacher, and I cannot fear for my anonymity by becoming invisible again. The primary purpose of the Al-Anon/Alateen fellowship is to help families of alcoholics. You and I *are* that fellowship.

I heard this statement at our regional delegates meeting in March: "We have to *not* be invisible and we can all draw that line wherever we want to."

Linda T., Florida (N)

Anonymity: The spiritual principle and foundation of the Al-Anon way of life that *frees* me to be real—to be me—without fear of gossip or criticism outside the rooms. This spiritual foundation helped to break the power that isolation had over me, that bound me physically, emotionally, spiritually, and mentally for years. Today, I want this freedom for myself and for all others, who, like myself, are struggling with this disease. I want to give them what I want *most* for myself – acceptance of me – the happy me, the angry me, the fearful me, the sometimes socially inept me. Anonymity gives me the freedom to be!

Invisibility: One of the barriers between me and all that promotes my being me. I always felt the pain of invisibility before recovery—the proverbial, "Stop crying or I'll give you something to cry about," or, "Shut up! No one was talking to you." I can't tell you how many hundreds of thousands of moments I spent seeking invisibility in order to feel safe—to be free from fear, shame, guilt, and confusion. You taught me that I was "only as sick as my secrets." All those secrets were the barriers that kept me a prisoner; kept me invisible, isolated, and alone.

Because Al-Anon broke the barriers that kept me separate, I want to market the hope that set me free. I choose no longer to be invisible. I choose to be real. I choose to share my story and be vulnerable to opinions about shameful past mistakes or fears. I choose to create a bridge of passage for others to risk sharing their realness with me.

I am *not* anonymous *within* my program. I have a first and last name. I have suffering children, parents, siblings, lovers, and friends. I want you and them to know who I am.

I am anonymous *outside* my program, when I choose to be. However, I will *always* protect your anonymity outside our

rooms!

Service is like a wand of hope, and it has been passed to me so that I can be there for the lost and crippled person still suffering from the effects of the disease of alcoholism. I accept the wand of hope and want to pass it on whenever the opportunity is present. I will never be invisible again!

Shirley S., Florida (S)

I grew up in the disease of alcoholism and our home was chaotic. I was one of eight children and both my parents drank. To keep peace in our home, I learned not to talk about my thoughts or feelings. My emotions would soar with each outburst of violence. All I wanted was to feel safe. Soon, my emotions became frozen from stuffing my fears. I could not talk about what was going on. The pain was so great that it felt like a bone was stuck in my throat. I would tremble and cry and not be able to explain what was wrong. I just wanted to be invisible so I could feel SAFE.

I married the man of my dreams who had the disease of alcoholism. We raised a son and a daughter. I promised myself that our home would not be one of fear, no matter what. I wanted my children to feel safe and loved. I did my best to deny the problems we had; I thought everything was my fault. We went through bankruptcy and I felt totally responsible.

My husband found Alcoholics Anonymous and one year later, I found Al-Anon. You wanted to hug me and I couldn't let you because I didn't trust you. After six months, my home group insisted that I was ready to chair a meeting. I was terrified and asked for hugs after I opened the meeting. I never wanted to do service because I didn't think I was good enough. I might do something wrong. My home group then encouraged me to be their group representative (GR). I tried it for six months and had to step down. The disagreements at district meetings took me back to problems growing up with a raging mom.

Several years later and a move to northern Florida, I became a GR again. This time I could hear the disagreements as a difference of opinion, but had to step down for work-related reasons. Then I moved to southern Florida. My home group again asked me to be their GR and they encouraged me to LET IT BE FUN. Three years ago I was willing to stand for delegate in a hurricane and have my name drawn out of a hat. My Higher Power has a way of making me aware of His will for me.

I no longer need to be invisible and have learned to love and cherish all that Al-Anon has given me. My world has completely changed because of Al-Anon's love. I will never be able to give back all that you have given me.

Earldene L., Hawaii

Aloha. Well, here it is my final year as the delegate from Hawaii. What a great time I have had these past three years. They told me when I became delegate that my life would never be the same and were they ever right. These past three years have brought many changes, opportunities and blessings and, for

that, I am truly grateful.

After I had been in the program for a while, one of the past delegates told me that one day I would be the delegate and represent the area of Hawaii at the World Service Conference. I told her “no way.” She was the first person I called after the election assembly, when I stood and became the delegate. Another past delegate always gave this talk on “willingness” before each assembly. I became willing to do that which my God had planned for me.

When I look at anonymity, I am reminded that for years no one knew my qualifier. They knew me and they also knew him, but it was only when we showed up at a convention together that they knew us, and that was all right. Because of service work in Al-Anon, I have been able to keep the anonymity of my loved ones special and also been able to share my program with those who are still suffering.

Al-Anon has helped me make hard decisions in my life. One of them was placing my father in a care home for his own health and safety. I could not have done it alone. You gave me the courage to do what was right for him and for me. What a blessing!

The first year I was delegate, I received a birthday call from my estranged son and found out he was living in Virginia Beach. With no expectations in mind, for you see I had plan A and plan B, I walked off the plane and he was there. What a joy, what a miracle! Al-Anon and God have done for me what I couldn't do for myself.

Mahalo nui loa (thank you very much). Ahui Hou (till we meet again).

Bill W., Illinois (N)

When I first heard the theme of this Conference, it was difficult to relate the “changing world” part to my personal world. The more I thought about the theme, the more I could relate to how my world had changed by coming into the fellowship of Al-Anon.

I lived in a world of denial. I was living with an alcoholic, but didn't realize the behavior I was seeing was caused by the use of alcohol. I became aware of the alcoholism when the alcoholic sought treatment. That was when I first heard of Al-Anon. I went to my first meeting to support the alcoholic. I heard laughter as I entered that first meeting and now I realize that the laughter gave me hope. My world started to change.

Personal anonymity was stressed at my early meetings. The security of anonymity was a great comfort. I didn't want others to know what was happening in my world. As I began to grow in the program, I felt more comfortable sharing with people in the fellowship. I felt that what I shared would stay with the person I had shared it with.

After attending many meetings, my world started to expand. I went to other groups. I was invited to go to district meetings, area world service committee meetings, and assemblies. Then, I went to a convention and it was there that I first learned of anonymity outside Al-Anon as compared to anonymity within Al-Anon.

The more I became involved, the more my world changed. I came to understand the many reasons for anonymity and how it was different at the different levels of Al-Anon.

My term as delegate has helped me realize how we must broaden the ways we carry the message of Al-Anon. The world has changed so much since the conception of Al-Anon. We have so many more ways by which we can carry the Al-Anon message of recovery to others. We have a challenge to make Al-Anon more visible. Let it begin with me.

I want to thank all of you for making my world much larger. Though I may never see some of you again, I will always have fond memories of these Conferences. Thank you, Illinois North, for giving me this opportunity.

Karen B., Indiana

I believe our world is constantly changing. It is what we do with those changes that make the difference. I believe we have to look at ourselves and see where we are. Are we mentally, physically, emotionally, and spiritually sound and do we focus on our own issues? I feel we need to be more committed to the fellowship and we need to give more encouragement to those who do service work. Al-Anon's image is slowly changing in the outside world. It is more accepted today, because people are more open-minded. I also believe that it *begins with me*, that I need to show enthusiasm for the program, and be thankful for the many gifts I have received from it.

We need to have fun in our service work. By having fun, more people will get involved. We can enjoy this fellowship and still do the necessary work of the Steps, Traditions, and Concepts of Service. If we rely on our Higher Power to guide us, we will get healthier and appreciate the program more. By accepting the lead of a Higher Power, Al-Anon has become more visible in communities. Communities are learning about our program because people are willing to send information to radio and TV stations, police, doctors, attorneys, schools, etc.

When I first heard the word “anonymity,” it meant something different to me than it does now. At first, I didn't want anyone to know I was in Al-Anon. As I grew, I learned that anonymity didn't mean within the fellowship, it meant outside the program. When I grew a little more, I realized that in service I would lose even more of my anonymity. I was okay with that. The world changed and so did I. Today, I feel that anonymity is what you make it. By working a program, people have seen a difference in me. I am more accepting of people and allow them to be themselves.

I know that Al-Anon is more visible today than it ever was, but people will come to the program when they are ready. I also believe that there is a lot of hope. With our Higher Power's help and the fellowship doing the footwork, Al-Anon will get into more and more communities. People who are still suffering from the effects of alcoholism will always be reading the paper, seeing PSAs, visiting hospitals, etc. We can tell them about Al-Anon. This program gave me my life back and I will always be grateful. I will always be there to help the newcomer, or anyone else that needs to have someone listen to them, because there was some-

one there to listen to me many years ago.

Bea M., Kansas

Hello to each and every one of you. What a trip Al-Anon has been for me.

I have been in Al-Anon since the mid-1960's. I don't remember the exact date. It was after I had committed my husband to a mental hospital because he was abusive when he drank. It was recommended that I go to Al-Anon. I didn't get into service until after I divorced him and married another alcoholic.

We moved several times, finally ending up in Wichita. There I started meetings again on a regular basis and was invited to an assembly. I got hooked on service. I was group representative several times, then a district representative for two terms. I was elected alternate delegate and was the *Forum* coordinator. I dearly love our *Forum* and I have issues dating back into the 1970's. Then, at the next election, I stood for delegate and here I am.

Being delegate has been a real rewarding learning experience. I have visited many groups, districts, delegates meetings, service seminars, and the like. I have attended Alateen round ups and various other Alateen functions. I introduced the trial structure to my area and so far it has had great enthusiasm and is beginning to show results. That is a small part of my life's journey since coming into Al-Anon. I wish all the new delegates the great experiences I have had.

Peggy P., Kentucky

When I first heard the theme of the 2002 Conference, "Al-Anon's Image in a Changing World: Anonymity—Not Invisibility," I really had to do some serious thinking about what that meant to me.

Before I found Al-Anon 20 years ago, I was not aware that alcohol was a problem in my life. I knew nothing about Al-Anon. I was shocked when my husband admitted he was an alcoholic and entered a treatment facility. It was during his month-long stay that a counselor told him about Al-Anon.

Through the years, I have regularly attended my meetings and served in many areas of service, growing each time I was given a responsibility. I wanted to be accepted so I did anything that you asked of me. Thank you for asking me because service has played an important part in my recovery.

My first experience with anonymity was when they told me in meetings that I should only use my first name. Later, I understood the reason. Now, I usually give my full name when I am sharing my story. I have been asked to share about Al-Anon to professionals in treatment facilities. I have learned not to be a representative of Al-Anon, but to share my experience, strength, and hope.

I realize this is a changing world and I, too, must continue to change. We must not let Al-Anon be invisible to the world if we want it to grow. There are so many opportunities available to spread the word. I now know that getting the word out has to

begin with me. I want to do my part in keeping Al-Anon healthy and alive. I have been given a new way of life and I will share it with anyone wanting a better way.

I cannot believe that this is my last year to serve as Kentucky's delegate. What a wonderful experience this has been. I had many tears of gratitude when I was elected, and I wondered if I would be able to fulfill this responsibility as well as our past delegates had done. I was told that God had chosen me for the job and that He would show me the way. Today, I try to let Him control my life and my decisions. You have taught me this beautiful concept of Al-Anon.

Now the time has come to say goodbye to all of you. I wish the best for each of you and I give you my love. I thank all of you for your support. I especially want to thank the World Service Office staff and volunteers for all the work they have done and continue to do for us and for Al-Anon.

Signe L., Manitoba

"Anonymity—Not Invisibility." I wanted to be invisible when I first came through the doors of Al-Anon. To think that I would be standing here today was the farthest thing from my mind. Thank you for the gift of three very special years of service to Al-Anon. Each year has had its own special memories that will remain with me forever.

When I first arrived at Al-Anon, I was full of fear, fear of the unknown, and ashamed of what was happening in my life and in my family. I didn't know what to do; nothing I did or said seemed to turn out right. I was spiritually, physically, and emotionally drained. When my sister-in-law mentioned Al-Anon, I didn't wait. I went right away. I had nothing to lose. Right from the beginning I knew I was where I belonged. I felt understood for the first time. Even though I knew I was in the right place, I didn't want anyone outside the group to know I was attending meetings. I wanted to be invisible. As I started to listen to the members share their experience, strength, and hope, I slowly began to absorb some of the Al-Anon ways and started to become stronger. The need to be invisible slowly diminished. With the help of a sponsor, I began to work the Steps, to look at myself honestly, to begin to make positive changes in my life. As I continued to grow, I soon realized that I needed to share this program with others if I was going to keep it. It was at that time that I became involved in service and have not looked back since. Each new service position has had its challenges and successes. Through each challenge I learned something new. I learned to be more patient, more understanding, more caring of others and a little more visible.

My most difficult times are when I am asked to write for or to speak in front of a group. It has been a problem for me since I was very young. With the help of the fellowship, I have learned to place my trust in God and to ask for His guidance in all I say and do. I have learned through service that it helps me to grow one day at a time.

I do not wish to be that invisible person anymore. I feel there is a strong need to reach out to our communities, to be of help to the families and friends of alcoholics, and to share the program

of Al-Anon/Alateen with all who are in need of help. Let Al-Anon always be visible and let it begin with me.

Suzanne C., Maryland-DC

Thank God for Al-Anon. I didn't know who I was 15 years ago. I was lost in the family disease of alcoholism and it took my husband seeking help in rehab for me to get to Al-Anon. One of his counselors took me aside and said, "you'd better go across the hall to the Al-Anon meeting or you're going to screw up his recovery just like you delayed it." That was tough to hear. Oddly enough, when I went across the hall, I was given permission to take the focus off of him and put it on me, and that was the beginning of my recovery.

I remember seeing the little blue tent card, "Whom you see here, what you hear here, when you leave here, let it stay here" sitting on the table, along with the "Al-Anon Spoken Here!" card, asking us to leave our other affiliations outside the room. Those cards gave me the freedom to be me and let you be you. They uncomplicated my life and kept it simple.

I've been privileged to serve Al-Anon in many ways. Each one taught me lessons I learned nowhere else: how to go from confusion to clarity, from deadly seriousness to spontaneous laughter, from timidity to courage, and from arrogance to humility.

I've gone from not knowing who I was, to knowing who I am. I know the blessed feeling of relief that I get from anonymity, which allows me to focus on the message, not the messenger. What a message Al-Anon has! It's a message I hope we can get out more and more, so "anyone anywhere" reaching out will get our help. Last year, I saw the new sign at the World Service Office the first night it was lit. It was wonderful to see it against the dark sky.

It's been an honor to serve as the Delegate from Maryland and the District of Columbia at these three World Service Conferences. Thank you.

Beverly S., Michigan

As I began to recover in Al-Anon, I realized that I had been affected by alcoholism all my life. Growing up, the last thing I thought I could be was a leader. I was full of fear and insecurities. I always agreed with everyone to make sure they liked me and I never volunteered or got involved for fear of failure. I arrived in Al-Anon helpless and hopeless with no direction.

My journey hit a roadblock when I entered my second alcoholic marriage. It was also when the road to recovery began. Coming to the program was the first time I felt like I belonged. A couple of years into Al-Anon, friends took me for the "ride in the car" to an area world service committee meeting. That was the beginning of the beginning. I became involved immediately and service kept me visible. It has taught me how to step out of my comfort zone, to let go of my fears, and to take risks.

Paths to Recovery states, "Anonymity unifies our fellowship by removing individual status so we can listen to the message rather than the messenger." Personal anonymity enabled me to

get honest with myself and share with others. I began to trust the importance of "what we say here, stays here," which allowed me to deal with issues of my past.

I heard early in the program that nothing ever stays the same and that change is inevitable. I had to be willing to make changes in myself or remain as unhealthy as when I walked through the doors. I'm learning to accept change with the help of my Higher Power. I learned my future would be different from my past if I followed Al-Anon's principles.

What hasn't changed is the effect that alcoholism has on friends and families. Our program is needed in many diverse populations because the problems are not any different than they were years ago.

How can I make Al-Anon more visible? I can remember how it was for me and share that journey with someone new. I can extend Al-Anon's welcome, love, and resources to minority groups. I can remain visible. My greatest duty is to keep coming back. 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—this is making hope visible.

As I continue my spiritual journey, I am committed to making Al-Anon a visible means of recovery and hope. I now realize that my job as delegate is not ending. I can assist and support those coming after me. It's not the beginning or the end that matters, but the journey. Thank you all for being a part of that journey.

Carol R., Minnesota (S)

I was visiting a district in my area as delegate when I met an Al-Anon friend who knew me when I first came. She said with surprise, "Carol, have you ever changed. You were so quiet and shy. Just look at you! You're not quiet or shy anymore."

When I first came into Al-Anon, I was a thirty-three year old woman, who never had a perm and always wore a ponytail. I owned three blouses, a skirt, and one pair of jeans. I wore my husband's jockey underwear, pinned at the waist, and had a pin holding my bra together. I had lived my life around my children and husband. I didn't even know who I was. I cried at every meeting I attended. I was so empty.

I went from crying to making coffee, putting up chairs, and studying the Al-Anon literature. There was a pamphlet titled *How Can I Help My Children?* that I didn't have the money to buy. I will always remember the kindness of the lady who paid for the pamphlet and gave it to me as a gift. Today, when I see the need, I give the Al-Anon literature away as a gift.

When I worked as a high school cook, I anonymously hung Alateen literature on the bulletin board in the school lunchroom. The literature always disappeared. When I had lunch with the other cooks and knew the time was right, I shared my story of before and after Al-Anon. What a surprise when I was asked to bring Al-Anon literature and information.

One day, the school counselor asked me to tell my story to a group of students who met with her each week. I was scared because I would see those kids every day. After I shared, the kids

hugged me, told me their stories, and shared a little about their day.

I will be speaking at my church soon, and I will be letting them know where Al-Anon meets and how Al-Anon can help them.

The Minnesota South Area gave me a gift. They chose me to be their delegate. Today I still cry at times, but they are happy tears. Today I know who Carol is. I may be 50 pounds heavier, but my underwear is mine, I have a closet full of clothes, and I've learned a new way of fixing my hair.

Al-Anon has helped me smile and laugh again. I come to Al-Anon to live. Al-Anon has given me life. For all these gifts, I am truly grateful. This is why I will keep passing Al-Anon's hope to others. Al-Anon was here for me, and I want it to be here when I'm gone.

Anne F., New York (N)

Before I found Al-Anon, I spent a lifetime wishing I was invisible. I was the oldest of ten, and I saw that the best thing I could contribute to my poor, overworked parents was not to be a burden. There were conflicts between my alcoholic relatives, self-loathing as a teenager, and the message, emblazoned in my brain, not to talk about personal things with anyone. As the years passed, I became an expert at hiding from everything, especially my feelings.

Al-Anon's love and care offered me comfort from that pain and isolation. I found a place where people were honest, even about private hurts. I found people who spoke about feelings, the very same feelings that I felt ashamed to have. Here was a place that noticed what was good about me and didn't take pleasure in my failures.

Early in service, I remember that old familiar fear returning when someone encouraged me to help out by placing schedules in public places or becoming a group representative (GR). To help my home group, I was told that a GR attended district meetings and area gatherings to bring back information on Al-Anon. This was definitely invading my invisibility. It was also helping me to develop the confidence to step out from under my controlling husband's thumb. Getting involved in service was helping me to see my more positive characteristics. I felt serene when I passed on Al-Anon's hope. I spent less time in self-pity by staying focused on what was increasingly right with my life.

Over the years, my life has evolved into a more positive world. Al-Anon gave me strength when my ex-husband decided to leave. At the time, my sons were four and five and I was in the middle of attending college full-time. Al-Anon was there when I was fired from a job and my brother-in-law suddenly died. Al-Anon was there when I celebrated completion of my college degree and purchased my home. As my world has changed, I have survived because I remained heavily involved in Al-Anon.

I rose above my personal invisibility with the help of a loving, guiding Higher Power. I am convinced that that translates to worldwide Al-Anon. I believe that we must do what we can to

keep that word of hope out there for those still suffering in this family illness. Where would I be if those Al-Anon members had not been there to hold my hand, listen through my tears, and take me to meetings when I didn't have a car? For that reason, I must be there to help others in the same situation. Al-Anon's image must remain flexible in this changing world. Families need us to be there; anonymous, yes, invisible, no.

Mary Kay R., Ohio

When I first heard the Conference theme, "Al-Anon's Image in a Changing World: Anonymity—Not Invisibility," I thought, how dry! Then I received the letter stating that I was to favor the Conference with a three-minute message on this theme. My first thought was, I do not have an inspiring message and I would like to give my three minutes back to the Conference to help with their scheduling or maybe a longer break.

I was invited to speak at the Regional Delegates Meeting on the second Friday in March. I was asked to speak for five to seven minutes on the same topic. I could not come up with ten seconds. How could I ever fill five to seven minutes? I had to turn this over. Tuesday morning of that week, when I was still half asleep, my head was carrying on a conversation. "That's it! That's exactly what I felt when I first walked in the doors. That's the image I see today when the newcomer arrives at our door. It's 'Hope Appears.'"

To me, hope appears when someone greets the new person as they walk in the door and happily offers them a beginner's meeting. It appears again when someone chairs the meeting and others share their experience, strength, and hope. How about the person who volunteers to be an alternate group representative or a group representative who attends the area assembly meetings? Hope appears again when more than one person runs for area treasurer or someone offers to chair the budget committee. For me, each one of these steps was a big part of getting out of self and walking through many of my fears.

Hope has appeared to me many times since I walked into Al-Anon's loving care. I hoped to understand my part in this disease and to have the courage to change my thinking and actions when needed. The concept of having a Higher Power and not being one has brought me peace when I needed it most. I hope to be honest with myself and like myself at the end of the day. When I have love and compassion for others and myself, hope surrounds me.

When I attended my first Conference, I was in awe as I watched principles above personalities being put into action for four-plus long days. Acceptance of each other, listening, and the availability of everyone to each other was the image I witnessed, and I wanted that for myself. Hope appeared again.

It's a wonderful thing; this image we have in Al-Anon, and I am so very happy to be a part of it all.

Ann K., Ontario (S)

My journey during these past three years has been incredible.

Thanks to the worldwide fellowship of Al-Anon, I am being supported and nurtured by many special Al-Anon members who have entered and forever changed my outlook on life.

I've heard it said that if we knew what the future held for us, we would never live past today. I never imagined, when I became delegate, that in January 2001 I would lose my mother and, by the end of January, become the main caregiver and decision maker for my mother-in-law. Caring, loving, and encouraging a loved one was not a new experience for me. I loved, cared for, and lost two husbands to alcoholism. With the Al-Anon principles and the fellowship's support, I cared for and nurtured my mother-in-law until her death in October 2001.

Without the knowledge from our program of how to set priorities, take care of me, and truly know that the God of my understanding would lead me in this journey successfully, I am certain that I could not enjoy and accept my life and love the people around me. Understanding and accepting my life as it uniquely is, rather than wishing my life was ideal and normal, has taken self-pity and martyrdom out of my life. I have been told, and truly believe, that normal is only a cycle on a washing machine. Loving and accepting members with different priorities and points of view is easier now because we are all seeking joy and contentment. No longer do I desire a life similar to my neighbor with the "ideal" family.

I know to be alive is to be in a constant state of change. That is the way I see our Al-Anon future. I also know that our fellowship has the checks and balances along the way to make good and sound decisions. Change will come about only after careful thought, much discussion, and finally a vote.

My anonymity is my choice. What Al-Anon offers is a matter of information. Perhaps, if the public understood that Al-Anon helps families affected by the disease of alcoholism in the same way Alcoholics Anonymous helps the alcoholic, we would not be invisible.

I came to Al-Anon heartbroken and shattered. Accepting that I had definitely married another alcoholic was the largest challenge of my life. Being an example of change to my children and grandchildren has been an unexpected gift. Now they know they can control their lives, reach out, seek positive help, and accept and enjoy their unique life experiences.

Tammy F., Pennsylvania

I can hardly believe that this is my third World Service Conference. It truly has been an opportunity of a lifetime. My life has changed in so many ways. Most changes have not had a lot to do with service to the program, but since my life is so intertwined, my service to Al-Anon has helped me. Just being able to speak in front of a group of people with dignity and poise has been a great miracle.

My years in Alateen and later in Al-Anon have taught me many things. I have learned that I am a capable woman with many qualities. This program has taught me not to focus on the problems that others caused, but to be of service to my fellows. I believe in working the Steps, having a sponsor, reading the

literature, and going to meetings. I know that meeting makers make it. The things that I learned early in the program have true meaning for me today. I know I have to give it away to keep it.

Our theme for this year has a lot of real meaning for me. First of all, I always want the image of Al-Anon and Alateen to be good in the eyes of our society; that neither I nor any other member would do anything to tarnish its good reputation and that it always be visible in our society. Yes, we are to protect our personal anonymity at the level of press, radio, TV, and films, and protect the anonymity of all AA, Al-Anon, and Alateen members, but we must also remember Step Twelve—carrying this message to others. I often hear from members that they know someone who needs the program, but isn't aware of it. Even if we don't want to break our own anonymity, we can let others know about our program of recovery. I never feel that I can do enough to get the word out about the wonderful fellowship, love, and understanding that can be found in Al-Anon Family Groups.

I pray that the delegates who follow have the best of experiences and that we all, along with the World Service Office, can make Al-Anon and Alateen more visible to all that are still suffering from the family disease of alcoholism.

It has been a tremendous honor and a wonderful experience to be a part of the World Service Conference. I look forward to my future in all ways, including whatever God has in store for me in service to Al-Anon and Alateen. May He bless you all with the love and peace this program has to offer.

Claudette D., Quebec (W)

Before I came to Al-Anon, I was a perfect wife, love, mother, and sister. I was perfect. I did not understand why my husband drank. I kept telling myself, if he loved me, he would stop. I thought I was the only one in the world that had a problem drinker as a husband. Watching someone you love slowly kill himself with alcohol is painful.

In 1981, my daughter spoke to me about Al-Anon. I did not attend because I thought that if I did, the world would know I had a problem drinker in my life. I kept being perfect while living in anxiety and despair until I got physically sick.

In June 1983, the attraction of an Al-Anon member guided me to my first meeting. I was welcomed like a member of the group. I saw happy members, and nobody asked me why I was there. Anonymity was there. I asked myself, do these people live with alcoholics? I thought that at my first meeting I would be given a miracle recipe to stop my husband from drinking. On the contrary, I was told I was there for myself.

My own world changed. I listened and listened. There were others that I could share with because they had the same problems with alcoholism. My own recovery started with the First Step, when I honestly accepted this truth—that I was powerless over the problem of alcoholism. I began to live my own life "One Day at a Time" with the help of my Higher Power. The family situation was bound to improve as I applied the Al-Anon program.

My sponsor directed me very quickly to service. I have been a

group representative and a district representative. I have also served as area chairperson and alternate delegate. I was and still am involved in Public Information. Life as a trusted servant has not always been fun or easy. When I became delegate, my service sponsor warned me of that, when the bricks began to fly, I'd be the first hit on the way. She was right.

Al-Anon saved my marriage. We will celebrate our 39th wedding anniversary next October. My husband is still drinking, but we are happy together, one day at a time.

Thanks to my Higher Power and Al-Anon members for giving me this life-changing and life-long program so I can learn how to live, love, and be happy. This is my last World Service Conference. I am grateful to Quebec West and its Al-Anon/Alateen members for the gift of serving as their delegate.

Sue Ann B., Rhode Island

This year's Conference theme took me back to the first night I walked through the doors of this wonderful program. Little did I know how much it would change my life. I was extremely invisible, leaving immediately after the meeting so I wouldn't have to talk to anyone. Words such as unmanageability and powerlessness had no meaning to me. To surrender to a Power greater than myself was a strange thought. I wanted a scientific solution to my problem, not a spiritual journey. I was confused, miserable, angry, and resentful.

I didn't know I was only a thought away from a change in attitude; that I had to learn a new language and the meaning of love, prayer, meditation, and service. I didn't know that my mind, heart, and spirit would have a rebirth. For me, love was the beginning of the miracle, a miracle that allowed my mind and spirit to have visions of hope. I began to understand that the mystery of this program was a spiritual understanding that leads to a remarkable recovery. What a change from the past I had known, filled with injury, darkness, despair, doubt, and sadness.

Anonymity to me means finding oneself in this program. In order to express gratitude, I need to understand the meaning of some words. Compassion is when I open my heart, mind, and soul to the pain and suffering of others and then reach out to discover the rewards and obligations of deep feelings. Devotion is when I express my feelings of praise and adoration through devotional practices, praying with words and sharing through actions. Faith is when I recognize and accept that there is another dimension to life, other than what is obvious to me. It's living with obstacles, doubt and paradoxes, knowing that God is always present. Listening is when I am able to cultivate the art of listening in which I lean towards the world in love. All things in the universe want to be heard, as do the many voices inside of all of us. Joy is to see and feel, then rejoice and be glad in finding this Divine energy in daily life. Imagination is when I set my mind free, giving it free rein to explore images and ponder their meanings. Gratitude is to be thankful for all the blessings in my life.

Today, I'm not invisible. I've entered the spiritual arena of Al-Anon. Through the grace of this program, my world has become larger, deeper, and fuller than I could have possibly

imagined. This change occurred when I became willing to serve this fellowship within my group, area, and as delegate. Thank you Al-Anon for the gift.

Don F., Tennessee

Before I came to Al-Anon, I didn't know about the Steps, the Traditions or anything else about the program. When I came, I heard, "whom you see here, what you see here, when you leave here, let it stay here," and "we need always maintain personal anonymity at the level of press, radio, TV, and films." I thought Al-Anon was a secret society and that I was not to tell anyone I was going.

At that time, insurance companies were more free with their money and there were a lot of treatment centers. Families learned about Al-Anon while loved ones were in treatment. We, as a fellowship, have become complacent, allowing the treatment centers to do our jobs. Today with insurance money being tighter, treatment sometimes consists of only detox or outpatient care. That does not give enough time to talk about Al-Anon.

After a while, I heard, "that we need to carry this message to others." I found out about our local information service and my curiosity made me go to a meeting. I learned that they talked about Cooperating with the Professional Community, Public Information, and Institutions work. They talked about an answering service and a listing in the phone books. They were donating literature to the public libraries and giving pamphlets to professionals. They had people putting up posters and holding meetings at institutions.

After I became involved in service, I realized how important it was to let those still suffering know that there was help. I must be willing to leave my name and number with a doctor, counselor, judge, clergyman, or a contact with radio or TV, so they can help us take advantage of opportunities to let people know who we are, where we are, and what we do.

A short-time member asked me what they could say about Al-Anon to people that they knew could use our program. Can they tell what they learned in a meeting? Can they use a first name of another member? Can they tell what a member said about their experience, strength, and hope? Can they talk about what they read in Al-Anon literature? Anonymity is a hard concept for longtime members to grasp, let alone someone who is new to the program. Anonymity does not mean I cannot tell that I am a member; it means I cannot tell who the other members are and what they have said. Sharing with another person what a member said at a meeting may give enough details to identify the member. It is important to remember that no one will tell anyone what was said at meetings or to each other, so we can feel safe to say what we need to say.

Marilyn L., Texas (E)

After hearing this year's theme, I began to reflect on a lot of things: image, change, anonymity, and invisibility. Before Al-Anon, my image and purpose was to keep the alcoholic

sober. After I found Al-Anon, I soon found that its purpose was to help me. My world at that time was running fast. I thought I was in control. I didn't realize that it was crushing in on me! Thank God for all of you who were there for me when I got here.

Over the years, the Al-Anon/Alateen image has changed worldwide. My image of Al-Anon/Alateen has also changed. I have a personal Al-Anon program, a God in my life, a sponsor, and I attend meetings on a regular basis. You taught me to face my problems in our changing world. Today, my primary purpose is to carry the message of Al-Anon /Alateen.

"Image:" a mental picture, public impression, visible. My mental image of Al-Anon when I came here in 1985 is not the same one I have today. "Change:" to make different or be capable to change. You taught me that I could change! "Anonymity." Back to the dictionary and Conference Approved Literature. "Anonymity:" honoring and bearing no name. When I came into the program, I heard, "whom you see here, let it stay here." I respected those words. In my career, I was working with the public, and I often ran into people from the program. I really wanted to talk about Al-Anon, but I respected them at their employment. Sometimes I would run into them, out with other people that I had not seen at meetings. I would just say hello. The program told me to get a sponsor and I am very grateful to them, knowing that I can share anything with this person. "Invisibility:" not capable of being seen or acknowledged! Wow, invisibility! As far as my own personal anonymity, I don't mind people knowing that I attend Al-Anon and that makes me NON-INVISIBLE to carry the Al-Anon/Alateen message. Sharing my personal story with outside groups has really opened the minds of others to what Al-Anon/Alateen is about and how it helps those who need it.

Today, I continue to carry the message of hope. I go to meetings and share with my sponsor. The images in our world will continue to change and I hope that I always remember anonymity is the spiritual foundation of all our Traditions, ever reminding me to place principles above personalities. In our book, *The Al-Anon Family Groups—Classic Edition*, this sentence has really meant a lot to me: "Each of us takes a part in weaving the protective mantle of anonymity which covers our whole society and under which we may grow and work in unity." Let's not be invisible!

Diane H., Texas (W)

This year's Conference theme is a dynamic one. As a newcomer attending my first meeting, I stumbled over the word anonymity as I read Tradition Twelve. I confess that the word anonymity was not a word I used when I came into the fellowship. I didn't have a clue what it meant, nor did I care.

After attending many meetings and growing with the help of Al-Anon members, a sponsor, a God of my understanding, CAL literature, and service work, I learned that anonymity was the cornerstone of our fellowship. Today, I have a better understanding of the value and importance of anonymity. We must be able to spread the Al-Anon message to families and friends of alcoholics, but remain mindful of our Traditions and the anonymity

of individuals.

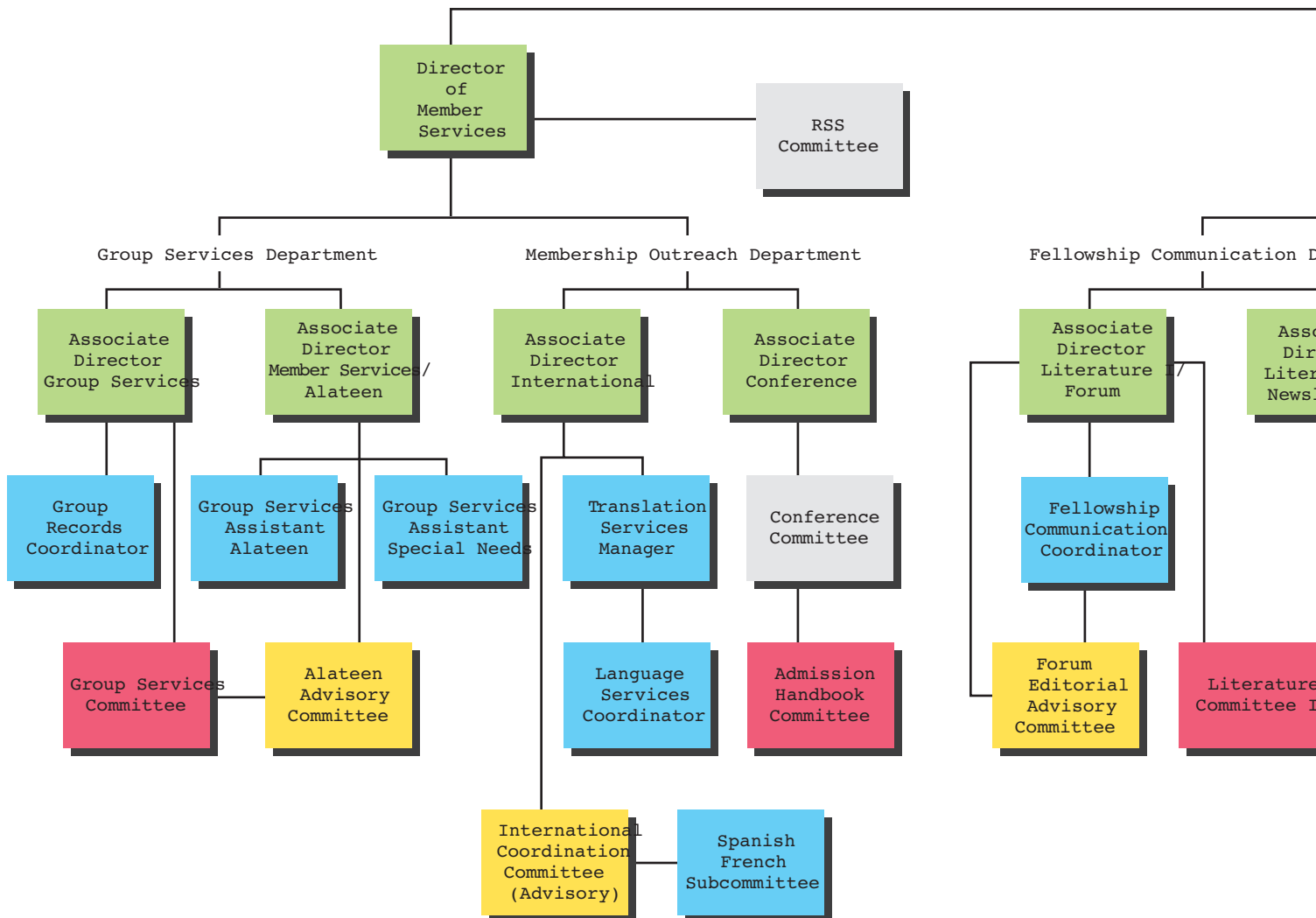
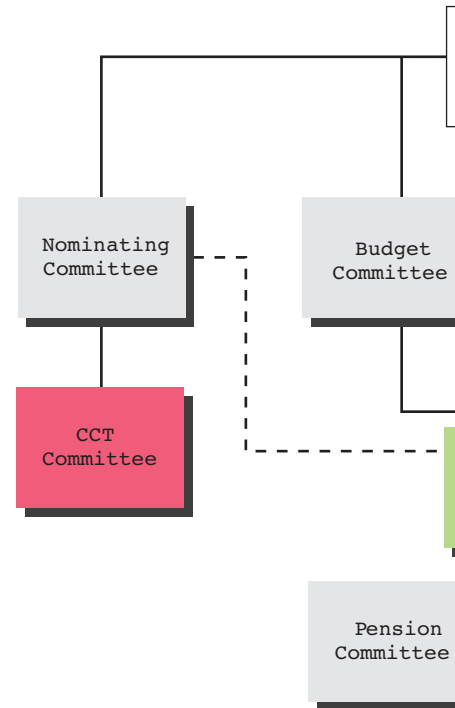
The principle of anonymity at the public level is a safeguard for the Al-Anon fellowship. It guards against an individual gaining personal fame or recognition, or from being a representative for Al-Anon as a whole. At meetings I see a table card which states, "Whom you see here, What you hear here, When you leave here, Let it stay here." Al-Anon is not a secret meeting, but one of confidentiality. Many spiritual concepts can be found in the practice of anonymity, such as safety, respect for fellow members, humility, the willingness to trust a Higher Power, acceptance of each other, and the willingness to live by principles instead of reacting to personalities. We must continue to educate the newcomer about the importance of anonymity by using it as a meeting topic. I must keep in mind and safeguard the anonymity of the relationship between a sponsor and sponsee when sharing at meetings and on a personal level.

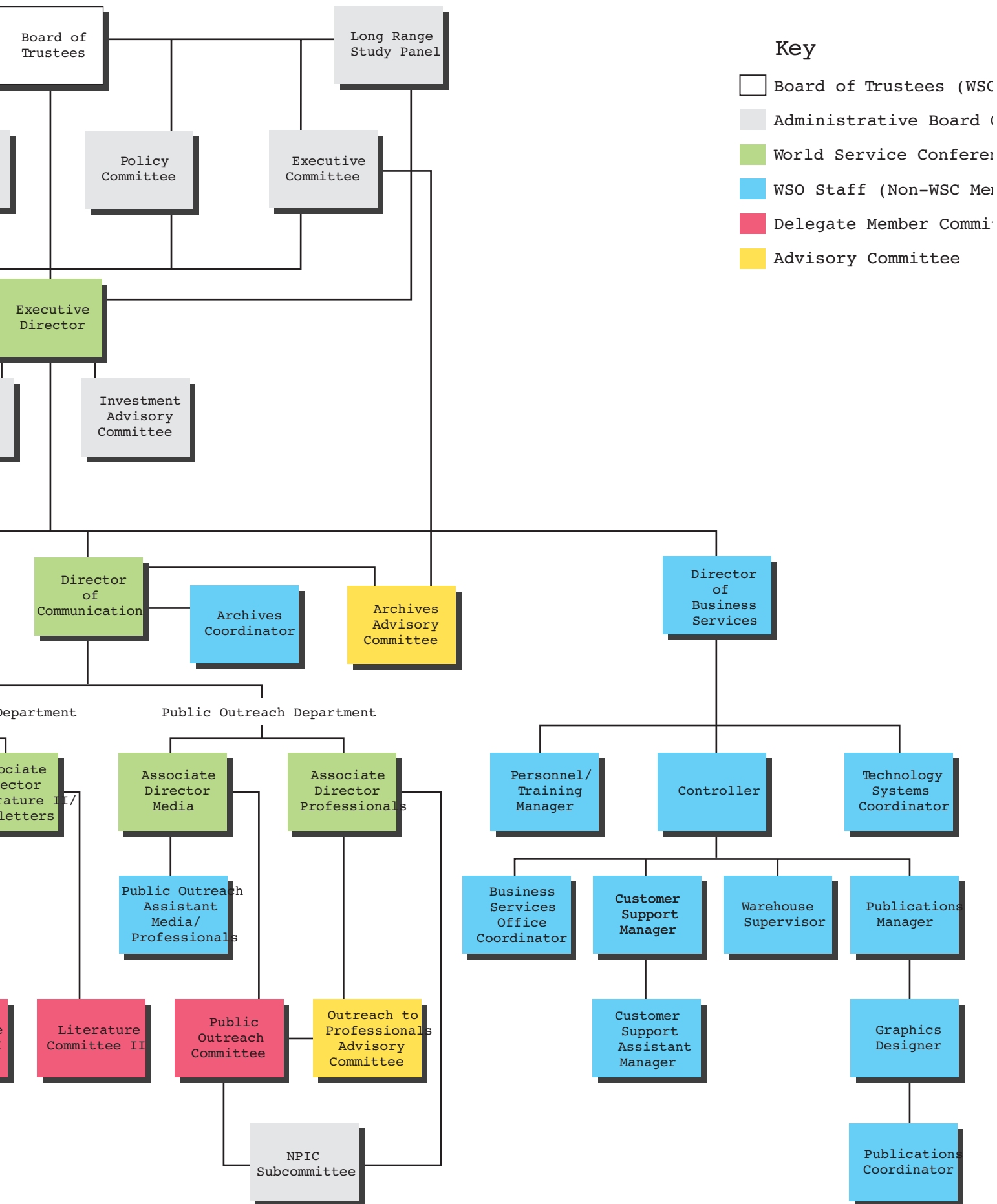
We are living in a fast paced, changing world. We must continue to look for new ways to carry the Al-Anon message. My motto today is, "tell it." I want to be available when someone reaches out for help. I know that I must give it away to keep it. I can, by personal choice, give away my anonymity; but I must guard the anonymity of all AA and Al-Anon members within the fellowship.

Today I am excited to carry the Al-Anon message when I am asked. In the book *Lois Remembers* it says, "The degree of anonymity is a personal matter." It is my choice to use my full name when making contacts for public information work, communications, or working above the group level. I don't want to be so anonymous and secretive that the Al-Anon program isn't available to those who need it.

Anonymity guarantees Al-Anon's legacy, but I must be *visible*, not invisible, to carry the Al-Anon message.

WSO Staffing Chart
includes Board Committee structure
Implementation approved by 2002 WSC





SPIRITUAL SPEAKERS

Linda T., Florida (N)

Hello, my name is Linda T. and I am a very grateful member of the worldwide fellowship of Al-Anon and Alateen. Today, I come to the rooms of Al-Anon because I love alcoholics and Al-Anon teaches me how.

I have been asked to share with you what it was like, what happened, and what my life is like today.

I was born the first of four children in 1949 to a father with a drinking problem and a mom in need of Al-Anon. I learned very young that, by staying very alert and aware of what was going on around me, I could alter the outcome of much of what happened so it turned out to my liking. In my childhood, those outcomes meant safety for my younger sister and brothers, quietness and understanding from my mom, and laughter and affection from my daddy. Whenever I became complacent or relaxed, our home became a very scary place for a young girl.

There were lots of parties with lots of grown people doing and saying things that I was sure weren't quite right; but I never asked and no one ever shared. I learned that if I stepped up and took responsibility for things I didn't *cause*, I could save my baby brothers and sister from pain. By age nine, I learned that if I volunteered to baby-sit for my siblings and the children of my parents' friends when they all went partying, I could *control* who took care of my siblings and how we all were treated.

I learned that if I listened to my mom's stories about my dad whenever she was sad or mad, things were better. If I went to the bars with my dad and sang for his friends or just sat and looked pretty, things would be better. I learned that if I listened to both of them, I could *cure* the mood swings that threatened my dream world. That world was where all was bathed in happy faces, loving words, and kids were hugged and kissed. You see, I learned that I had a lot of control—sometimes—and I spent my childhood trying to find ways of increasing the frequency of those fantasy times when my home would seem safe, sound, quiet, and pretty. I believed I was gaining ground in this war most of the time. Then something would go wrong, the battle would rage, and I would be scared again.

I was diagnosed with a stomach ulcer at the age of ten and my mom couldn't understand why. I was sexually molested by a neighbor at twelve, and my dad raged. I became pregnant by my first boyfriend at 17, and my family and I were ashamed. When I married that boy, I believed I would be safe, and have the healthy, happy family life I always told God and myself I was going to live.

I had a beautiful baby girl and she was a joy. When my husband turned twenty-one he left my daughter and me. He said if he ever wanted to be married he would choose me, but he just didn't want to be married! My world fell apart. I begged, bargained, and pleaded, but he wouldn't stay. It was then that I experienced my first bout of clinical depression that lasted for months. One day my mom came to my home and grabbed my daughter, who was then two, and took her home with her. She told me it was time for me to pick myself up by the bootstraps,

to get out of the house, and to get a new life. Within six months I had met my second alcoholic and within a year I was married again.

This began a pattern and a downward spiral of abusive relationships and marriages to alcoholics, who passionately loved me, promised me all the wonderful things I wanted most, and then bailed. My heart's desire for a normal happy life seemed to be a fleeting and elusive dream – and I just couldn't figure out “what was wrong with me.”

By the time I was 26 years old, I had three children, no husband, three jobs, and was going to nursing school. I loved my children and my God and was certain that whenever I got my next degree, I would be able to get the job that would allow me to make enough money so my children could have everything “normal families” had. I wanted so much for them to have all the things I always wanted growing up, but I just couldn't find a daddy who would stay.

Eleven years ago I was given the gift of desperation. My father was dying of cancer; my son's father had been diagnosed with cancer; my fifteen-year-old son was running away from home repeatedly, drinking and drugging; and I was struggling to keep a marriage together with another alcoholic. One night in desperation, I got on my knees and pleaded, “God, don't change my husband, don't change my children, God please change me or please take me home!” The God of my understanding always answers my prayers. However, he hardly ever answers them in my time or according to my will! My daddy died. My husband was found guilty for money laundering and Medicare fraud and went to a federal penitentiary. My son's father died. My son was in an alcohol and drug rehab program. I crawled into the rooms of Al-Anon.

At my first Al-Anon meeting I met the Little General—my loving sponsor. I don't remember the topic, but I'll never forget the faces, the smiles, the hugs, and the loving way they all told me “to keep coming back.” The Little General told me to go to as many meetings as I could, to read the *One Day at a Time in Al-Anon* and *Courage to Change* books every day, and to pick up the phone and call her or someone else in Al-Anon between meetings. I had heard in “that other program” that they go to 90 meetings in 90 days. If they could do “90 in 90 days,” I could do more. You see I have always been a “more” kind of girl!

Within six months my sponsor told me I could be her alternate group representative and I was beginning to work *my own* slogans. Now, they aren't all Conference approved. The first slogan I practiced was “Your way sucks.” You see, I had gotten this program. I could now figure out what was wrong with you and I was confident that I had a solution for your problems! By now I had great hopes and had experienced waves of serenity in my own life, but my relationships weren't going very well.

With the help of a strong yet compassionate sponsor, I became aware that if, “you spot it, you got it!” I recognized that the people I found most difficult in my life were simply mirror images of myself and that I had either been where they were or

I was there today. Their traits only disturbed me because of my personal experience with those same traits. My *Courage to Change* reminds me that, "When the student is ready, the teacher will appear." There seemed to be teachers everywhere.

With that realization I was ready to truly begin my Step work and to "feel, deal and heal." That was a very intense time in my life. I was sicker than most, so I did this work with the help of my sponsor, Step meetings, and weekly sessions with a therapist. I learned to make peace with my past, to forgive my parents, my partners, and myself. I let go of a lot of shame and I knew that if I had known a better way to live, I would have chosen that way.

I learned that "guilt sucks." I learned to look at myself in the mirror when I slipped and to say, "So, you made a mistake—Cool!"

It was about that time that I began getting on my knees every December and asking God what He wanted me "to practice" in my personal recovery for the next year. What a ride that has been! The first year of this endeavor, which was 1999, was to "Practice Love!" I was so excited because I had told God that my "picker" was broke and I thought "practicing love" meant that He was getting ready to choose a "loving, healthy relationship that would last a lifetime" for me. It turned out to be just the opposite. He kept putting really unlovable people in my life and expecting me to learn to show them love. That was the year I learned that "Hurting People Hurt People."

In 2000, God told me to "Practice Faith." That was the year I was downsized twice, moved three times, and, at one point, had no job and two mortgages! That was the year I learned that my disappointments were only God's reappointments.

In 2001, I was to "Practice Joy." My knowledge of the power of gratitude in my life was raised to a new level. I know today that in God's presence (increasing my conscious contact continually) there is fullness of joy – no matter the circumstances.

This year, I am to "Practice Humility" and simple abundance. So far I have had my children come to my very large three-story home with trucks to pick out a room of my belongings and carry it home with them. I thought I might like to see them enjoy my stuff instead of fighting over it after I'm gone. I recently closed the sale on two small condos – one in Bradenton, close to my mom and kids (and grandchildren), and one in St. Augustine, close to my heart. I have slowed down in my career, although I am on an adventure in New Mexico for three to six months. Just a "God thing" and a whole other story.

I want to share about how "Service is Gratitude in Action." I have been very involved in service for a long time and it has afforded me the wonderful blessings of being surrounded by winners. Some of my best bursts of growth have come as the direct result of me rubbing my warts with another winner's warts until my tough exterior becomes soft and smooth. You know, all the biggest and best control freaks get into service! I'm sure it's God's best design for teaching us honesty, humility, and true caring.

In closing, just for today, all my "chicks" are doing great. My eldest daughter is engaged to a delightful man, who is a non-drinker, who loves my three grandsons, and who nurtures my daughter the way she deserves. My middle child, also a daughter,

and her husband have survived the loss of a child. They have a handsome young son and my only granddaughter. They are both very active with their church and have recently purchased their first home in Tampa, Florida. My son, my bad-boy, is clean and sober and married to a beautiful girl. He's a very successful draftsman for a large architectural firm. They gave birth to their first child last August and I am hoping he will be just like his daddy!

I have been single for a long time and am thoroughly content. My life is full, exciting, and always an adventure. I love this program, this fellowship, and this way of life. If it is God's will, I hope to have the awesome opportunity of bringing hope to families who are still struggling with the disease of alcoholism.

Thank you for this very, very special opportunity to share my story with you.

Diane H., Texas (W)

I am a grateful and enthusiastic member of the worldwide fellowship of Al-Anon/Alateen. What a privilege it is to be chosen as one of the spiritual speakers for the 2002 World Service Conference. I am humbled by this honor. I must admit that, when I came to my first World Service Conference two years ago, I looked at the spiritual speakers and said to myself, "Self, that is something you could never do, never. You certainly don't have to worry about speaking." Well, tonight I am doing it. Never say never.

As I began to ponder this year's theme, I was amazed to find that I had wanted anonymity as far back as my childhood. I thought about how far I had come from being that scrawny, little, red-headed kid, full of temper tantrums to get my way, to the person I am today. I remember standing behind my mother's skirt on many occasions, always cautious of people. At an early age, I learned to check out people and situations very carefully. When I was twelve, I told my parents that I wanted to see my adoption papers. They told me that I wasn't adopted, and they had a very difficult time convincing me of it. I didn't look like anyone else in my family. I didn't think I belonged. I felt I was different. I felt like the black sheep of the family.

I was the third of four children in a middle class home. As I remember, I didn't have everything I wanted, but my needs were always met. I was raised in a strict, loving home. We were under the old rule, "Children should be seen and not heard." My oldest sister was twelve years older than I and had been diagnosed as mentally retarded. I was embarrassed about her inability to be normal. I would often walk away from her when we were in public and act like I didn't know her. I didn't want anyone to know we were related. Her fits of anger and rage were very embarrassing to me. If only I could teach her how to act, maybe she would be okay and our family would look normal. On occasion, I would elbow her to get her to pay attention or lower her voice. I was crying on the inside – let me be invisible.

I unconsciously set out to control my sister's actions, thinking, and emotions. As a child, I thought I knew what she needed, what she was thinking, and how she felt. Later, when I did my

inventory, I discovered that I had carried this pattern into my adult life. As much as I tried, I could not control or change my sister's behavior. As I grew up, I became accustomed to her actions and reactions. I developed a compassion for her and others like her. If my sister needed my help, I was there to help give her guidance. No one assigned this responsibility to me; I just took it on. Again, my inventory revealed that, during my childhood, I had developed a pattern of being overly responsible and committed to people, leaving nothing for myself. "Loyalty to another above all else" was my motto.

I didn't grow up in an alcoholic home. I didn't know what alcoholism was. My dad would drink a beer occasionally after he mowed the yard. The whiskey bottle was kept in the closet and was used for medicinal purposes. When I got sick, my dad fixed a tablespoon of whiskey, lemon juice, and honey for me. I feared my dad. I jumped when he told me to do something or I paid the consequences. When friends came over, we would scurry past him for fear that we would upset him. I was told not ask questions, obey the rules, respect elders, only say nice things, not lie, and be kind and obedient at all times. Back in those days, it was known as good old family upbringing. I was given the rules of life, and I did my best to follow them.

After graduating from college, I married my high school sweetheart. I chased him for seven years, and I thought I knew everything there was to know about him. He pursued me with phone calls and flowers, escorted me to dances, and took me to all the right places. He seemed to be the perfect gentleman. Little did I know that I had fallen in love with a man who had the disease of alcoholism.

After ten years of marriage, we found out that we could not have children. I was devastated. A year later, we adopted twins, a boy and a girl from Vietnam. We became super dad and super mom and made sure that our kids had the opportunity to participate in sports, camping, and school activities. We certainly looked like the ideal family on the outside of our home.

At this point, the disease of alcoholism was beginning to progress though I did not know it. I just knew that my husband was not doing and acting the way I thought he should. If he would only listen to me, things would be okay. I became very self-righteous, critical, and judgmental, and knew that my way was the right way and the only way. After all, I had been given the rules of life.

One day, I saw a clergyman that was a recovering alcoholic. I hadn't seen him in years. I knew his background because he had chosen to give away his anonymity by telling about his disease of alcoholism. He said that he was also a counselor and a member of Alcoholics Anonymous, and that God had changed his life. Ten years earlier, I had heard him preach a sermon. Little did I know then that I would be the one who needed help. I thank God that he was there to share the program of Al-Anon with me when I needed it. I will always be grateful the clergyman/counselor who told me about Al-Anon and gave me a list of meetings.

The disease continued to progress, and not knowing any other way to deal with life, I found my way to an Al-Anon meeting. It took all of the courage I could muster to walk into that room. I remember giving my first name, Bobbie, so that no one would

recognize me. I heard something about the Steps. I couldn't tell you anything else that was said at that meeting, except that one guy told me I was dying on the inside. I thought, thank you, but there was nothing wrong with me. It was "him." He was the cause of all my problems. I bought a little, blue book, *One Day at a Time in Al-Anon*. I could hardly wait to get to the car and read the Steps. Check, check, check! I worked the Steps in three minutes. I had found the answer. For the next three months, I attended meetings, but I couldn't go to a meeting where I lived because someone might know me. At the time, my husband wasn't doing anything about his problem, and I didn't have time to drive the 50 miles round-trip to a meeting, so I dropped out of Al-Anon. I was gone for three years.

During those three years, despair and hopelessness increased. I wanted my husband to leave, but I couldn't ask him to leave. When I said my marriage vows, it was for better or worse. We had both threatened divorce, but who would take the kids? The more I tried to control my husband's drinking, the more things got out of control. I began to escape from the world by going to bed and pulling the covers up over my head. I was depressed and lonely. No one could come into our house. I became paralyzed with fear that someone might find out what was going on in our house. I began to isolate. I started telling my husband little white lies. I lied to protect my children and myself. I became good at manipulating people and situations. I thought that my way was the right way. I became the disciplinarian in the family because I feared that my husband would over-discipline. The more I tried to discipline the kids, the more they rebelled. There were loud arguments, but I called them discussions. I was becoming a completely different person. I didn't like myself and I didn't know why. I was irritable and unreasonable. I went to church, was a super mom and wife, but I felt like God had abandoned me. I began to question my God. If there was a God, why was my life going to pot? All I wanted was to be married, be a mom, and have a family. I couldn't understand why my husband couldn't quit drinking. I was afraid to say anything to him about his drinking. After all, everything seemed okay the next morning. Did last night really happen or was I going crazy?

I was scared. I carried a suitcase in the back of my car never knowing if I would be able to get in the house. I carried \$10 in a billfold. I never knew if I would be sleeping in the bed or on the couch. I slept with my eyes wide open, with fears of being stabbed or shot. Today, I know that those were only my fears and my perception of what might have happened. I felt unloved, unwanted, and unaccepted in my own home.

Then I came home one night and my husband said that he needed to talk to me. By this time, the communication in our home was completely gone. He told me that he had gotten a DWI. I just knew that my name was going to make headlines in our small town newspaper, and I knew that I would lose my job. I was so embarrassed. None of those things occurred, but my mind was racing. I thought for a moment and decided that my alcoholic husband was serious about asking for help. He called a member of Alcoholics Anonymous and they suggested he go to a treatment center. I was elated that he was going to get help. I thought they would give him a shot and he would be okay, free

of the compulsion to drink forever. I would be free at last. Little did I know that was not the way it worked.

A few months before, I had prayed and asked God to kill my husband. I wanted out and I didn't know how to get out. In my mind, I pictured him in a casket holding a can of beer. I planned the funeral and waited, but nothing happened. Then I prayed, "Okay God, if you are not going to kill him, just take me. I don't have anything to live for anyway." I could see absolutely no purpose to my life. I waited, but nothing happened.

My husband went to treatment. One day, a counselor from the treatment center called and asked me to come to the family meeting. I told her that I didn't have time for that. She told me to remember that an alcoholic that gets support from a family member has a better chance of making it. Those words were all I needed. I had completely detached from my husband, but now he needed me. Before I knew it, I was attending meetings that were led by Al-Anon members at the treatment facility. Today, I know those meetings as institutional meetings. I have gratitude in my heart for those ladies who gave their time to carry the Al-Anon message to me. They encouraged me to find a regular Al-Anon meeting and to get a sponsor.

In great pain and desperation, I went to a regular Al-Anon meeting. They told me I had detached and now I needed to detach with love. I started going to Al-Anon meetings everyday. As members shared their experience, strength, and hope, I gained trust in the group, a sponsor, and God. My journey in recovery began as I worked the Steps with a sponsor and learned to turn my thoughts and actions over to God on a daily basis. As I put the focus on me, I saw that it was possible to have a life that I never dreamed possible. I began to regain my faith in God by attending meetings, working the Twelve Steps, sharing with a sponsor, and getting on my knees and praying. I began to change and then my whole world began to change.

My husband and I started attending open AA meetings together. We each work our own program and we have grown together in the fellowship. Our communication and relationship skills have increased. We were told that alcoholism was a family disease and you grow together or you grow apart. We chose to grow together. We will be celebrating our 35th wedding anniversary this year. That is a miracle! It was only possible because of the spiritual programs of Al-Anon and Alcoholics Anonymous.

Today, I have respect and trust for the alcoholic in my life. We have a life together, but we give each other space to each have our own lives. I was told at meetings that it was okay to love an alcoholic and that I was not a terrible person for doing so.

After three years in the program, our daughter decided to have nothing to do with me. My heart felt as if it had been cut out. I was in such pain that I told my sponsor that I had decided to emotionally bury this child. I will always be grateful to the Al-Anon program for being there and teaching me how to accept the things that I cannot change. It helped me to let go, to forgive, and to love again. After three years, our daughter came back, and we have a relationship today. That, too, is a miracle! She taught me how to give unconditional love for fun and for free, with absolutely no strings attached. Al-Anon taught me to not ask questions and to accept her just the way she is.

Today my perception has changed. God has changed me on the inside as well as the outside. God has restored and rebuilt me from the inside out. I know that I am a person of value. I know that God is in charge of my life and I am thankful that He gave me the power to be of service to Him and others. I pray and ask Him to direct my path each day. I've received priceless gifts since my first Al-Anon meeting. Through God, prayer, meditation, the Twelve Steps, the Twelve Traditions, the Concepts of Service, the slogans, sponsorship, meetings, Conference Approved Literature, the telephone, and service work, my life has changed. Al-Anon has given me the tools to deal with life one day at a time. I will always have gratitude in my heart for my Al-Anon program. It has given me serenity, an enthusiasm for life, acceptance of myself and others, a loving heart, friends, laughter, joy, the feeling of belonging, and a relationship with my family. Most of all, it has reunited me with my God. Today, I know that God is in charge of my life and that I am not.

I cannot hide and do not want to deny to others the message of hope, serenity, and all of the other gifts that have been so freely given to me. If I do, I stand in the way of recovery for the newcomer and myself. I must do my part in getting the message to others so that they may see a ray of hope. May the newcomer hear the message of this program, given to each of us by God, as we recover from the family disease of alcoholism. Yes, I must be *visible* and carry the message of *hope* to families and friends of alcoholics!

THE ASK-IT BASKET

ADMINISTRATION

1. Will guidelines be developed for area on-line purchases?

Not at this time. Guidelines come from the shared experiences of members. We have no knowledge as to what would be needed.

2. Why are districts not supplied with a complimentary copy of the Service Manual like the groups are?

WSO supplies one complimentary copy of the Al-Anon/Alateen Service Manual (P-24/27) to each group in the US and Canada and all other groups around the world that do not have a General Service Office (GSO). All other service members or service arms are supported by groups and can elect by group conscience to purchase copies of the Service Manual as needed.

3. In the Manual on page 193 it says "group contributions pay for only a portion of WSO expenses; the balance is financed by the sale of books and booklets." Yet, in fact a percentage of WSO funds come from investments. Is it a violation of Traditions Six and Seven to receive revenues from investments? Do we invest in stocks, bonds or interest bearing bank accounts? By investing in any of the above are we endorsing or financing an outside enterprise?

No, Traditions Six and Seven do not prohibit prudent investment of funds. In Warranty One and Concept Six, the Board's prudent management of all financial assets is noted as part of their financial support. The Board of Trustees invests where it can obtain a safe, reasonable return on the funds held in reserve. We use an outside investment counselor who picks investments based upon return of investment and not upon the name of the company. We do not disclose the success of the companies we invest in so as not to encourage or lend our name to any outside enterprise.

4. With the ever-increasing costs of postage would it not be wise to evaluate the written material coming through the mail from the WSO and perhaps eliminate what is not so important?

We don't know what materials are not useful. We are open to suggestions as to what is not important. Many members find all information useful, others find a few things of little interest, yet other members in their group may enjoy it. Duplicate mailings may be passed on to newcomer or other members of the group who weren't there when the first mailing. When we are mailing to 3,000-20,000 people, it is easier to mail to everyone than to sort out the few who don't want a particular item. Also, when we send in bulk, the cost saved by removing items is minimal.

5. At all levels, how do we deal with declining contributions and literatures sales due to the economy?

Perhaps you would discuss this at a district or area meeting. Many areas are experiencing an increase in contributions and literature sales. Overall, the WSO experienced an increase in contributions and literature sales in 2001. Studying page 192 of the Service Manual in your group, district, area, or meeting may be helpful as well. Frequently, members do not associate money with the need to carry the message.

6. Is there protocol at WSO regarding use of e-mail within the fellowship? Will anonymity issues as regards e-mail, etc. be addressed by the Conference in the future?

Yes, the WSO policy is that we will not print an e-mail address that contains a last name in any publication. Individual members can send e-mail to each other and to outside entities using full names provided that their full names will not appear in press, radio, TV, or films. Anonymity issues were addressed at this Conference. Future Conferences will look at such issues when specific concerns are identified. Areas can seek assistance from the WSO Policy Committee if it needs clarification on a particular problem.

7. The Quarterly Appeal letter is addressed to the group and reads "Dear Al-Anon members." This sounds like the whole group should give just \$5.00 (as a group). Can the appeal letter be addressed to each member (Dear each group member)?

We will pass this suggestion on to the Treasurer, who writes the Quarterly Appeal letter. Perhaps, "Dear Individual Member, ..."

8. What can be done to eliminate confusion over the "group" versus "individual" appeals? (The Service Manual explains the difference but we continue to have problems with this.)

The Seventh Tradition (S-21) leaflet includes information about the quarterly appeal. Because groups are ever-changing and growing, it is important to educate, educate, educate our members. This is a complimentary item and can be ordered from the WSO.

9. Why can't the Service Manual have a single order number? (Currently P-24/27)

The order number P-24/27 reflects that the Service Manual was originally four booklets. While the Manual is printed together in the US and Canada, it is not printed in this manner in other structures. This keeps all numbers consistent world-wide. There is always a possibility that it may return to more than one booklet/manual in the future.

GROUP SERVICES

10. What can world service do to strongly encourage groups that have beginners meetings to utilize the existing format for beginners meetings?

While the meeting format is up to the autonomy of the host group, the group binder has the Guideline for Beginners' Meetings (G-2). This suggested format for beginners' meetings may be requested from the WSO.

11. When should a group that meets on multiple nights decide to register as a separate group?

A group that meets on multiple times and days may choose to register separately when it is ready to fill its group service positions and responsibilities. Each group is asked to provide a current mailing address (CMA) and two group telephone contacts, to facilitate communication through WSO's Group Records. Registration with the WSO provides, through the World Service Conference, a link to worldwide Al-Anon and Alateen. Each registered group receives a complimentary Service Manual every other year, three issues of Inside Al-Anon Xtra, the January issue of The Forum, (which includes Inside Al-Anon Xtra) the quarterly appeal letters, and an annual update sheet. (See pages 46-48 of the 2000-2002 Al-Anon / Alateen Service Manual (P-24/27)).

12. May Al-Anon material be used at open AA meetings?

The AA group would make that decision.

13. What is the Al-Anon stand on a barefoot (one on one) session? Example: Newcomers who want to talk with one or two members outside the meeting.

Al-Anon members may share experience, strength, and hope with other members in any location always remembering that it is important to apply the principle of anonymity to all member-to-member sharing.

14. Do I have the right to call God my Higher Power, or am I infringing on other people's beliefs at Al-Anon meetings?

Al-Anon's Third Step gives members the freedom to define "God as we understood Him."

15. How can I encourage outreach work for my group? I have a lot of ideas but it is a noon group and its members resist group consciences. The group has enough money/resources to do service.

Suggest a meeting on the Twelfth Step. Check out the 2002/2003 Service Plan (S-39) titled, "Starting With The Home Group", which gives many service suggestions.

16. Have you heard of the "4Cs": I didn't cause it, I can't control it, I can't cure it, but I can cope with it? Is this

Al-Anon?

Members have referred to the "three Cs" in their individual sharings in Conference Approved Literature (CAL).

17. The chants after the closing prayer (it works if you work it and others), is this Al-Anon?

Meetings close in a manner acceptable to the group conscience. The 2001 World Service Conference discussed chants and prayers during the first open discussion session. See page 21 of the 2001 World Service Conference Summary (P-46).

18. There is a problem of meeting places requiring Al-Anon to carry insurance if they want to use facilities.

Many landlords require liability insurance and "hold harmless" waivers from Al-Anon groups. Purchasing an insurance policy or signing a waiver of liability does not violate the spirit of the Traditions in terms of affiliation or endorsement.

The biggest consideration is whether or not the group can afford the insurance and meet its Al-Anon related responsibilities. Having literature, paying rent, or supporting service arms (such as the district, information service, area assembly) or the WSO are among the basic group priorities. If the group will not be able to take care of its immediate needs (for example, sending its group representative to the area assembly) it may wish to reconsider its choice of meeting locations. In other words, paying for insurance should not jeopardize the group's ability to fulfill the spirit of the Traditions.

19. Who can vote for a town to have an AIS [Al-Anon information service] or a literature depot [LDC]?

Pages 28-29 of the Service Manual (P-24/27) state that an Al-Anon information service, (intergroup) is established by one or more districts or groups located close enough to one another for easy access and communication. The groups it serves within its geographical boundaries support the information service. Likewise, it is up to the autonomy of the service arms when to form an LDC, provided they comply with requirements of the WSO. See the Al-Anon guideline, Literature Distribution Centers (G-18).

20. Home Group – Service Manual (p.63) states that members who attend several groups regularly and participate fully in all of them can be considered members of all those groups. Explain "regularly" and "participate fully". What is full participation? Should members vote on group issues at more than one group? Can a group decide (by group autonomy) who is a "home group member", or is it the member's choice only? Also the index for "Home Group" says, "see group", but home group is not listed under "group" at all. It doesn't even list p. 63 as a source of information.

The definitions of "regularly" and "participate fully" as stated on page 63 are left up to individuals, when deciding to call a group their home group. Most members choose one group as a

home group and others do not. The index will be revised in the 2003-2004 Al-Anon /Alateen Service Manual (P-24/27).

21. How can the WSO assist in getting literature written for younger Alateens? At this time we do not have sufficient literature geared toward the younger Alateen members. Can some special outreach be done to request writings from younger members? We understand that the WSO has a number of sharings from younger members; is there enough to publish at least a booklet for younger Alateen members.

A "Younger Member Section" has been added to Alateen Talk, the quarterly publication for Alateen. There are few written sharings submitted by our younger members, although we do receive a considerable amount of artwork. The Group Services Committee at the 2001 World Service Conference discussed the suggestion of a special outreach to younger members. Its recommendation was to encourage sponsors to use existing material. In addition to Alateen Talk, there is the booklet What's "Drunk", Mama? (P-44), the Alateen Talks Back series (P-68-73), and Alateen's 4th Step Inventory workbook (P-64).

22. Besides registration of GRs for voting, how else can we effectively establish and maintain an area database? How will that affect the new on-line group registration with the WSO? Technology has advanced that would allow a delegate to request a sorted inventory of the inactive groups, most active groups, current mailing address, and on and on. Will integration with the WSO records ever be considered?

Area group records coordinators receive up to two area records printouts per year. Monitoring returned mail and checking area records against these printouts would keep both WSO and area records more accurate. The on-line group registration and change form is available to the area group records coordinators only. This should support the timely communication between WSO and members maintaining the area databases. Integration with WSO records is not under consideration at this time.

23. AA's and Alateen: One member wrote, "It sounds like Al-Anon does not want an AA member to serve as Alateen assistant..." She voiced a common opinion that some would like to see some recognition and participation of dual members. It is understood by those in service that AA's may not be a part of the decision making (policy making) structure from GR to delegate. We are unclear to the membership when we use the terms "above" and "beyond" the group level. This lack of clarity causes confusion and disharmony at the AISs, convention committees, etc. Alateen seems to be leading the way to clarifying those who work an Al-Anon program at least two years being afforded the right of participation in other Al-Anon/Alateen outreach. A suggested change of terms to read "primary sponsors" must be an active Al-Anon member might be considered. This includes AA's who have at least

two years in Al-Anon. It is up to area and intergroup/AIS, convention committee autonomy of course. We are hearing too much debate over this issue. Perhaps we are making something complicated out of something simple.

At the 2002 WSC, a motion was passed that removes the service position of AA assistant to an Alateen group (Motion #6). Passage of this motion places the full responsibility for Alateen sponsorship on Al-Anon after 50 years of sharing it with AA. The history of AA's involvement in Alateen is described in the text of Concept Eleven on page 179 of the 2000-2002 Al-Anon Alateen Service Manual (P-24/27).

AA members who are also members of Al-Anon may sponsor Alateen groups because of their Al-Anon membership. In addition Alateen sponsors need to be at least 21 years old, and an active Al-Anon member for at least two years. (Additional details for sponsorship can be found on page 62 of the 2000-2002 Al-Anon/Alateen Service Manual P-24/27).

Further reference to participation in service by dual members above the group level can be found in: WSC Summary 1998, page 58; WSC Summary 1999, page 50; and WSC Summary 2000, page 56.

24. Can we have clarification in our Service Manual about who the voting members are at the district and area levels? At present there are no written statements supporting the following scenario: At the district meeting, if there is only one member attending from a group and that member is not the GR or the alternate GR and is in fact a dual member, can that member sign in and vote for his/her group? Where in writing does it say they can't vote?

The duties of assembly members are described in the World Service Handbook section of the Service Manual. As such, the GR represents the group at district and area assembly, voting the group conscience when necessary. Alternate voting members are a matter of group, district, and area autonomy, but dual members may not vote the group conscience as that would be acting as the GR or alternate GR, which the Manual prohibits. See page 63 of the 2000-2002 Al-Anon/Alateen Service Manual (P-24/27).

25. How can we get Alateen groups where there is a need? How can Al-Anon groups get out of themselves and become more nurturing of the Alateens? How do I increase Alateen participation in the district/area levels? What can we as members of Al-Anon do to help our Alateen groups become more active and get the word out that Alateen is available?

Al-Anon groups can consider forming an Alateen group at the same time and location as the Al-Anon meeting. Awareness is the key both to forming new groups and reaching out and nurturing Alateens. By inviting Alateens to speak at Al-Anon meetings, more Al-Anon members will become aware of how the program helps younger members and that we are all Al-Anon. Groups can display and use Alateen literature at the meeting.

Groups can support and encourage Al-Anon members to become Alateen sponsors. The group can announce Alateen and Alateen sponsor events and encourage members to attend. Encourage existing Alateen groups by letting the group know that the Al-Anon group is available to assist them with finding sponsors, transportation, or other needs the Alateen group may have. Alateen participation at the district and area levels can be encouraged by providing information and enthusiasm about the event.

26. I was reading the guideline G-3 [Cooperation Between Al-Anon and AA] regarding cooperation with AA. At the bottom of the page it states, "Dual members are eligible to hold office in their Al-Anon group: this is service at the group level." Then it goes on to say, "that service beyond the group level (as GR) should not be filled by dual members". This is very clear to me that any service position beyond the group (above the group, other than the group) is not open to dual members. Over the years there have been many questions regarding what positions dual members can hold. I have asked this question many times myself and get unclear answers. My question is: The above statement is written in our guidelines, and I want to know if we can put this statement in our *Manual* on the pages that talk about "above group level" or "beyond group level" to help clarify what WSO means when they say above, or beyond the group level?

It is up to the autonomy of each service arm to define "beyond" or "above" the group level provided it is consistent with pages 63 and 64 of the 2000-2002 Al-Anon/Alateen Service Manual (P-24/27).

27. Some groups are not allowing AA members to attend Al-Anon meetings; saying they have their own program and should not need to come to Al-Anon.

Tradition Three states that the only requirement for membership in Al-Anon is that there be a problem of alcoholism in a relative or friend. Each member may decide if they qualify for Al-Anon. There are many members of AA who also are members of Al-Anon. Study of Al-Anon Spoken Here (P-53) and The Al-Anon Focus (P-45) may help clarify this issue for the group and incoming AA members.

28. We have more and more dual members in Al-Anon, sometimes more than regular members. We must be aware of who we vote for GR and alternate GR. Besides pages 63 and 64 in the *Service Manual*, what other resources do you suggest?

Al-Anon guidelines Cooperation Between Al-Anon and AA (G-3), clearly restates the policy on pages 63 and 64 of the 2000-2002 Al-Anon/Alateen Service Manual (P-24/27). This topic has been discussed in several Conference Summaries (see 1986, 1987, 1989, 1991). After an open discussion on this topic

at the 1994 WSC, motion 20, "to change the Policy concerning Al-Anon members who are also AA members, so that there are no restrictions to their service." was denied.

29. Page 63 in the *Manual* says dual members should not hold office above the group level. How can this policy be brought before the membership for reconsideration? In 1985 the WSO took a survey of 71 past Conference members regarding this question – I think that should be done again. Seventeen years have passed and a lot has changed.

Questions about this policy are brought to the World Service Conference almost yearly and receive attention at workshops or in the ask-it-basket. Please see previous questions on this topic in this Conference Summary.

30. The dictionary definition of tradition is the handing down of statements, beliefs, legends, customs, etc. from generation-to-generation especially by word-of-mouth or by practice. What actions as a member can each of us take to pass down the traditions of sponsorship and home groups? How do we encourage getting a sponsor?

Sponsorship—What's It All About (P-31) can be used for a meeting topic, as well as Service Sponsorship: Working Smarter, Not Harder (P-88). Many other pieces of Conference Approved Literature may be used for meeting topics on sponsorship. Sharing of experience, strength, and hope is usually the best method to encourage newcomers and members to get a sponsor. The new 2002/2003 Service Plan –Starting With The Home Group (S-39), stresses the benefits of the home group.

31. May Al-Anon groups contribute money to Alateen groups so that they can attend an Al-Anon convention?

According to page 71 of the 2000-2002 Al-Anon/Alateen Service Manual (P-24/27), "Al-Anon and Alateen groups do not accept contributions from outside of the Al-Anon membership in order to adhere to the Seventh Tradition of full self-support." Alateen is part of Al-Anon. It would be up to the group conscience of each group to decide if they wanted to contribute.

32. "Newcomer's Welcome" in Meeting Binder repeats 'alcoholic' throughout. We are told not to label the drinker unless they label themselves first. Is this a change?"

The mission of Al-Anon to help the families and friends of alcoholics has not changed. However, anytime we put the primary focus on someone's drinking we are diverted from our mission and personal recovery. This additional welcome is optional. See question 24 on page 53 of the 2001 Conference Summary (P-46).

33. Is it possible to reword the Newcomer Welcome to remove references to the alcoholic who may or may not be

self-admitted?

This idea will be referred to the Group Services Committee for consideration.

34. A qualified member asks (sic): Can she stand for delegate of her current area if she spends 4-6 months in another area (due to retirement). Should she be elected she plans to have an 800#, plus e-mail, and would fly back to attend area world service committee (AWSC) meetings, assemblies, and conventions?

This is a matter of area autonomy. Each area is free to decide if they want their delegate to be a resident of the area for the entire term or if they are comfortable with their delegate residing elsewhere during portions of the three-year term. See pages 131-133 of the 2000-2002 Al-Anon/Alateen Service Manual (P-24/27) for a listing of the delegate duties.

35. Alateen Groups—What is the policy about carrying knives (pen to larger). I see no comment in Alateen literature.

The Alateen Safety Guidelines (G-34) state that Alateen sponsors are to maintain, to the best of their ability, an atmosphere that will protect the Alateen members from physical and emotional harm. The guideline further suggests that meetings establish behavioral guidelines and that they are discussed thoroughly. Some areas and Alateen conferences also have established behavioral guidelines. A group, area, or conference could vote to limit or exclude knives. It is not possible to mention by specific name or description each object that may be brought to a meeting. However, a broader category could be used that would encompass all possible weapons.

36. What are we doing as a fellowship to reach out and include people who can't read?

There are various outreach posters and public service announcements (PSAs) that reflect the idea of what Al-Anon is to someone who may not be able to read the actual words. Groups or districts may record individual pieces. These items may not be duplicated or sold.

37. Our area is striving to re-organize to follow the Trial Committee Structure. We are hoping to have a group services coordinator at the area level to help streamline this structure. We have a district representative chairing this committee when all of our other committees have area coordinators as chairs. If we were to do this, how would WSO communicate with this coordinator?

The area delegate gives the WSO the names of members who are to receive coordinator mailings. WSO will continue to mail to the following area coordinators: Alateen, Archives, Cooperating with the Professional Community (CPC), Forum, Group Records, Institutions, Literature, and Public Information (PI). How the area is structured is autonomous.

38. Is the program being diluted by using modified "Robert's Rules of Order" which isn't Conference approved? Why doesn't Al-Anon write their own parliamentary procedure and obtain approval from the Conference?

The Conference has adapted Robert's Rules of Order for its proceedings. Because of regional differences, each area adapts whatever guidelines it needs to conduct the area's business.

39. Re: Alateen table card that was discontinued— Our idea redo or just print it again and send copies to each DR to distribute to their groups.

Your request will be passed on to the Group Services Department. Your district may consider asking for reprint permission from the WSO or create new table cards for the area.

40. What is the appropriate action for the assembly leader to take if someone calls for the Serenity Prayer?

This would be a decision of the elected leader.

41. How are we serving handicap (sic) or physically challenged groups?

The World Service Office maintains a Directory for Members with Special Needs (S-14). This includes literature produced in large type and closed captioned videos. In addition, many areas note accessibility for disabled members on their meeting directory lists.

42. How does WSO feel about a coordinator who is a district representative, giving her coordinator report at AWSC and asking her alternate district representative to fill in for her at roll call and giving the district representative report?

This is a matter of area autonomy. Page 63 of the 2000-2002 Al-Anon/Alateen Service Manual (P-24/27) states that when members hold more than one position, it may deprive others the privilege of serving and growing.

MEMBERS SECTION

43. How will the WSO support areas that do not convert to the new structure? Since the current structure does not permit the servicing of "extra" coordinators, how will the WSO support an area with the original (eleven) coordinators when they move to four departments?

The WSO plans to continue serving the nine coordinators in place under the previous structure and the new structure. These are listed in question 37.

44. Why can't we get e-mail communication from the WSO on upcoming projects? In this era almost everyone is "connected" and it would be much more convenient and less expensive to be able to e-mail the coordinators about timely

issues. Yes, we do still need the twice a year mailings, but sometimes the news is stale. It would afford the delegate to follow-up on pending action. It would be helpful to know who gets mail from the WSO and approximately when to expect a mailing. After three years, I've figured out that some things come after the Board week but a schedule would be helpful.

Not every piece in the coordinator mailing lends itself to be sent by e-mail. Our experience shows that members have equipment with varied technology to receive e-mail, some of which prevents them from opening attachments. This creates additional delays. At the same time, the WSO does not want to leave out or treat as second class the service members who have no access to e-mail. Having a computer is not a condition for serving. WSO continues to look into ways to improve communication with the fellowship.

INTERNATIONAL

45. When will *From Survival to Recovery* (B-21) be translated?

From Survival to Recovery (B-21) is already translated and available in French and is the next translation book project in Spanish.

46. How often is Al-Anon having an International Convention? When is the next Al-Anon Convention?

In 1999, after the success of the 1998 International Convention in Salt Lake City, Utah, the World Service Conference voted that starting in 2008, Al-Anon would have an International Convention every 5 years and invite AA to participate. The next Al-Anon International Convention is scheduled for the July 4th weekend, 2008. We will also participate in AA's International Convention in Toronto, Ontario in 2005. (See Motion 17, 1999 Conference Summary)

FELLOWSHIP COMMUNICATION

47. If rights to the logo are purchased, who and in what manner may the Al-Anon logo be altered (i.e. jewelry sales)?

The rights to our logo may not be purchased. Al-Anon Family Group Headquarters, Inc. owns the trademark/logo. We do provide vendors with permission to use our logo (trademark) in its exact design. The logo may not be altered. For vendors to use our logo they must write the WSO for permission and include a sample of the proposed product. A letter of agreement is prepared and signed once the product has been reviewed and approved by the WSO.

48. Is there a large print Alateen book? If not, would there be a consideration?

Please notify us regarding your specific need.

49. Are we still having only Al-Anon members write our literature? The rumor is that professionals are contributing or writing our literature.

Only Al-Anon members write Al-Anon literature. We do utilize professional writers/editors who are also Al-Anon members on contract to edit and draft manuscripts for Literature Committee consideration. These members are professional writers, not professionals in the field of alcoholism.

50. The AA Service Manual has two separate Declarations. Al-Anon has only one. Can our Service Manual be revised enough to include a Declaration of Unity?

The Al-Anon Declaration is in our Service Manual. Al-Anon's Declaration of Unity was approved unanimously at the 1984 World Service Conference and is not in our Service Manual.

51. Can work continue to be done to make our Service Manual more "user friendly"?

Please tell us what is needed to make it more "user friendly."

52. Would it be possible to print a bookmark using the "gifts of Al-Anon" as outlined on page 269 of *From Survival to Recovery* (B-21)? It could be an effective PI tool.

After careful consideration and discussion in light of Al-Anon Traditions and policies, the Policy Committee determined and reaffirmed that Al-Anon does not have "promises," and that the passage in question was one member's sharing of his/her feelings about our program. Other members find hope and comfort in the words of the Suggested Welcome and Closing, and other places in our literature. It was the consensus of the Policy Committee that the passage should not be promoted as "promises" or "gifts." Finally, in Al-Anon we offer our experience, strength, and hope. We offer no gifts or guarantees and make no promises regarding recovery. Printing the bookmark in question is not an option.

53. Literature: Do we publish too many books?

In recent years, several books have been discontinued because of lack of sales or interest from the fellowship. New books have been created because of a stated need at the Conference. The answer lies with the Al-Anon/Alateen fellowship and expressed need.

54. Is it possible to have a new pamphlet to give to newcomers on the how-to's of sharing in an Al-Anon meeting? We get a lot of newcomers, and I've noticed they are sometimes embarrassed to discover they have violated Traditions or the group conscience in their sharing. Sometimes they simply do not return. I think we owe it to them to let them know before that happens how to share at meetings. We could include it in our newcomer packets.

Al-Anon Spoken Here (P-53) describes for newcomers what members share at meetings and what is and isn't appropriate to

mention. It discusses the importance of the Traditions and some of the more common misunderstandings and violations of them. It is included in our Newcomer Packets. If your intention differs from this pamphlet, please send your suggestion to the Literature Committees for consideration. Please also review This is Al-Anon (P-32).

55. I see a need for a new book or daily meditation book for parents of alcoholic children. Is this in the making, or can it be suggested to the Literature Committee? We are getting more and more of these parents in our group and we have no literature (beyond a pamphlet) to offer them that relates to their specific experience with alcoholism.

No further daily readers are in production at this time. This suggestion will be given to the Literature Committees for consideration. In the meantime, you might consider asking parents to send in sharings for OUR RECOVERY IN RELATIONSHIPS (working title). Sharing sheets are available from the WSO.

56. Why can't we have clear black ink type in Area Highlights? It is difficult to read color type.

Colored inks have been used for visual variety and to easily distinguish one issue from another. Care has been taken to use darker inks and to eliminate shading.

57. The Blueprint for Progress (P-5) doesn't work as a Fourth Step tool. Can we keep it simple and suggest the 4-column resentment, fear, and sex inventory used with such tremendous success by millions of AAs and Al-Anons? We adapted the AA Steps; let's use them the way they work best.

Blueprint for Progress (P-5) is currently undergoing major expansion and revision, as directed by a motion from the 1999 World Service Conference. There is no one correct way to take a Fourth Step inventory. What works well for one member might not be effective for another. The book Alcoholics Anonymous describes the ways for alcoholics to work the Fourth Step. Al-Anon literature is based on the experiences of Al-Anon members. Just as we have adapted AA's Steps, we need to adapt our application of them to suit Al-Anon's unique purpose. Variations of ways to work the Fourth Step are found in Paths to Recovery-Al-Anon's Steps, Traditions and Concepts (B-24) on pages 41 and 81.

58. Is there any possibility of getting the One Day at a Time in Al-Anon (B-6) and/or Courage to Change—One Day at a Time in Al-Anon II (B-16) on audiotapes?

The areas were polled through their delegates several years ago. The results did not indicate enough demand for these items to warrant producing them.

59. Is discontinued literature covered under copyrights? In other words, if a piece of literature has been discontinued and someone wants to copy it, does the person need to get permission from Al-Anon Family Group Headquarters, Inc.?

All Al-Anon/Alateen Conference Approved Literature (CAL) is copyrighted, whether or not it remains in print. Reprint permission is required for all CAL, even if the piece has been discontinued.

60. Will Newcomer/Beginner tapes be made available again to the membership?

There currently are no plans to produce such tapes. Few requests have been made for such tapes in recent years.

PUBLIC OUTREACH

61. Can PSAs be incorporated into the WSO Web site for downloading?

We are considering this option for the future as a resource for the media and professionals.

62. How can we encourage members to be more cooperative/welcoming to professionals and organizing open meetings and reaching out to them through service projects? How can we encourage more open meetings in the areas? Professionals, students, and general public need to be able to observe what a meeting is like for the referrals, or to see if they need Al-Anon for themselves. Are we slamming the door on our professional friends and potential newcomers?

Delegates and coordinators can carry the message that open meetings are outreach tools. Area trusted servants have been provided with many suggestions for outreach to professionals. See the 2000-2002 Al-Anon/Alateen Service Manual (P-24/27), The Best of Public Outreach (P-90), and the revised pamphlet Attracting and Cooperating (S-40) for ideas.

63. Does having a full portrait, such as the "Alateen Can Help" poster "Scared to go home?" violate our principle of anonymity? Or could it send the wrong message to someone (potential Alateen) new who is usually concerned or afraid of being recognized. How can we expect them to trust that this is "just an actor"?

These ideas were discussed by the Policy Committee before we used full-face actors on both posters and in TV PSAs. They agreed this was the best way to reach out to new members.

CLOSING REMARKS

At the end of the Conference, all members, including those who had “voice but no vote”, were invited to share their feelings about the Conference and the events of the week. Many shared feelings of gratitude to their Higher Power and the program for helping them become the person they had always

hoped they could be and to the World Service Office staff and the Board of Trustees for all their work. Others gave thanks for the friendships gained and support received over the last three years. One member was already looking forward to what was she was going to do next. What an incredible journey!

Skip A.,
Trustee

CLOSING SESSION

After members 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 each of the outgoing delegates. As a member's name was called, he or she went forward to accept the scroll from the Executive Director and the Conference Chairperson. Flashes from cameras were abundant as the members stood next to or between them. When all the scrolls has been handed out, there was a loud round

of applause and a standing ovation for the outgoing Panel 40. Then, a tearful but joyous Chairperson pronounced the Conference officially closed at 9:45 p.m. on Thursday, April 25, 2002.

Following the ceremony, Panel 40 exited and returned, dressed in costumes that helped identify their individual areas, and singing the song, “New York, New York.” Then they each shared a few words on what “Al-Anon is.”

2002 WORLD SERVICE CONFERENCE MOTIONS

Floor discussions

World Service Conference motions presented from the floor are discussed here:

Discussion of Motion #8

Literature Committee II brought this motion. See their report on page 11 of this *Summary*. Conference members shared ideas on how important and cost effective it would be to have all the newcomer material in one comprehensive, inexpensive piece. Some felt it might help groups with small treasuries that are unable to give out newcomer packets. It was pointed out that there was no guarantee that the piece would be less expensive. Others shared that, in the beginning, they were only able to read small bits of information at a time. A large pamphlet would have been too much. All of these ideas were considered by the Literature Committee before it brought its motion to rescind the previous Conference Motion.

Discussion of Motion #15, 16, and the 2002 Conference Consensus

Discussion of Motion #15 and #16 culminated in a consensus of substantial unanimity regarding the intent of this Conference to reach out to Blacks/African-Americans and other diverse populations worldwide. Many members shared their feelings and experiences with ethnic and/or minority groups.

After reading of Motion #15, the Conference Approval process for literature was discussed and questions were answered. The WSO staff explained the options available for getting this piece to the fellowship. It could either undergo the Literature Committee process, which might take from one to three years for completion, or be developed as a service tool, which could be done by the Public Outreach Committee within the year. The latter would address the sense of urgency indicated by the Conference.

Throughout the discussion, there was a common thread. This Conference recognized the need to expand Al-Anon's outreach to population sectors that are not adequately represented in our program. It was suggested that the Public Outreach Department work towards producing service tools that would be appropriate for the Black/African American community and other diverse minorities, keeping in mind Al-Anon's global image.

Motion #16 was then brought to the floor, discussed, and passed, thus referring the concept of such an outreach piece to the Public Outreach Committee for development.

After the vote, members continued their discussion on outreach to minorities, members of ethnic groups, and specifically Blacks/African Americans. One member shared about the cultural barriers, "We had an African American woman come to our group and her own community thought of her as a traitor. . . .

They couldn't relate to us because we were so white." Another shared, "When I worked in the prison, I worked with a lot of Black Americans. Once they realized they could trust us, they welcomed us."

A concern was voiced regarding the Al-Anon message. How would the message of this piece be any different from our other literature? If it were going to be different, would the Al-Anon message be different? If it's not going to be different, then why produce it? "When I came to Al-Anon, . . . my solution was in our similarities, in spite of my differences. I had to fight through my differences to realize that we were all the same." It was stressed that the integrity of the Al-Anon message must be maintained. Another member questioned whether by trying to reach one segment of the population, we are becoming exclusive.

The language in the pamphlet *Al-Anon Is for Gays and Lesbians* (P-85) was cited as an example of a piece that could be used for everyone. Many people overlook this pamphlet because of the title. They don't think it applies to them.

Some spoke of Conference unity: "I feel there is a sense of unity on this issue and the members need to know that. It's rare that I have felt as much togetherness on an issue."

It was then suggested that the Conference take a consensus on this need. The WSO staff and volunteers helped the body understand the process for taking a consensus and encouraged Conference members to continue discussing the matter. Discussion is the fuel for change, and conversations generate ideas. Conversations can identify the group conscience and allow it to move in a direction of harmony because each person is listening to the other, without making a decision first.

One member reminded the Conference that the WSO by itself cannot reach these populations; it would need each group's participation. Only in that way would there be enough resources to make this happen.

Several of the WSO staff and volunteers expressed that the group conscience of this Conference was heard and would be supported. As reported by the Public Outreach Committee, the Board has made a commitment to reach out to the Black/African American and Native American/Aboriginal populations. WSO staff and volunteers were encouraged that the Conference concurred with their commitment.

Conference members were then given an opportunity to put Concept Three into action by going on record with the following consensus of unity:

"As the 2002 World Service Conference, we affirm our commitment to reach out to the African-American and other diverse populations."

MOTION #1 – CARRIED

(96 YES, 0 NO, 0 ABSTENTIONS, 0 VOID)

That the following persons be seated at the 2002 WSC with voice, but no vote:

David Zach	Director of Business Services Non- Al-Anon member
Richard M.	Chairperson, Executive Committee for Real Property Management Al-Anon member

MOTION #2 – CARRIED

(95 YES, 0 NO, 0 ABSTENTIONS, 1 VOID)

To approve the 2001 Annual Report.

MOTION #3 – CARRIED

(94 YES, 0 NO, 0 ABSTENTIONS, 2 VOID)

To approve the 2001 Audited Financial Report.

MOTION #4 – CARRIED

(95 YES, 0 NO, 0 ABSTENTIONS, 0 VOID)

To approve the 2002 Budget Committee report.

MOTION #5 – CARRIED

(92 YES, 2 NO, 0 ABSTENTIONS, 1 VOID)

To affirm the Board's implementation of the revised committee structure.

MOTION #6 – CARRIED

(86 YES, 8 NO, 0 ABSTENTIONS, 0 VOID)

To amend the text on page 62, of the 2000-2002 *Al-Anon/Alateen Service Manual*, Policy Digest section, "Registration of Groups" sub-section, Alateen Groups, delete as follows:

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

MOTION #7 – CARRIED

(84 YES, 10 NO, 0 ABSTENTIONS, 1 VOID)

To amend the text on page 64 of the 2000-2002 *Al-Anon/Alateen Service Manual*, Policy Digest, *Membership and Group Meetings/Conventions*, *Group Problems* subheading to read (bold and underline is new, strikethrough is deleted)

Group Problems

Any group or service arm within a Conference area that fails to resolve its disputes or misunderstandings by application of the Traditions and Concepts **of Service** should seek guidance from its district or area assembly. If further guidance is needed, the matter can then be referred to ~~the regional trustee~~ the WSO; or the respective national general service office (GSO). The WSO or GSO can only offer suggestions by relating the shared experiences of other groups or by providing the appropriate references in existing service material.

MOTION #8 – CARRIED

(73 YES, 21 NO, 0 ABSTENTIONS, 0 VOID)

To rescind the 1997 WSC Motion #11 for the development of an Al-Anon newcomer brochure.

MOTION #9 – CARRIED

(92 YES, 1 NO, 0 ABSTENTIONS, 0 VOID)

To amend page 68, of the 2000-2002 *Al-Anon/Alateen Service Manual*, Policy Digest section, “Anonymity Within Al-Anon (underlined and bold is new text, strikethrough is deleted text, underlined only is text moved to a new location.)

There may be some who are not familiar with our Tradition of personal anonymity at the public level.

If so, we respectfully ask that no Al-Anon, Alateen, or AA speaker or member be identified by full name or picture in published or broadcast reports of our meeting.

The assurance of anonymity is essential to our efforts to help other families of alcoholics, and our Tradition of anonymity reminds us **to place** that Al-Anon and Alateen principles ~~come before~~ **above** personalities.

MOTION #10 – CARRIED

(93 YES, 0 NO, 0 ABSTENTIONS, 0 VOID)

To make the following changes to page 74, of the 2000-2002 *Al-Anon/Alateen Service Manual*, Policy Digest, section, “*Local Services*,” sub-heading, *Naming a Service*. (new is bold and underlined, strikethrough is deletion).

Local Services

Naming a Service

Al-Anon information services (AIS) ~~or groups that perform similar services also~~ call themselves information services, service centers, information centers, or intergroups. **The name “literature distribution center” (LDC) is used for services that provide Al-Anon/Alateen members with access to Al-Anon/Alateen materials. A combined AIS and LDC will be given one registration number at the WSO.**

The term “Al-Anon central services” is reserved for **AIS/LDCs** offices serving entire states, provinces, or areas.

Al-Anon general services refers to structures serving countries other than the United States and Canada.

MOTION #11 - WITHDRAWN

To add the following to page 74-75, Policy Digest, Local Services (after *Information Services-Cooperation* and prior to *Employees in Al-Anon Services*), 2000-2002 *Al-Anon/Alateen Service Manual*.

Literature Distribution Centers (LDCs)

Requirements for Registration at the WSO

The WSO registers an LDC when it meets the following criteria and with the understanding that it will abide by the Traditions:

Stocks and sells only Al-Anon Conference Approved Literature and Al-Anon service tools

Orders literature at least once per calendar year

Provides a street mailing address (not a post office box number) in order to receive packages

Maintains a suitable place where Al-Anon literature and other Al-Anon materials will be kept safe, clean, and dry

Provides the required two signatures on the registration form (area delegate, AIS or area chairperson, or district representative).

MOTION #12 – CARRIED

(93 YES, 2 NO, 0 ABSTENTIONS, 0 VOID)

To amend the text, pages 75-79 of the 2000-2002 *Al-Anon/Alateen Service Manual*, Policy Digest section, “Recovery and Service Materials.” (new is bold and underlined, strikethrough is deletion)

Recovery and Service Materials

Conference Approved Literature and Service Tools/ Materials

Al-Anon and Alateen Materials

Conference Approval

What It Is. Conference Approval is a the process for the development of recovery literature (including recovery literature with a service focus) material—items for both personal recovery and service work that reflects the group conscience of the Al-Anon Family Groups through actions taken by the World Service Conference. The conceptual ideas recommended ~~at by~~ the World Service Conference are delegated to appropriate service committees for implementation to the WSO Literature Committees for implementation, and production of books, pamphlets, leaflets, cassette tapes, cards, films, posters, etc. Each item, when completed, bears the Conference Approval seal.

How Material Receives Conference Approval. Al-Anon Conference Approved material grows out of need. Whether the need is for recovery literature and material for personal recovery, or for service items, or for recovery literature with a service focus (hereafter both referred to as Conference Approved Literature), the process of Conference Approval ensures that designated Al-Anon members, delegates, WSO staff, and volunteers will review the material before publication and/or production. Many members’ participation in the Conference Approval process guarantees the fellowship that the material is an expression of Al-Anon principles. Proposals of new material and major revisions of existing material are brought to the World Service Conference for recommendation and approval. ~~Literature and material for personal recovery is subsequently developed through Literature services; service materials are developed by the appropriate WSO Standing Committee.~~ Service committees may propose material with a service focus. Proposed manuscripts and/or content of ~~personal recovery material~~ Conference Approved Literature are reviewed by the ~~a~~ Literature Committee. ~~service material by the WSO committee of origin.~~ Proposed service material developed by a Committee without delegate members is reviewed by a service committee with delegate members, to be determined by the committee of origin, in order to receive Conference Approval. As a final step, in addition to the Executive Director ~~or the Deputy~~, the chairperson of the Policy Committee, and four other members of that ~~Committee~~ are asked to review all new pieces or and major revisions of

existing material before they are approved for use. Minor revisions are authorized by the Board of Trustees through the Executive Director. The Board of Trustees through the Executive Director authorizes minor revisions. Some service material was not processed in this manner prior to 1985. After the 1985 World Service Conference these pieces were reviewed and approved by the Conference through the delegate members on the service committee of origin.

Material Written by Al-Anon/Alateen Members. The actual writing is done by Al-Anon/Alateen members. Material submitted is subsequently coordinated and edited for literary style by Al-Anon members who may be professional writers. In keeping with the spirit of Al-Anon, the full name of any individual member does not appear in the title of Al-Anon/Alateen material, nor is authorship acknowledged. All published material becomes the sole property of the Al-Anon Fellowship Family Group Headquarters, Inc., on behalf of the Al-Anon/Alateen fellowship.

Material Written by Nonmembers. A few items were not developed in the above manner. Such exceptions were made when a booklet, talk, or article by a nonmember met a specific need, and then only with Conference Approval. As a necessary courtesy, credit was given to the author or the organization where the material originated.

WSO Service Tools

Service tools and materials are created by a World Service Office service department, committee, or as the result of a Conference discussion. They are designed to assist members at meetings and in conducting Al-Anon/Alateen service. Service tools are developed by staff or committees and are subject to Executive Committee approval. As a final step, the Executive Director, the chairpersons of the Board of Trustees and Executive Committee, and designated Policy Committee members approve the text of service tools.


Al-Anon/Alateen Service Manual


Part 2 of this *Manual* (“Al-Anon and Alateen Groups at Work”) is updated on a regular basis at the World Service Office. Approval for additions and revisions to other parts of this *Manual* is given by vote at the World Service Conference.

Authorization for Production

Production of new material to be added to the list of Conference Approved material that has been recommended and approved by the World Service Conference must be authorized by the Board of Trustees.

Identification of Material Al-Anon/Alateen Publications

The original seal, with the letters “AFG” in the circle and the words “World Service Conference” within the triangle,  appears on, and is reserved for, all Al-Anon/Alateen Conference Approved Literature and material with the words “Approved by World Service Conference.” Service tools carry the Al-Anon

logo and indicate  production by Al-Anon Family Group Headquarters, Inc. (See p. 80-81, "Symbols".)

Use of Material


To keep Al-Anon's message in focus, it is suggested that only Al-Anon/Alateen Conference Approved **material Literature and Al-Anon/Alateen service tools** be displayed, and distributed, and used at Al-Anon and Alateen meetings, conferences, and conventions. These items reflect an informed group conscience. Conference Approved **Literature** material provides a unified view of Al-Anon/Alateen to professionals, other individuals, and outside agencies. **Service tools produced by the World Service Office reflect the Al-Anon/Alateen service structure and the shared experiences of our membership.**

Other Publications

Timely Reprints

In 1977, the World Service Conference affirmed the continuation of the use by Standing Committees of articles and reprints of articles from major outside publications. The use of such timely pieces does not endanger the Tradition **Six regarding of non-endorsement**; rather it enhances the public's view of the Al-Anon program of recovery and helps service committees spread the message of Al-Anon's value as a community resource. These committees may also reprint articles from *The Forum*, WSO newsletters, or other WSO publications when interest in a particular subject is indicated. Such reprints can be proposed for development as a permanent piece of CAL if a strong interest in them is evidenced. Because of their timeliness, reprints are often distributed between Conferences. These items are reviewed for appropriateness, use, and distribution by the service committees of origin as well as appointed members of the Policy Committee. These reprints are identified by the Al-Anon/Alateen logo and carry the words "reprinted and distributed by Al-Anon Family Groups Headquarters, Inc."

Guidelines

~~At the direction of the World Service Conference, WSO committees compile, review and distribute guidelines. All guidelines are a collection of shared experience and can be adapted by the membership. Guidelines can be identified by this Al-Anon/Alateen logo  and the words "compiled and distributed by Al-Anon Family Group Headquarters, Inc."~~

Other Publications

The Conference Summary

The *Conference Summary* is the annual report to the groups about the World Service Conference and World Service Office activities. It is distributed free to area world service committees and to current and past Conference members. Groups and individuals may purchase copies at a nominal cost.

*Inside Al-Anon and Other WSO Newsletters**

All WSO newsletters and other materials are developed in response to the needs of our membership. WSO staff and committees review the content. *Inside Al-Anon Xtra* is the bi-

monthly ~~a~~ 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 **in the US and Canada and to English-speaking groups outside the US and Canada.** 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., **for example**, "From *Inside Al-Anon Xtra*, June-July, 1982: reprinted with permission of Al-Anon Family Group Headquarters, Inc."). ~~All WSO newsletters, guidelines, and other supplementary material are developed in response to the needs of our membership and are reviewed by WSO staff and committees.~~

World Directories of Al-Anon Family Groups

Publication of the World Directories, ~~CONFIDENTIAL~~ biennial listings of all Al-Anon and Alateen groups in the U.S. and Canada, ~~was discontinued by vote of the World Service Conference in 1988. With discontinuance of the printed directories~~ Members may obtain all information formerly published in the World Directories, including lists **names of specific** groups, group contact names and telephone numbers, and information regarding the World Service Office and area trusted servants, from either the area delegate, **group records coordinator**, or the WSO. (See p. 64, "Locating Meetings.")

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

MOTION #13 – WITHDRAWN

To develop a pamphlet for the Newcomer's package which will show the location of Al-Anon/Alateen on the world map and also list world languages in which the Al-Anon/Alateen literature is available.

MOTION #14 – CARRIED

(94 YES, 0 NO, 0 ABSTENTIONS, 1 VOID)

To amend the text on page 80-81 of the 2000-2002 *Al-Anon/Alateen Service Manual*, Policy Digest, *Recovery and Service Materials*, beginning with *The Forum* subheading. (Underlined and bold is new text, strikethrough is deleted text, underlined only is text moved to a new location.)

The Forum

The Forum is the monthly magazine in which Al-Anon and Alateen members share their experiences. It is “The Voice of the Fellowship,” which offers a forum where individual members and groups can be heard. ~~Letters and articles sent from all over the world are edited by a volunteer committee and The Forum staff at the WSO. The Forum staff at the WSO, with assistance from a volunteer committee, edits the letters and articles sent from all over the world.~~ This assures a publication that a broad-based international audience helps readers can understand and use for growth in the program. It also offers meeting ideas and materials for use in to be used as a basis for group discussions.

The Forum can be used, and is encouraged to be used, by all members and groups for meetings. *The Forum*, as a concept, is Conference Approved, but it is not possible for each issue to follow the full procedure for Conference Approved Literature. Sharings received for *The Forum* are reviewed for their fidelity to the Al-Anon program and principles by a volunteer committee and for the *Forum* staff. Time sensitive articles, such as editorials, interviews, “Inside Al-Anon,” etc., may be reviewed by *The Forum* staff.

Since it is copyrighted material, the WSO does not grant permission for substantial reprints from *The Forum* in area, district, or other service arm newsletters in the U.S. and Canada. However, it is permissible for all newsletters to reprint any articles that appear in the “Inside Al-Anon” section of *The Forum*. Newsletters of other countries may, upon informing the WSO, use additional *Forum* material if they give a proper credit line in their publication. Subscriptions to *The Forum* are available to both individuals and groups. *The Forum* is available by subscription.



Copyrights


Al-Anon/Alateen Conference Approved Literature (CAL), *The Forum*, and most service material/tools are copyrighted. The WSO does not grant permission for substantial reprints of CAL in area, district, or other service arm newsletters, or to outside publications, in the U.S. and Canada. It is not necessary for Al-Anon/Alateen service arms to obtain permission to excerpt items of interest from *Inside Al-Anon Xtra*, *Area Highlights*, *Alateen Talk*, *Al-Anon Speaks Out*, the “Inside Al-Anon” section of *The Forum*, or from service tools.

Whenever a violation of a copyright comes to the attention of the Board of Trustees, it is the responsibility of the Board, through its duly appointed representative, to notify the violator. This is necessary in order to avoid invalidation of the copyright.

Symbols/Logos

The above three symbols shown below are registered as Al-Anon “marks” with the U.S. Patent Office. Use of these marks for other than Al-Anon/Alateen purposes or any alteration of these symbols endangers their legal status.

The Al-Anon/Alateen logo with AFG in the circle is a popular means of identification at conventions and joint fellowship affairs.  The logo without the AFG  was adopted by the WSO for easy identification of stationery, service tools guidelines, and other Al-Anon/Alateen material. It may be used by other Al-Anon service arms for these purposes. Al-Anon/Alateen service arms (such as areas, districts, and information services) and conventions with Al-Anon/Alateen participation may use this logo without alteration for identification on printed materials.

The original logo seal, accompanied by the words “Approved by World Service Conference Al-Anon Family Groups,” identifies Conference Approved Literature. (See p. 77, “Identification of Material.”) 

Reprint Authorization

Requests to Reprint

The World Service Conference has authorized Al-Anon Family Group Headquarters, Inc., also known as WSO, to be the publishing agency for the fellowship worldwide. Permission to reprint extensively from our publications is not granted in the United States and Canada to any agencies or individuals, within or outside of our or even to our own membership, or to any outside agency. Forms to request reprint permission are available from the WSO. Each request received at the WSO to reprint limited excerpts will be evaluated on its merits and the circumstances. Requests for permission to reprint limited excerpts from copyrighted Al-Anon/Alateen material must include at least four paragraphs from the proposed new text. The new text should include the two paragraphs of the author’s/writer’s/editor’s material immediately prior to the excerpt and the two paragraphs of the author’s/writer’s/editor’s material immediately following the excerpt. If approved, the WSO should receive, prior to publication, the context in which it is to be used, along with file copies after publication. When reprint permission is granted by the WSO the appropriate credit line must accompany the excerpt. Two copies of the published material/document must be sent to the WSO on or before publication. The WSO terminates permission to reprint if the volume is not published within two years from the date of the request.

Countries Outside United States and Canada

Permission to publish CAL is extended only to national

IN CLOSING WE WOULD LIKE TO SAY...

Al-Anon general service bodies in countries outside the United States and Canada. Occasionally such permission is extended to Al-Anon central service committees, centers, or even a single group, with the provision that the right to publish be relinquished when a general service body is formed.

Granting Permission to Translate CAL

All translations of Al-Anon CAL to other languages are to be submitted to the WSO for review and approval before permission to print and reprint is granted.

Service Tools/Material and Electronic Publishing

A listing of Al-Anon/Alateen service tools/materials that may be posted on Web sites is found on the WSO Web site: www.al-anon.alateen.org. A credit line “Reprinted by permission of Al-Anon Family Group Headquarters, Inc.” is required. No other Al-Anon/Alateen copyrighted literature may be reprinted electronically without express written permission from the WSO.

MOTION #15 — (Referred to Public Outreach—See Motion #16)

To give conceptual approval to develop an Al-Anon piece for Black/African Americans.

MOTION #16 – CARRIED

(92 yes, 0 no, 2 abstentions, 1 void)

To refer Motion #15 of the 2002 WSC to the Public Outreach Committee.

EXECUTIVE DIRECTOR'S REPORT

ADMINISTRATION

Ric B., Executive Director

INTRODUCTION

This report of the World Service Office's (WSO) activities is provided annually to the World Service Conference (WSC). This report is 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. (AFG, Inc.) meets quarterly and is responsible for carrying out the mandates of the WSC, establishing business policies of the 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.

AFG, Inc. is a not-for-profit organization, listed under Section 501 (c) (3) of the United States (US) Internal Revenue Code, and has been incorporated in New York State since 1954. Al-Anon Family Group Headquarters (Canada) Inc. has been incorporated since February 1999 as a registered charity under paragraph 149 (1) of the Income Tax Act of Canada.

The Executive Director is responsible for overall supervision of the WSO staff (currently 52 full-time employees) 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.

AFG, Inc. is committed to equal employment opportunity and is in compliance with applicable 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 disability status. Every effort is made to maintain a work atmosphere that is free from harassment.

ADMINISTRATIVE COMMITTEES

BOARD OF TRUSTEES

Catherine J., Chairperson

The Board approved the interim actions of the Executive Committee at each of its quarterly meetings. It authorized the printing of *Living Today in Alateen* (B-26), a 50th Anniversary *Forum* Journal for 2002, and *Frequently Asked Questions for Al-Anon Web Sites* (S-66). Approval was given to produce and mail the judicial outreach pamphlet in English and French.

In an ongoing effort to improve the technological services at the WSO, approval was given for office-wide desktop faxing, office-wide virus protection for workstations and servers, high-speed connection to the Internet, and the purchase of an imaging server to store digitally archived documents. To protect the Al-Anon name on the Internet, the Board authorized the Executive Director to pursue registration of domain names using "Al-Anon" and "Alateen" in accordance with its established priorities.

Approval was given to the wording of a Resolution of Gratitude to

Alcoholics Anonymous (AA) which was presented at the special 50th Anniversary Dinner following the 2001 World Service Conference (WSC).

The Public Outreach department was given approval to supply literature for National Alcohol Screening Day, the Comprehensive College Initiative Kit, and the Canadian College Health Service project; provide packets of Alateen literature for the US National Depression Screening Day (a high school outreach project); participate in the planning meetings for 2001 September Recovery Month; and meet with other national organizations in the US and Canada. Al-Anon hosted the September Family Recovery Luncheon in Washington, DC. The Executive Director, the Directors, the Associate Directors of Public Outreach-Professionals and Media, and the Chairperson of the Board represented the WSO.

Approval was given to produce an expanded September 2001 issue of *The Forum* and to market it to professionals. Board approval was given to hold an annual Alateen Focus Month each October on a three-year trial basis beginning October 2001. Approval was also given to have an Alateen area coordinator conference call in 2001.

Approval was given for the installation of a backlit corporate sign on the WSO building. The sign reads **AL-ANON** and is preceded by our logo. The Board voted to accept AA's invitation to participate in the 2005 International AA Convention in Toronto, Canada.

On the recommendation of both Literature Committees, the Board voted to discontinue *Having Had a Spiritual Awakening...* (B-25). It was also the decision of the Board to discontinue *The Forum* reprint "Growing Up With Alcoholism" and to no longer distribute it in the Newcomer Kit for adult children.

It was decided to end the trial period and to incorporate *Inside Al-Anon Xtra* in the January issue of *The Forum* magazine and to mail it to all English-speaking groups. The Board approved the production of the Al-Anon group binders in Spanish and French.

The Board approved the Budget Committee motion to increase the equalized expense for the 2002 WSC to \$1000.00 US. The projected cost per delegate is \$1,612.00 US. The theme, **Al-Anon's Image in a Changing World: Anonymity-Not Invisibility**, was approved for the 2002 WSC.

Approval was given to enter into a contract with Goodman & Company of Norfolk, Virginia, to provide the annual financial audit to AFG, Inc. In keeping with the spirit of Concept Eleven, the Board agreed to hire an independent consultant to compare our pay structure with that of the local marketplace.

All nominees for trustee-at-large (TAL), regional trustee (RT), as well as Board officers, Executive Committee at-large members, at-large member of the Executive Committee for Real Property Management (ECRPM), and the respective chairpersons 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

Helen W., Chairperson

As delegated to the Executive Committee by the Board of Trustees, these candidates for at-large members were accepted for the following committees: Alateen Advisory Committee: Alateens-Amy H., Kenny C., and

Damon P. (third year), Dana S. (first year), Al-Anons–Dorothy P. (fourth year), Tracey K., Roger V. (first year), and Janell H. (served two years as Alateen, now first year as Al-Anon); Archives Advisory Committee: Jenny G. (third year), Elizabeth D. and Elsie M. (second year); Forum Editorial Advisory Committee: Suzie C. (sixth year), Sandy D. (fifth year), Donald D. (fourth year), Bill S. (third year), Loretta J. (first year); International Coordination Committee: Doreen D. (first year); Literature I Committee: Margaret McP. and Catherine T. (sixth year), Harriet H. (third year), Walter H. (second year); Literature II Committee: Victoria LaB. (sixth year), Melody G. (fifth year), Harriet T. (third year), Kathy R. (first year); Outreach to Professionals Advisory Committee: Theresa M. (fifth year), Patricia W. (third year), Mary G., Lyn D., and Donna M. (first year); Public Outreach Committee: Frank R. (sixth year), Khayriyyah A. (fifth year), and Fran G. (third year).

The following actions were approved and will be forwarded to the Board in January 2002 for its review:

- Purchasing an updated program for the Web site shopping cart as well as an upgrade for Members Only database.
- Underwriting a trip for the Executive Director and the Translation Services Manager to Costa Rica, Venezuela, and Argentina in 2002 to strengthen the communication and cooperation between the Spanish-speaking General Service Offices (GSOs) and the WSO.
- Sending US Southwest Regional Service Seminar information to all Spanish-speaking groups in the US and Canada.
- Allocating travel expenses to the Associate Directors of Public Outreach–Media and Professionals for the 2002 September Recovery Month Planning sessions in Washington, DC.
- Discontinuing the pamphlet *Sexual Intimacy and the Alcoholic Relationship* (P-77) upon the recommendations of Literature Committees I and II.
- Producing an expanded September Recovery issue of *The Forum* for 2002.
- Providing literature for Public Outreach in cooperation with National Alcohol Screening Day (NASD), College Campus Initiative, and Physicians Informational Project in 2002.

BUDGET COMMITTEE (See BUSINESS SERVICES)

POLICY COMMITTEE
Helen R. /Mary C., Chairpersons
Sandra F./Caryn J., Secretaries

2001 WSC: Several factual and clarification changes to the Policy and Concepts of Service Sections of the *2000-2002 Al-Anon/Alateen Service Manual* were recommended to the Conference and approved. The motions approved include clarifying text regarding the WSO publication *Inside Al-Anon Xtra*; clarifying the history of the Concepts of Service in the US and Canada; clarifying language regarding Alateen's adoption of the Al-Anon Steps and adaptation of the Traditions; edit for clarity the Public Information Committee section of Concept Eleven, the work of the WSO Policy Committee and channels for arriving at policies, WSO standing and subcommittee roles, convention get-togethers, and the makeup of the Policy Committee.

Other Matters: The Committee authorized the WSO to end the trial period and to begin registering on-line meetings. These meetings will not be listed as groups, since they do not fit into the area or WSO service structure, which are geographically based. It was also decided that the WSO Web site may hyperlink to area and GSO Web sites, provided there is an automatic disclaimer stating that the visitor is leaving the WSO Web site. The Committee approved the draft of the document titled *Frequently Asked Questions About Creating and Maintaining Al-Anon/Alateen Web Sites* (S-66).

It was determined that text in *A Guide to Alateen Sponsorship—An Unforgettable Adventure* (P-86) regarding Alateen fundraising events is not

consistent with policy and will be revised at the next update.

The Policy Committee reviewed and affirmed that it is within Al-Anon policy to distribute Web site addresses and national calendar events to Conference members and coordinators since such addresses and dates pertain to upcoming alcoholism events and outreach opportunities.

An area requested addition of specific wording to all Alateen literature regarding abuse. After careful consideration, it was the consensus of the Committee that it did not support the idea of placing “stock wording” in Alateen literature.

A member asked whether Literature Distribution Centers (LDC) Web sites that are not affiliated with an Al-Anon information service (AIS) could post the Al-Anon legacies. It was the Committee's consensus that they could not, as LDCs by themselves are not a part of the WSO service structure.

The WSO received a request from an on-line Al-Anon/AA meeting asking permission to quote from CAL. The consensus of the Committee was to affirm current policy that only Al-Anon on-line meetings are granted permission to use brief excerpts from CAL, based on written permission granted on a yearly basis.

Consideration was given to posting CAL that is authorized to be reprinted in an Al-Anon information service newsletter on a related Web site. It was the agreement of the Committee that posting a newsletter on-line that included CAL excerpts would be against current policy.

The ad hoc committee formed to study the request to register an on-line information service provided their concluding report. After discussion the full Policy Committee supported the recommendation not to register the entity. The Committee stated that such a Web site might be misconstrued by newcomers, as well as by members of the fellowship, to have the role of a clearinghouse, which has been exclusively designated to the WSO. Finally a single Web site serving in this capacity has no geographic basis, thus it cannot be linked with the service structure. Al-Anon information service centers serve districts or groups located within geographic boundaries. (See page 28, *2000-2002 Al-Anon/Alateen Service Manual*.) It was recommended that the members supporting the Web site continue to work as an on-line public outreach committee.

NOMINATING COMMITTEE Nancy B., Chairperson

The Committee presented to the Board in January a slate 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. At the request of the CCT, an orientation session was held, and a packet of information compiled by the WSO was distributed.

The Committee agreed, after reviewing the history, that no candidate would be automatically withdrawn from consideration in the event a resume is submitted for both trustee-at-large and regional trustee (RT) at the same time.

Two changes were made to the committee resume form. At the request of the Alateen Advisory Committee, the custodial parent/guardian's name and signature, as well as the responsible adult's daytime and evening phone number, were added; the residency requirement for at-large committee members was clarified from a “250-300 mile radius” of Virginia Beach to a “300-mile radius.”

LONG RANGE STUDY PANEL

Skip A., Chairperson

Mary Ann K., Director of Member Services

The Panel wishes to remain a forward-thinking body and has suggested to the Board that each future project have a measurable outcome and a timeline for termination once the project has outlived its effectiveness.

As an idea-generating body, the Long Range Study Panel has spent much of the year brainstorming on a variety of topics. At the 2001 WSC, the Chairperson held a similar brainstorming session with the Conference members to show how ideas could stimulate the growth of the fellowship without violating our Traditions.

In light of the planning process now being the responsibility of the Board and the staff, the Board approved a motion that the Long Range Study Panel will no longer evaluate and monitor the Long Range Plan.

A communication survey identical to the one done in 1998 was mailed in May to delegates and service positions. The overall number of responses was better than for the 1998 survey. Raw data was reviewed at the October meeting and a report will be developed for the Conference. It was clarified that the results of the survey have no relationship to the vote on the trial structure in 2002.

PROFESSIONAL SERVICES

Legal: Clarification regarding the interpretation of the pension plan vesting procedures was obtained. Staff sent a letter to Nominet, an Internet registration company, regarding the registration of a domain name containing Al-Anon by an individual in the United Kingdom. The site is currently suspended. We continue to pursue violations of our trademark and copyright by manufacturers and vendors.

Pension: The Retirement Plan's new administrator is Virginia Pension Center, Inc. The annual audited Retirement Plan report was accepted. A decision was made to hire a Retirement Fund investment manager.

Audit: Criteria for soliciting bids regarding the annual audit were developed by the Director of Business Services. Requests for proposals (RFPs) were received from several local and regional Certified Public Accounting (CPA) firms as well as from the current auditors in New York. After discussing the pros and cons of changing auditors versus continuing with the same auditor, a decision was made to enter into a contract with Goodman & Company of Norfolk, Virginia to provide the annual financial audit for AFG, Inc.

MEMBER SERVICES SECTION

Mary Ann K., Director

The Group Services and Membership Outreach Departments became a section in January. Dolores T. was hired as the new Associate Director of Group Services. Cynthia H. was hired as the Associate Director of Membership Outreach-Conference. Both departments prepared and continue to monitor their progress on their Plans for Excellence.

MEMBER WEB SITE

At the 2001 WSC, the new member Web site was introduced (now available at www.al-anon.org/members). Members can find information and other items of interest. The site will see many additions in 2002 including monthly updates to *The Forum* Bulletin for newsletter editors and other features. The job opening for the Associate Director of Member Services-Alateen was posted in early November. Members from outside the US inquired as to whether the job was open worldwide. The response was no. Due to immigration requirements we could not hire someone who was not already authorized to work in the US.

GROUP SERVICES COMMITTEE

Pat L., Chairperson

Sandra F., Transition Consultant, Group Services

Dolores T., Associate Director of Group Services

The Group Services Committee met twice at the 2001 WSC and had two conference calls, one in March and one in October. The discussion centered on the on-line registration procedure and the ongoing confusion groups and members report on the difference between the current mailing address (CMA) and the group representative's (GR) address, and who receives the mailings from the WSO. The decision was that delegates, through the assemblies, will continue to **educate, educate, educate**. The Committee decided to continue the use of the new group questionnaire and to send the responses to the area coordinators. The Committee received the Alateen Conference survey report from the Alateen Advisory Committee.

The on-line registration form was placed on a test site in March, with access given to the delegates and group records coordinators only. With feedback from WSO staff, delegates, and coordinators, the format has been updated and continues on the test site with limited access.

The Committee members were asked to evaluate the effectiveness of the *Service Plan*. This evaluation will be used to create next year's *Service Plan*.

Al-Anon Group Binder: The binder has been translated into French and Spanish and made available to groups in the US and Canada in three languages. The WSO offered the Al-Anon and Alateen binders at a special price of \$9.00 each plus \$1.00 shipping for six months, October 2001 to March 31, 2002. Flyers in three languages for the binder were distributed through a variety of newsletters. The January *Forum*, mailed to all groups, has the order form for the customized group binder on the flap.

Spanish-Bilingual Registration: A list of Spanish coordinators and Spanish intergroups was sent to the delegates along with a request for a Spanish contact for their area. The primary goal was to establish communication and to determine the registration needs of Spanish-speaking groups. There are 359 registered Spanish-speaking groups in the US and Canada. The toll-free meeting line continues to receive requests for Spanish-speaking meetings in cities and towns where none exist.

ALATEEN ADVISORY COMMITTEE

Jack S., Chairperson

Evalynn B., Associate Director of Member Services–Alateen/

Dolores T., Associate Director of Group Services

Cynthia H., Associate Director of Membership Outreach–Conference

Staff: Due to the Associate Director of Member Services–Alateen’s resignation in October, the Associate Director of Group Services and the Associate Director of Membership Outreach–Conference have staffed the Alateen services during the interim.

Committee: The Committee met in January and in July. Meeting agendas included an Alateen area coordinator conference call during the July meeting, discussion on Alateen conferences and their relationship to the Al-Anon structure, written behavior guidelines for the Alateen Advisory Committee, ways to encourage Al-Anon members who are retired to be Alateen sponsors, revisions to the Alateen Advisory Committee Guideline, suggested input for minor revision of the service tool, *A Guide to Alateen Sponsorship—An Unforgettable Adventure* (P-86), and staff attendance at assemblies as well as Alateen Conferences.

Alateen Talk: Four issues were mailed this year. Each member’s sharing submitted for publication is researched to insure active status of the group indicated and current sponsor information. This process assists in keeping our group records up-to-date.

Operation Alateen: The project, developed in 1999 asking Al-Anon groups to commit in writing to support Alateen in a variety of ways, was extended through 2001 with 20 additional forms received this year.

A Guide to Alateen Sponsorship—An Unforgettable Adventure (P-86): Ideas found in the Alateen Sponsor Preparation Workbook were included in the updated reprinting.

Coordinators: Coordinators received mailings in March and November in addition to the conference call in July. Requests for feedback from these projects provided WSO with materials for *Alateen Talk*, agenda ideas for the Alateen Advisory Committee, and an important link to the problems and successes in the areas. Requests for local support received at the WSO are passed on to Alateen coordinators for follow-up.

Exit Letters: The exit letter and survey, created to insure that group mail returned to the WSO actually indicated disbanded groups, revealed that many groups were still functioning but had mailing problems. Completed forms by disbanded groups revealed that sponsor problems and the lack of Alateen attendance were the major reasons for dissolution of the groups.

Alateen Groups and Sponsors: Questions ranged from whether Alateen sponsors can sign a probation officer’s form to how to handle a parent who wants to attend Alateen meetings. Sponsors questioned the necessity of the permission forms for Alateen conferences and how to transport and pay for Alateens attending Al-Anon functions other than group meetings.

Alateen Travel: In July the Associate Director of Member Services–Alateen attended the South Carolina Alateen Conference, gave a brief report on Alateen, and told her personal story. The value of Alateen conferences, how to connect them to the structure, and who defines the responsibility of these entities using the Alateen name continue to be discussed in light of the problems and recovery rewards witnessed and reported by members involved in this service. In September the Associate Director of Member Services–Alateen traveled to Nevada to give an Alateen presentation and tell her story. In October she presented workshops for Alateens and sponsors and told her story at an Idaho AA convention with Al-Anon participation. A trip to Alberta in late September was canceled due to travel concerns around the events in New York and Washington. The Chairperson of the Alateen Advisory Committee spoke at the Texas (E) Assembly, and presented a workshop on increasing Alateen growth.

Correspondence, Calls, and E-mail: Questions about the behavior of adults and teens at conferences were answered. How to get more members interested in sponsorship has been the most recurring question. Members now are beginning to question why more Alateens are not attending established groups. Due to some unresolved safety issues, the WSO has not encouraged or registered Alateen on-line meetings. Professional inquiries were acknowledged and passed on to area Alateen coordinators.

MEMBER SERVICES

Al-Anon Information Services (AIS) and Literature Distribution Centers (LDC): Worldwide, there are 181 AISs, 89 AIS/LDCs, and 115 LDCs. To help increase the number of volunteers working at AISs in the US and Canada, cards were developed encouraging members to sign up and commit their time at an AIS. These complimentary “Hello Hope” cards were made available in English, French, and Spanish. In September a mailing to AISs in the US and Canada included a sample card and an explanation of the project. The WSO received requests for 5,580 cards. The offer will continue while our supply lasts.

Getting In Touch With Al-Anon/Alateen (S-23): The January/June and July/December 2001 issues were completed. Many AISs and AIS/LDCs added e-mail addresses to their listings. Of the 270 AISs and AIS/LDCs, 25 percent made changes in their mailing addresses, phone numbers, and/or e-mail addresses. The information in *Getting In Touch With Al-Anon/Alateen* (S-23) is on the WSO Web site, and updated bimonthly.

Lone Member Service: Three issues of the *Lone Member Letter Box* were produced. Its primary purpose is to share experiences of current members. Sharings from past issues of *World Hello* (the original lone member newsletter) were reprinted to continue the theme of Al-Anon’s 50th Anniversary. Emphasis was placed on lone members starting new groups or joining existing groups. The total number of participants in the Lone Member Service is 405 lone members and 562 lone member contacts.

Inmate Correspondence Service: In response to a special appeal for female contacts for the WSO Inmate Correspondence Service, the female contacts registered increased 47 percent. We have twice as many male inmates registered as there are male contact members. The majority of the correspondence the WSO received from the inmates was requests for free literature. These requests were referred to area Institution’s coordinators.

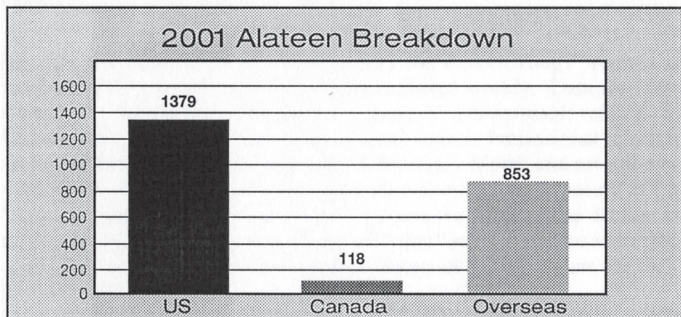
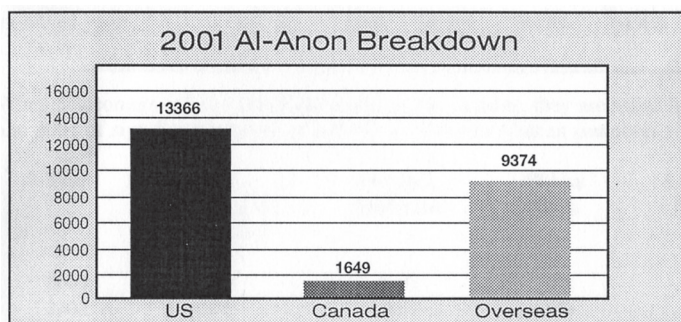
Special Needs: The *Al-Anon/Alateen Directory for Members with Special Needs* (S-14) was revised and updated in May. The listings of the Library of Congress, as well as regional and sub-regional libraries with CAL for lending in the US and Canada were printed. Independent and non-profit providers for serving members with special needs—visual or hearing impaired—were also listed.

On-line Meetings: The 28 on-line meetings registered included French, Spanish, English, Portuguese, and German-speaking meetings. We welcomed a new Japanese-speaking on-line meeting. When members request information concerning on-line meetings, we supply them with a list of registered on-line meetings and the *Fact Sheet for Al-Anon On-line Meetings* (S-60) which answer most of their questions.

Phone Calls, E-mail, and Correspondence: E-mails steadily increased with the major portion of them requesting on-line meeting information and AIS/LDC information.

GROUP RECORDS

	2000	2001
Al-Anon Groups Worldwide	24,163	24,389
Alateen Groups Worldwide	2,334	2,350
Total	26,497	26,739



Area Printouts: Each area receives two printouts annually. Of 53 group records coordinators, 26 receive their information by printout, 18 on disk, and 9 by e-mail.

Group Records Filing: Each month, the current changes and registrations are scanned and sent to the area group records coordinators. Over 7,000 older files were scanned this year. Ten thousand additional files must be scanned to complete the project.

MEMBERSHIP OUTREACH CONFERENCE COMMITTEE

Marjorie S., Chairperson
Susan A./Cynthia H., Associate Directors of Membership
Outreach-Conference

The Conference Committee held three full meetings (July, October, and January). Regular telephone, fax, and e-mail communication between the Chairperson and the Associate Director eliminated the necessity of additional travel expenses for interim meetings.

2001 WORLD SERVICE CONFERENCE

April 23–27, 2001
 Ramada Oceanfront Resort Hotel
 Virginia Beach, Virginia
 Theme: “Happy 50th Birthday! Al-Anon’s Hope Begins with Me”

Conference Mailings: Regular bimonthly mailings included the Conference Communication Kit that contained 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, RT resumes for regions electing trustees, Policy motions, and Admissions/Handbook motions for insertion in the Conference notebook and review prior to the Conference.

Subsequent mailings included follow-up material related to the 2001 WSC, newsletters, public service announcements (PSAs), copies of coordinator mailings, departmental memos, Spanish translation of the *2000-2002 Al-Anon/Alateen Service Manual*, revised guidelines and pamphlets.

Conference Preparation: From January through May, activities focused on coordinating the details and wrapping up the 2001 WSC. In preparation for the Conference, menus were planned to accommodate dietary needs, buses and a catered lunch were arranged for the WSO visit, Chosen Agenda Items and Ask-It-Basket questions were compiled, per diem was calculated and travel expenses were reimbursed, pins were purchased, boxed, and wrapped. An accurate rooming list was provided to the hotel, audio/visual equipment was arranged for the various sessions and breakouts, and hospitality room staffing was organized. Letters informing Panel 41 delegates of their appointment to one of the delegate committees were mailed. Five Panel 41 delegates were invited to read the Steps, Concepts of Service, and Warranties at selected opening sessions of the Conference.

Wrap-up included collection of evaluations and reports for the *Conference Summary*. Report-backs on the WSC Chosen Agenda Items and Special Workshop were brought to the WSO, compiled, and mailed to members following the WSC. A follow-up evaluation was mailed to Conference members asking for feedback on what they used from the Conference and how they used it in their areas to communicate the things they learned at the Conference.

Conference Notebook: Printing of the Conference notebook was completed following January Board week. Material needing review was mailed from the WSO prior to the Conference stamped “For WSC Notebook.” Conference members brought this material to the Conference for inclusion in their notebooks.

Conference Call: Prior to the Conference, the Conference Chairperson and the Associate Director of Member Services–Conference hosted a one-hour conference call in which new Conference members participated.

Regional Trustee (RT) Procedures: A cover letter, voting procedures, and resumes of RT candidates from the US Northeast, US North Central, and US Southeast regions were sent to all voting and non-voting Conference members prior to the RT nomination session at the 2001 WSC.

Cecelia L., US Northeast; Colleen R., US North Central; and Skip A., US Southeast, were nominated as RTs, given traditional approval, and subsequently elected by the Board at its Annual Meeting.

Overseas Representation: All GSOs received an invitation to the WSC. United Kingdom and Eire sent a representative.

Taping: The Gopher State Tape Library, Inc. taped the WSC sessions.

Leadership Workshop: The leadership workshop, incorporating the Conference theme, provided ideas for encouraging volunteers in service.

Spanish Lunch: During the WSC, 72 Conference members attended the Spanish Luncheon, where the Translation Manager gave a brief report on the work accomplished this year. The new Associate Director of Group Services, who is Spanish bilingual, introduced herself and asked for ideas to extend the reach of Al-Anon to the Spanish communities in the US. The Associate Director of Membership Outreach–International and staff members working with Translation Services distributed copies of *Paths to Recovery* (SB-24) in Spanish. Delegates then shared the public outreach work going on in their areas.

French Transition Committee: This ad hoc committee, which has met each year at the WSC for five years, agreed that its work to help smooth the transition from Publications Francaises, Inc. (PFA) in Montreal to the WSO was accomplished. The delegates from Quebec (E) and (W), the RT Canada (E), and the Director of Member Services have been Committee members with the Chairperson of the Executive Committee as chairperson.

French Table: Staff members from the Group Services, Membership Outreach, and Public Outreach Departments joined the RT from Canada (E), Chairperson of the Executive Committee, and the Quebec (E) and (W)

delegates to discuss specific support for the French groups in their efforts to reach more families and friends of alcoholics. The delegates were able to explain some of their unique problems. How to keep ongoing and consistent communication with French coordinators was discussed, and the request for the French Group Binder was made.

Ask-It-Basket: The Committee consisted of one volunteer delegate, one staff member, and one trustee to draft answers to the questions submitted.

Contributions to WSO: The Seventh Tradition was observed by passing a basket following the budget report.

Closing Session: To maintain time limits, only outgoing Panel 39 delegates and trustees shared with a three-minute time limit.

Hospitality Room Volunteers: As a token of appreciation, volunteers received the same 50th Anniversary memento as the Conference members, a matted print of the Al-Anon Declaration.

Ice Breaker: Members were treated to a progressive lunch and dessert with a skit presented by two trustees who portrayed our co-founders.

Visit to the WSO: A tour of the WSO and catered lunch was combined with the 50th Anniversary WSO Open House. Several Panel 39 and 40 delegates served as tour guides for the Open House.

2001 Conference Summary: At the end of July 2001, 294 copies of the 2001 Conference Summary were mailed to delegates, trustees, and GSOs. A total of 508 copies were mailed to past delegates, past staff, and past trustees. In addition bulk orders totaling 2,638 copies were mailed to delegates for their area world service committee members. A new system of mailing to Canada was tested using the 2001 Conference Summary. Prior years' problems regarding customs, etc. were resolved.

2002 WORLD SERVICE CONFERENCE

April 21–26, 2002

Sheraton Stamford Hotel

Stamford, Connecticut

Theme: "Al-Anon's Image in a Changing World: Anonymity–Not Invisibility"

Conference Preparation: A contract was signed in the first quarter 2001 with the Sheraton Waterbury Hotel. In the fourth quarter, a general release from the contract was secured because of the hotel's financial difficulties. A contract was then negotiated and signed with the Sheraton Stamford Hotel, Stamford, Connecticut. Two Panel 40 delegates were invited to be spiritual speakers, a Conference agenda was drafted, a Conference theme was chosen, an equalized expense amount was recommended to the Budget Committee, RT resumes were received and processed, 2003 RT packets were prepared for distribution, a taping contract with Gopher State Tape Library was signed, a letter to GSOs inviting international representation was sent, and Conference materials were ordered.

Ice Breaker: An ad hoc committee was formed to plan a trip to Stepping Stones that will include a box lunch.

Special Assignments: Letters were sent to delegates asking them to participate at the Conference with special assignments.

RT Elections: 2002 RT election packets were mailed to area chairpersons in the US Northwest, US Southwest, and US South Central regions regarding the nomination of RT candidates.

Equalized Expense Fund: The Budget Committee designated the 2002 equalized expense at \$1,000 US with subsequent Board approval. Full cost for attending the Conference is \$1,612 US. At year end, 23 areas paid \$1,000. Seven areas paid more than \$1,000, but less than the full amount.

Twenty-five areas paid \$1,612, and one area paid more than \$1,612.

Election Assemblies/Panel 42 (2002 - 2004): Outgoing delegates received area world service committee (AWSC) forms to complete at their election assemblies and mail to the WSO. Incoming Panel 42 delegates were mailed a welcome letter with pertinent material including a 2001 Conference Summary, 2000-2002 Al-Anon/Alateen Service Manual (P24/27), and information regarding the new WSO structure.

Delegate Committee Appointments: A questionnaire mailed to Panel 42 delegates requested their committee preference. Following the return of questionnaires, committee assignments were mailed to them. Factors which determined each new delegate's committee assignment included the committee assigned to the past delegate in that area, the number of delegates from the same region on the committee, the new delegate's preference, and the timeliness of the form's return.

Three-minute Talk: Outgoing delegates received an invitation to present a three-minute talk on the Conference theme.

WSC Chosen Agenda Items: Letters were mailed to Conference members regarding the submission of questions and the process for choosing the agenda items.

2003 WSC Site: Site selection has been initiated with a Request for Proposals (RFP) sent to hotels in the Hampton Roads area of Virginia.

Other Activities: New delegates' and outgoing delegates' records were updated in Members Only and on the Conference map at WSO. In addition to welcoming new Panel 42 delegates and updating new panel information, updates were made for other area officers, coordinators, and district representatives.

Area Highlights: Approximately 2,400 copies were mailed quarterly to Al-Anon/Alateen service members in the US and Canada. Cover articles related to the Conference were written for each issue. Area newsletters were reviewed and articles excerpted for compilation in the newsletter. Sharings from past delegates, area coordinator reports, and articles from delegates and WSO staff were included.

ADMISSIONS/HANDBOOK SUBCOMMITTEE

Liz W., Chairperson

Susan A./Cynthia H., Associate Directors of Membership Outreach–Conference

Conference folders for standing committee meetings were prepared. A change to improve the clarity and consistency of the Handbook was proposed and approved at the Conference. A TV-style game was developed and presented to the full Conference.

The Committee is continuing to work on improving the usability and visibility of the Handbook to Al-Anon members. Skits, songs, and ideas for Handbook workshops that have been conducted in the areas were reviewed as possible ideas for future use at Conferences and in publications.

50TH ANNIVERSARY COMMITTEE

Mary Ann K., Chairperson

Cecelia L., Board Liaison

Celebrations of Al-Anon's 50th Anniversary took place all over the world throughout the year. With local events rather than one global gala, more members were able to participate in this milestone in Al-Anon's history. Newsletters from the US and Canada described how these celebrations took



place, and reports came from Europe, South America, and other continents. Several international guests joined the 600 who attended the WSO's banquet held on the day after the close of the WSC, April 28, 2001, at the Ramada Inn, Virginia Beach. The Chairperson of the Board led the festivities assisted by the Executive Director, International Coordination Committee Chairperson, and the Treasurer. While the event was open to all, most of the attendees were from surrounding areas. The table of members from Texas included a member in Al-Anon for 50 years. Others were delighted to stand up and reveal the number of years they had been in the program. Those in attendance were treated to a review of the 115 countries where Al-Anon now exists. The Executive Director of the Stepping Stones Foundation presented a framed picture of our first Al-Anon office. The representative from the General Service Board of AA read their letter of congratulations to Al-Anon after the WSO presented AA with a "Resolution of Gratitude." (See *2001 Conference Summary* for text of the resolution and other activities at the Conference.)

INTERNATIONAL COORDINATION COMMITTEE

Mary C. /Wilma K., Chairpersons

Peggy S. /Genevieve B., Co-chairpersons

Marsha W., Associate Director of Membership Outreach—International

International Al-Anon General Services Meeting (IAGSM): The Committee did a presentation during the WSC in April sharing the experience of the International Al-Anon General Services Meeting (IAGSM) held in Essen, Germany, October 4–7, 2000.

The International Coordination Committee (ICC) Chairperson was the moderator for the presentation. The IAGSM delegates representing the US and Canada shared highlights from the General Session discussions 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 Co-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." The summary of the IAGSM was produced and sent to all GSOs, 2000 IAGSM delegates, and Conference members.

Committee members present during the 2001 WSC met informally and made the recommendation to the Board that the WSO not attend the Iberoamerican meeting scheduled for November 10, 11, and 12, 2001, in Colombia. As a result of this decision, Committee members agreed that there should be a trip by the WSO in 2002 to Central and South America. The purpose of this trip is to reconnect personally in order to continue strengthening the dialogue with Spanish-speaking structures in an informal setting. The Board of Trustees agreed, and letters were sent to Argentina, Costa Rica, and Venezuela. All three structures accepted this invitation, agreeing they would invite neighboring structures at the WSO's request.

Plans for the 2002 IAGSM in Virginia Beach, Virginia, are progressing. The site will be the Holiday Inn Executive Center. There will be eight general sessions and six workshops on the agenda. General Service Offices that could have representatives in attendance are: Argentina, Australia, Belgium, Brazil, Colombia, Costa Rica, Denmark, El Salvador, Finland, France, Germany, Guatemala, Iceland, Italy, Japan, Korea, Mexico, the Netherlands, New Zealand, Nicaragua, Norway, Paraguay, Poland, South Africa, Switzerland, Spain, Sweden, United Kingdom and Eire, Uruguay, and Venezuela.

Adopt a Russian Group: Areas continued their support of this project. There are now 124 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* (B-16), Finland—*From Survival*

to Recovery: Growing Up in an Alcoholic Home (B-21), Hungary—*One Day at a Time in Al-Anon* (B-6), Germany—...*In All Our Affairs: Making Crises Work For You* (B-15).

Requests/Information: Requests and correspondence were received from the following locations: Argentina, Australia, Bahrain, Belgium (Flemish-speaking), Belgium (French-speaking), Brazil, Chile, Colombia, Commonwealth of Independent States, Costa Rica, Finland, France, Germany, Greece, Iceland, India, Israel, Japan, Korea, Latvia, Mexico, Netherlands, New Zealand, Ghana (West Africa), Pakistan, Philippines, Poland, Portugal, Peru, Romania, Singapore, Spain, Sweden, Switzerland, United Kingdom, Uruguay, Venezuela, West Indies.

Mailings to GSOs and IAGSM Delegates: Ten different mailings were sent with information about WSO publications and the 2002 IAGSM.

Reprint Permission

<i>Courage to Change</i> (B-16)	Belgium (French-speaking)
<i>From Survival to Recovery</i> (B-21)	Finland
<i>...In All Our Affairs: Making Crises Work for You</i> (B-15)	Germany
<i>A Guide for the Family of the Alcoholic</i> (P-7)	India
<i>Al-Anon's Twelve Concepts of Service</i> (P-26)	Poland
<i>World Service Handbook</i> (P-27)	Poland
<i>Homeward Bound</i> (P-8)	Sweden
<i>How Can I Help My Children</i> (P-9)	Sweden
<i>Living with Sobriety</i> (P-49)	Sweden
<i>Al-Anon IS for Adult Children of Alcoholics</i> (P-52)	Sweden
<i>Does She Drink Too Much?</i> (P-62)	Sweden
<i>The Concepts: Al-Anon's Best Kept Secret?</i> (SP-57)	Uruguay

AL-ANON INTERNATIONALLY

AFRICA

South Africa: The GSO relocated from Johannesburg to Cape Town and reports they are reorganizing according to the current WSO service structure. They developed their own Internet Web site, created the first all South African poster, had an Al-Anon advertisement in a popular magazine, and celebrated Al-Anon's 50th Birthday in many creative ways.

ASIA

India: The AIS in Calcutta submitted a manuscript to the WSO for *Courage to Change: One Day at a Time in Al-Anon II* (B-16) in the Hindi language.

Japan: A representative from the GSO advised this year they focused on carrying the Al-Anon message from east to west in Japan. Additionally, the office worked toward unifying Al-Anon meetings and Al-Anon adult children meetings.

Korea: The book *Paths to Recovery—Al-Anon's Steps, Traditions and Concepts* (B-24) was published this year and has been well received by the membership in that country.

AUSTRALIA/NEW ZEALAND

Australia: The new General Secretary reported that Al-Anon's 50th Anniversary was celebrated throughout Australia on October 27, 2001, at 2:00 PM with special meetings and get-togethers. Also notable was the retirement of the General Secretary this year after 22 years of service.

New Zealand: The General Secretary advised that their annual Conference held in June was a success, and members were grateful that the Al-Anon program is continuing to grow worldwide. The GSO is now open five days a week and as a result it is now able to provide better service to the groups.

EUROPE

Belgium (Flemish-speaking): A representative from the GSO advised that their Al-Anon and Alateen groups are growing, and members continue to be supportive of the structure.

Belgium (French-speaking): A representative from the GSO reported that many members held celebrations in their groups and areas on the occasion of Al-Anon's 50th Anniversary.

Commonwealth of Independent States: There are currently two existing service entities in Moscow. They are in conflict with each other, and each is requesting permission to reprint. Since reprint permission cannot be granted to both, the WSO will continue communication with the representatives of each entity, sharing the WSO experience, to assist them in resolving their issues.

Denmark: The GSO now has a Web site. The number of Al-Anon groups increased significantly.

Finland: The IAGSM delegate advised that the Literary Committee, which is a part of their GSO structure, is very active and busy working on translation projects.

France: The IAGSM delegate reported that the structure has participated in various public outreach projects this year in honor of Al-Anon's existence for 50 years.

Germany: The General Secretary advised that their Board of Trustees has decided that trustees will be nominated and elected at their Conference. The GSO is also working more closely with structures in Switzerland (German-speaking) and Austria.

Iceland: A representative from the GSO advised that both their Newsletter and Literary Committees came back to life this year. Their monthly newsletter, *Hlekkurinn (The Link)* is now only published on their Web site. The Literary Committee is translating *Paths to Recovery—Al-Anon's Steps, Traditions, and Concepts* (B-24), projected to be published in 2002.

Italy: The IAGSM delegate advised that there were changes in their Conference structure as they continue adapting the WSO model.

Netherlands: The General Secretary retired from her position in May. Volunteers are maintaining the activities at the GSO.

Norway: The General Secretary reported that the number of groups is constant, but group activity is increasing in the Norwegian structure. The most enriching and unusual event in 2001 was their celebration of 50 years of Al-Anon (20 years in Norway) the last weekend in September. Throughout this event there was a focus on the future as well as on the past.

Poland: A representative from the GSO advised that they are working on restructuring to pattern the WSO model. Their Literature Committee has been very active with translation projects this year.

Spain: The GSO moved to a new location in 2001. The General Secretary advised that in celebration of Al-Anon's 50th Anniversary, the GSO held many public information activities in different areas of the country.

Sweden: A representative from the GSO advised that the structure has been more active this year and hopes that they can send a representative to the 2002 IAGSM.

Switzerland (French-speaking): A representative from the GSO advised that the structure now has an Al-Anon information bulletin that is published four times a year. The GSO has plans for a Web page for 2002. In the spring they registered their first Al-Anon adult children group.

Switzerland (German-speaking): The IAGSM Delegate advised that a meeting for all German-speaking structures was held in Basel, Switzerland in June. There were 4,000 Al-Anon, Alateen, and AA attendees from Germany, Austria, and Switzerland. The Executive Director from the WSO was invited and spoke at the special meeting celebrating 50 years of Al-Anon.

United Kingdom and Eire: The General Secretary retired this year after many years in this position.

NORTH AND CENTRAL AMERICA

Costa Rica: The General Secretary advised that their fifth National Conference was held October 26–28, 2001. During the Conference a decision was made to divide the country into regions and to have RTs represent each region.

El Salvador: Correspondence received indicates that members are actively working to carry the Al-Anon/Alateen message.

Guatemala: A representative from the GSO advised that the structure has been working actively and continually developing since 1996. They now have five committees and 29 active groups.

Mexico: The Translation Services Manager was invited to attend a 50th Anniversary celebration in Guadalajara, Jalisco, Mexico, with 1,500 attendees. She presented two 45-minute presentations on topics requested.

Nicaragua: The GSO is still operating in this country, and members have expressed their gratitude for Al-Anon.

SOUTH AMERICA

Argentina: The General Secretary advised that in celebration of Al-Anon's 50th Anniversary around the world, and 35 years in Argentina, the GSO accomplished its dream of reaching the farthest areas north, south, east, and west in Argentina to carry the Al-Anon message.

Brazil: A representative from the GSO reported that as a way to celebrate 50 years of Al-Anon during their 23rd Conference, there was a surprise skit where one member represented Lois and the other a well-informed Brazilian member in 2001. They shared what Al-Anon was like in the beginning and how it has evolved today.

Colombia: A representative from the GSO advised that the highlights of their year included their National Conference in March, the 50th Anniversary celebration in May, and the Iberoamerican meeting in November, which they hosted.

Paraguay: The GSO advised that they still exist and they are grateful that the Al-Anon message of hope is available for families and friends in that country.

Peru: A representative from the General Service Committee advised that after 36 years of service, the first Service Conference was held in February. Plans are underway for the second Conference in 2002.

Uruguay: A representative from the GSO indicated that Al-Anon groups in that country continued to grow in 2001.

Venezuela: The General Secretary advised that there were three area conventions in 2001. Also there was a fundraising event in December called "United with GSO" with all areas participating.

TRANSLATION SERVICES

Raquel K., Translation Services Manager

Staff: Rachel L., former Language Services Coordinator, continues working with the WSO as a freelance translator after her resignation and return to Montreal. She has assisted in the process of hiring her replacement. The Director of Member Services, along with the Language Services Coordinator, interviewed candidates in March in Montreal, but no one was hired. A second call for candidates and interviews took place in Montreal in September with the former Language Services Coordinator and the Translation Services Manager. Lucille G. was hired and began training in Montreal. Upon completion of immigration paperwork, she will relocate.

Spanish and French Subcommittee: Members met four times. Criteria for translation and revision of French and Spanish material were accomplished.

SPANISH SERVICES

New Material Completed: *Paths to Recovery* (SB-24), two LDC flyers, and one flyer for members; PSA "Silence" TV spots, posters, and order form; 2001 Catalog; "Hello Hope" card; and the Al-Anon group binder.

Updated Material—Minor Revisions: Just For Today (Alateen) (SM-11), Is Someone's Drinking Getting To You? (SS-20), *How Can I Help My Children?* (SP-9), *Al-Anon Spoken Here* (SP-53), Serenity Prayer card (SM-26), update Alateen Group Sponsor Questionnaire (SP-37), Getting in Touch stickers (January–June 2001, July–December 2001) (SS-23), CAL Order Form (SS-15R), 2000–2002 *Al-Anon/Alateen Service Manual* (SP-24/27), and flyer (SS-51-24/27), order form (SS-16) incorporating SS-16AV, *Al-Anon Speaks Out* 2001 for the Web page (SS-18), *So You Love an Alcoholic* (SP-14), Institutions Group Meeting Format (SS-22), *Why Anonymity in Al-Anon?* (SP-33), *The Al-Anon Focus* (SP-45). Questions on standing committees, responsibilities of the Executive Director, controversy and anonymity in TV PSAs were received from various Spanish-speaking GSOs. Guidelines for Al-Anon General Service Structures were sent to Peru and Portugal. Some members were also referred to their particular GSO, Intergroup, or Web site for additional information about the program and meeting places.

Newsletters and Other Correspondence: Three issues of *Al-Anon y Alateen en accion* and *Inside Al-Anon Xtra*—2001 WSC Highlights were mailed to groups, individuals, delegates, coordinators, and GSOs. Four appeal letters (February, May, August, and November), catalog 2001, flyer for *Paths to Recovery* (SB-24) and 2000–2002 *Al-Anon/Alateen Service Manual* (SP24/27), order form (SS-16), Guideline (SG-5), Getting in Touch with Al-Anon/Alateen (S-23) were included as inserts. Summer, fall, and winter inserts for *Area Highlights* were sent as well.

FRENCH SERVICES

New Material Completed: Employee Assistance Professionals (S-63c), Alcoholics, Their Families and the Judicial System (S-65c), Catalog 2000 (FS-15), flyers for the 2000–2002 *Al-Anon/Alateen Service Manual* (FP-24/27), "Do the Footwork" cover letter, Thank you for your interest in Alcohol Awareness Week cover letter, letter to potential Alateen sponsors, how to register a group, "Hello Hope" cards, Al-Anon/Alateen "Silence" TV PSA, posters, order forms for LDCs, Storyboard and Web site version, order forms for members (2), National Public Information Canada (NPIC) PowerPoint presentation, Public Information (PI) coordinator information sheet, how to generate interest in PSAs, outreach to treatment centers in Canada, letter to groups—Canada East RSS, letter to groups in areas—invitation to Canada East RSS, Al-Anon group binder (FM-59) and flyers.

Updated Material—Minor Revisions: *Lois Remembers* (FB-7), *From Survival to Recovery* (FB-21), *Alcoholism, A Merry-Go-Round Named Denial* (FP-3), *A Guide for the Family of the Alcoholic* (FP-7), *Purpose and Suggestions* (FP-13), 2000–2002 *Al-Anon/Alateen Service Manual* (FP-24/27), *A Guide for Sponsors of Alateen Groups* (FP-29), *Why Conference Approved Literature?* (FP-35), *Understanding Ourselves and Alcoholism* (FP-48), *Dear Mom & Dad* (FP-67), 4th Step Questionnaire (FS-5), Are You Troubled by Someone Else's Drinking? (FS-17), Alateen Sponsorship – Is It For You? (FS-27), Getting in Touch stickers (January–June 2001 and July–December 2001) (FS-23), Fact Sheet for Professionals (FS-37) both printed and Web site version, Information for the Educator (FS-64), Are You Concerned about Someone Else's Drinking? (FM-1), Suggested Programs for Meetings (FG-13), *Your Canadian Al-Anon/Alateen Connection*, NPIC (FS-61c), Alateen Group Sponsor Questionnaire, *Homeward Bound* (FP-8).

Newsletters and Other Correspondence: Three issues of *Le lien* were sent together with guideline (FG-13), *Inside Al-Anon Xtra*—2001 WSC Highlights, *Al-Anon Speaks Out* 2001 *Canadian Bulletin* (FS-18c), printed and on-line

version. Spring, summer, fall, and winter inserts for *Area Highlights* and four appeal letters were also mailed. Correspondence was sent to and from three French-speaking GSOs and twelve French-speaking LDCs, delegates, and individuals regarding business, program issues, and e-mails.

REGIONAL SERVICE SEMINAR (RSS) COMMITTEE

Larry A./Colleen R., Chairpersons
Mary Ann K., Director of Member Services

The Committee discussed the possibility of changing the time frame for RSS bids. However, after consideration, the schedule will remain the same and be reevaluated yearly in October.

The Committee discussed improvements that needed to be made in the RSS pertaining to individuals with disabilities. It was decided to add more information to the registration letter, RT checklist, and bid form. This will give more information to all involved.

2001 RSSS

US SOUTHEAST RSS

Skip A., Chairperson
Marsha W., Coordinator
Site: Grenelefe Golf and Tennis Resort, Haines City, Florida
Dates: March 30–April 1, 2001
Theme: "Celebrating Our Golden Legacy of Service"

There were 386 attendees at the RSS. This was the first time a host committee was comprised of members from both Florida (N) and Florida (S). The 193 evaluations turned in indicated the RSS was very informative and enjoyable.



AIS/LDC Workshop: The annual AIS/LDC workshop was held on Friday, March 30 at the US Southeast RSS location. Individuals who attended were able to share questions, concerns, and experiences as well as receive useful information from WSO staff.

CANADA CENTRAL RSS

Gladys C., Chairperson
Mary Ann K., Coordinator
Site: Queen's University, Kingston, Ontario
Dates: August 17–19, 2001
Theme: "Celebrating Service!"



There were 121 attendees at the RSS. The 40 evaluations returned showed those who attended enjoyed the RSS. The evaluations indicated that the attendees liked the workshops with the leaders rotating.

US NORTHWEST RSS

Ann H., Chairperson
Mary Ann K., Coordinator
Site: Parkway Plaza Hotel and Convention Centre, Casper, Wyoming
Dates: September 21–23, 2001
Theme: "Laugh in Service"

There were 151 attendees. Eighty-six evaluations were turned in at the event. The evaluations showed that the RSS was informative and enjoyable, and they indicated that the most popular part of the seminar was the WSO sharings.



2002 RSSS

CANADA EAST RSS

Catherine J., Chairperson
Mary Ann K., Coordinator
Site: Hotel Le Chantecler, Sainte-Adele, Quebec
Dates: May 17–19, 2002
Theme: “Serve and Grow!”



The registration packets were mailed in December. The RSS will not be taped, but there will be simultaneous French translation for the general sessions. The host committee continues to work on preparations.

US NORTH CENTRAL RSS

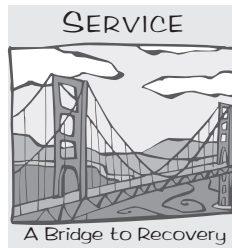
Colleen R., Chairperson
Marsha W., Coordinator
Site: Holiday Inn Fairlane-Dearborn, Detroit, Michigan
Dates: August 16–18, 2002
Theme: “Hats Off to Service”



The theme and logo have been decided upon by the host committee and are currently being developed to send to production. The host committee traveled to the Canada Central RSS to observe the RSS process.

US SOUTHWEST RSS

Nancy B., Chairperson
Dolores T., Coordinator
Site: The Wyndham Hotel, San Jose, California
Dates: September 27–29, 2002
Theme: “Service—A Bridge to Recovery”



The host committee met and decided on the theme and logo. The registration materials are being developed to send to production. The RSS will have some simultaneous Spanish translation in the general sessions. Spanish workshops will also be available. The AIS/LDC workshop will take place during this RSS on Friday, September 27.

COMMUNICATION SECTION

Caryn J., Director

The Fellowship Communication and Public Outreach Departments, along with Archives, became a section in January. Tom C. was hired as the new Associate Director of Fellowship Communication–Literature II/Newsletters. Both departments prepared Plans for Excellence, strategic plans for production, and future outreach efforts.

All AISs and LDCs were sent a survey in the fourth quarter seeking input on a possible AIS/LDC Workshop at the WSO. A report with the information gathered from a majority of the AIS/LDCs in the US and Canada will be submitted to the Executive Committee in January 2002.

Staff began studies into possible uses of technology for Al-Anon publications in the future.

FELLOWSHIP COMMUNICATION

Staff completed a review and revision of the CAL process and submitted the language to the Executive Committee for final approval. Subsequently proposed wording changes to the Policy Digest section of the 2000-2002 *Al-Anon/Alateen Service Manual* were submitted to the Policy Committee for consideration.

ARCHIVES COMMITTEE

Peggy S./Genevieve B., Chairpersons
Caryn J., Director of Communication
Joe T., Archives Coordinator

The WSO Archives' purpose is to preserve the history of our fellowship, to maintain record management, and to provide quality displays of preserved materials.

The Committee reviewed, updated, and approved a revision of the Al-Anon/Alateen Historical Overview. Area Archives coordinators and visitors to the WSO Archives are provided copies of this handout. A list of frequently asked questions was prepared, reviewed, and approved for future posting on the member Web site.

Two new forms were created, approved, and submitted to the Executive Committee for final approval. The Area Request for WSO Research form (AR-9) guides members in how to utilize area Archives coordinators before submitting research requests to the WSO. A Guide for Families in Al-Anon (AR-8) provides families of deceased members information regarding disposing of Al-Anon memorabilia.

Committee members assisted in the creation of the WSO museum area in the Archives room and in the preservation of literature during working sessions of their meetings. Committee members are also asked to provide guidance on proper preservation and record management. The Committee has suggested that ways of preserving the original reel-to-reel tapes used for the filming of *Lois W. and the Pioneers* (AV-24) and *Lois' Story* (AV-1) be explored.

Staff: The WSO Archives room was rearranged early in the year to maximize the use of the space, to implement improved file maintenance, and to create a museum-like setting for display of Al-Anon/Alateen materials. Staff continues, when possible, to scan and preserve documents in the imaging system. Transfer of reel-to-reel Conference tapes on compact disks continues.

Lois's “*Little Black Book*” and the original 87 group registration cards provided by AA have been sprayed with archival de-acidification spray for added protection and preservation.

The Director of Communication prepared a PowerPoint presentation on the WSO Archives for the US Southeast and Canada Central RSSs. It was updated to include ideas for area archives later in the year for a presentation at an area assembly. Two coordinator mailings were sent during the year.

With the assistance of a volunteer, the WSO now has a complete inventory of all Al-Anon/Alateen books by printings. The mid-year coordinator mailing included a request for missing copies, and several were contributed by members from the US and Canada. Several years of past Conference photos were preserved in archival, acid-free containers by volunteers.

Acquisitions: The Publications Department transfers two copies of every item printed by the WSO to the archives. In addition to our literature and service materials, the following were notable acquisitions: 50th Anniversary commemorative print from *Stepping Stones*; 50th Anniversary letter from AA to Al-Anon; 2001 Al-Anon Resolution of Gratitude presented to AA; cassette tapes from the 1998, 1999, 2000, and 2001 WSC and the Third International Convention July 2–5, 1998; framed photos from AA's 1985,

1990, and 1995 International Conventions and the 2000 International Convention photo; items pertaining to the 1985 International Convention in Montreal, Quebec, donated by a member; and the resolutions entered into the US Senate and House of Representatives records pertaining to Al-Anon's 50th Anniversary.

Area Printouts: To retain and preserve group registration dates, the WSO has asked areas to loan old printouts to the WSO for input into the Members Only database.

Research Requests: Throughout the year, the WSO Archives Coordinator processed many group history research requests in addition to routine research requests received from the WSO staff and volunteers for committee work. The majority of the group history requests pertained to Al-Anon's 50th Anniversary celebrations held within the areas. Other research requests included identifying original dates of WSO published materials, presentations made at past Conferences, and verifying dates and purposes of activities.

THE FORUM

Wilma K./Howdy R., Forum Editorial Advisory Committee Chairpersons

Peggy S., Co-Chairperson

*Patrick Q., Associate Director of Fellowship Communication–
Literature I/Forum*

Suzanne M., Fellowship Communication Coordinator

Editorial Committee: The Forum Editorial Advisory Committee (FEAC) completed review of 250 manuscripts at each of its quarterly meetings. Overall the tracking system revealed that the Committee approved 52 percent of the manuscripts for possible use in upcoming editions of the magazine.

Committee members reached a consensus to resume the use of the tag-line "A Meeting in My Pocket" on the magazine's front cover.

"Carrying the Message" Bulletin: Staff members prepared April's monthly bulletin for inclusion in the WSC presentation of the member Web site. Staff members pursued timely avenues for the distribution of the monthly bulletin, which provides Conference members and *Forum* coordinators with highlights of the magazine's content.

January 2001 Magazine Included *Inside Al-Anon Xtra*: All Al-Anon/Alateen groups in the US and Canada and every English-speaking Al-Anon/Alateen group outside of the US and Canada received a copy of the January 2001 issue of *The Forum*. By adding four pages, the magazine included the January issue of the *Inside Al-Anon Xtra* newsletter.

Newcomer Offer: Seventy-seven new members subscribed to the magazine using the \$5 subscription offer included in the Newcomer Packets (K-10). These new subscribers also received a \$3 discount coupon for *How Al-Anon Works for Families & Friends of Alcoholics* (B-22), which seven members redeemed.

Professional Rate: Members and/or professionals purchased 424 subscriptions at the professional rate of \$8 per year.

Baker's Dozen Offer: The final results of the 2000 Baker's Dozen offer for new subscribers added 518 subscriptions. These members will receive 13 issues for the price of 12. The 2001 Baker's Dozen offer for new and renewing subscribers added 93 new subscriptions as of December 10, 2001. The offer expired December 31, 2001.

Free Calendar with New Subscriptions or Renewals: The March and April *Forum* back flaps offered a complimentary copy of Al-Anon's 50th Anniversary 2001 Calendar to members who subscribed or renewed using this special order form. Eight hundred eighty-nine members took advantage of this offer.

***The Forum Journal* (M-74):** Committee members completed the task of reviewing and grading quotations from past issues of *The Forum* for this new journal. Selection resulted in one or two quotes from each of the 50 years of *Forums*. Staff compiled the manuscript. The Executive Committee approved production and sale of the journal at \$5. The project is in the initial proofing process. The goal is to complete the journal for distribution in April 2002.

"Do You Remember?": The magazine celebrated Al-Anon's 50th Anniversary each month by reprinting articles from past issues of *The Forum*.

September Recovery Month Issue: Over 78,000 issues of the September 2001 magazine provided an opportunity for members to present Al-Anon's hope to professionals. This special expanded edition of *The Forum* contained personal stories from members who were referred to Al-Anon by professionals. Prior to the September issue, *The Forum* included an announcement informing readers that while the September magazine may be used to show professionals and their clients how Al-Anon can help entire families recover from the effects of alcoholism, this edition was still "A Meeting in My Pocket."

Photo Contest: Al-Anon and Alateen members submitted over 1,800 photos for the back cover photo contest that began July 20, 2000, and ended September 20, 2001. The project met its goal of involving more members with *The Forum*, securing additional photos for use at a later time, and providing an activity for coordinators to attract the fellowship to *The Forum*. Monthly winners received complimentary one-year subscriptions to the magazine.

***The Forum's* 50th Anniversary:** In 2002 *The Forum* will celebrate its 50th Anniversary. As a kick-off at the 2001 WSC, staff presented a brief skit based on the TV show "Survivor," depicting why the magazine had survived.

Forum Business Operations Committee: A marketing plan for 2001, approved by the Executive Committee, gave staff direction for the year. The Committee met twice to set direction for *The Forum* in the future and to analyze current trends. The members of this Committee are the Executive Director, Director of Business Services, Director of Communication, Associate Directors of Fellowship Communication–Literature I/Forum and Literature II/Newsletters, and the Fellowship Communication Coordinator.

LITERATURE COMMITTEE I

Ann H., Chairperson

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

***Living Today in Alateen* (B-26):** Committee members introduced this new piece of CAL at the 2001 WSC by delivering a complimentary copy of the new daily reader to each Conference member. The book became available to the fellowship immediately after the Conference.

***Blueprint for Progress* (P-5):** The major revision and expansion of Al-Anon's Fourth Step Inventory has been the Committee's primary project for 2001. The Committee reviewed several drafts and continues to make recommendations for improvements. The goal for this project is a Fourth Step workbook in accordance with the 1999 WSC Motion 7: To approve a major expansion and revision of *Blueprint for Progress* (P-5) to a comprehensive Fourth Step workbook.

RECOVERY IN RELATIONSHIPS (working title): The 2001 WSC authorized development of this new piece of literature. It will be the result of submissions from the fellowship. Sharing sheets have gone to all Conference members and literature coordinators to solicit personal stories about our recovery in a wide variety of alcoholic relationships, whether the relationships have been successful or not. Al-Anon/Alateen members are

invited to write about relationships with partners, children, grandchildren, parents, grandparents, friends, coworkers, teachers, clergy, coaches, military personnel, or any others whose lives had an impact on the member.

Sexual Intimacy and the Alcoholic Relationship (P-77): Based on results of the literature inventory and low demand from the fellowship, the Committee recommended discontinuation of this publication. The Committee forwarded the recommendation to Literature Committee II for concurrence.

The Dilemma of the Alcoholic Marriage (B-4): In response to the literature inventory review of this book, the Committee agreed that continued interest and use by the fellowship would determine its future. No recommendations were forthcoming.

Facts about Alateen (P-41): The literature inventory process identified the need for minor revisions to this pamphlet. The Committee conducted a page-by-page review for staff to consolidate and presented the appropriate edits to the Executive Director who approved all of the changes. The Publication department will make these revisions when the pamphlet is due for reprinting in 2002.

Alateen's 4th Step Inventory (P-64): The literature inventory process identified the need for minor revisions to this workbook. The Committee conducted a page-by-page review. Staff will consolidate and present the appropriate suggested edits to the Executive Director.

LITERATURE COMMITTEE II

Carolyn W., Chairperson

Caryn J., Director of Communication

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

Hope for Today (B-27): Committee members completed review and approval of the sharings for this new daily reader written by Al-Anon adult children. In the third quarter the Committee approved the entire manuscript. Additional suggestions of the Committee were reviewed, and the manuscript was reviewed by a copy editor before sending it to the Policy Committee reviewers and the Executive Director for approval. The Titling Committee selected the title, *Hope for Today*, which was later approved by the Policy Committee reviewers. The project is on target for its goal of completion and distribution in May 2002.

One Day at a Time in Al-Anon (B-6, B-14): The Committee reviewed one possible correction to an attribution. It was determined to be a housekeeping change, was referred to the Executive Committee, and was approved for change in future printings.

If Your Parents Drink Too Much (P-22): The newly revised text and graphics were completed, and the new booklet was distributed in February to the Committee and Conference members.

Having Had a Spiritual Awakening...(B-25): Literature Committee II concurred with Literature Committee I and forwarded to the Board of Trustees the recommendation to notify the fellowship of discontinuance of this book in one year.

PROFESSIONALS' BOOKLET (working title): Based on recommendation of the Outreach to Professionals Advisory Committee and the Public Outreach Committee, Literature Committee II presented a motion to the WSC 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 new US and Canadian Professionals Packets (K-30 and K-30c). The motion was passed.

Al-Anon's Twelve Steps and Twelve Traditions (B-8): After consideration

of all area inventory comments, the Committee decided on a major revision that would not change the intent of the original text. This did not require a Conference motion, but will follow the CAL process. The Committee began review to determine which specific chapters and stories need editing, revision, or replacement.

Sexual Intimacy and the Alcoholic Relationship (P-77): The Committee concurred with Literature Committee I's motion to discontinue publication of the booklet *Sexual Intimacy and the Alcoholic Relationship* (P-77). The recommendation was forwarded to the Executive Committee.

Purpose and Suggestions (P-13): The literature inventory process identified the need for minor revisions to this pamphlet. The Committee completed a review of a proposed revision based on previous Committee review of the inventory comments. Committee input was included and the approved revisions were sent to the Executive Director for final approval.

So You Love an Alcoholic (P-14): The literature inventory process also identified the need for minor revisions to this pamphlet. The Committee has begun a review of a proposed revision based on previous Committee review of the inventory comments.

Detachment (S-19): Minor revisions were begun on this leaflet.

CARRYING THE MESSAGE—A MARKETING PLAN FOR FELLOWSHIP COMMUNICATION

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

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

Suzanne W., Fellowship Communication Coordinator

Living Today in Alateen (B-26): Complimentary copies, as well as flyers, were sent to all area literature and Alateen coordinators. Flyers were also included in the Conference edition of *Inside Al-Anon Xtra* and the summer *Area Highlights*. An order form was included on the back flap of the May issue of *The Forum*. Advertising was purchased in *Bowker's Books in Print* and an enhanced listing in *booksinprint.com*. Bookmarks were designed and included in area Alateen and literature coordinator mailings, *Inside Al-Anon Xtra*, *Area Highlights*, *Lone Member Letterbox*, and *Alateen Talk*. A brochure was developed and mailed to booksellers with a copy of the 2001 CAL catalog and a cover letter explaining our business terms. The brochure was also included in an issue of *Al-Anon Speaks Out*. Two copies of the book with annotations were sent to Hazelden for marketing in their future catalogs. It was also included in a four-color catalog for the Publishers Marketing Association's Psychology/Self-Help Target Mailing.

Book Exhibits: Al-Anon participated in exhibits in Pennsylvania and California. Six publications plus complimentary copies of *The Forum* and the 2001 CAL catalog were displayed.

2002 Catalog: All changes were assembled for 2002. The design, based on our Web site, incorporates a computer motif. It will be included in the January 2002 issue of *The Forum*, which will be mailed to every registered English-speaking Al-Anon/Alateen group in the US and Canada.

American Academy of Family Physicians: In late 2000, five of Al-Anon's publications were resubmitted to the American Academy of Family Physicians for review. The publications submitted were: *Al-Anon Is for Adult Children of Alcoholics* (P-52), *A Guide for the Family of the Alcoholic* (P-7), *To the Mother and Father of an Alcoholic* (P-16), *Understanding Ourselves and Alcoholism* (P-48), and *What Do You Do about the Alcoholic's Drinking?* (P-19). They provided us with the following statement: "The American Academy of Family Physicians Foundation has favorably reviewed this material through 2004. Favorable review means that medical information is accurate, but does not imply endorsement of any conclusions presented." This wording along with their citation is available to us.

However, we informed the Academy that our Steps and Traditions preclude our ability to utilize them in the marketing of our materials.

Hazelden: Al-Anon and Alateen books continue to appear in the various Hazelden catalogs.

Bookmarks: Throughout the year bookmarks were distributed in WSO newsletters and to conferences, conventions, coordinators, and LDCs. Bookmarks were made for *Paths to Recovery* (B-24) and *Living Today in Alateen* (B-26).

Other Marketing: The US Government's Center for Substance Abuse Treatment (CSAT) Resource Center was sent a complimentary set of Al-Anon/Alateen books. A complimentary sample of Alateen literature, including *Living Today in Alateen* (B-26), was sent to Substance Abuse Librarians and Information Specialists (SALIS). A copy of *Living Today in Alateen* (B-26) was sent to each of the National Council on Alcohol and Drug Dependency (NCADD) affiliate offices in the US in cooperation with the Public Outreach department.

OTHER FELLOWSHIP COMMUNICATION ACTIVITY HIGHLIGHTS

Inside Al-Anon Xtra: Four issues, including the January *Forum* and the Conference issue, were mailed to all registered English-speaking groups in the US and Canada.

Area Highlights: Four issues were mailed to district representatives and area world service committee Al-Anon/Alateen members, information services, and literature distribution center service positions.

2001 WSC Summary: The writer submitted the *Summary* manuscript to the WSO in advance of the schedule. The *Summary* was mailed to the fellowship ahead of schedule.

Convention Packet Mailings: Sixty-two complimentary introductory packets were mailed to conference/convention coordinators when they informed the WSO of their event for publication in *The Forum* calendar.

Requests for Reprints: Numerous requests to reprint from both our literature and *The Forum* were processed. Two persons requested and received permission to publish materials in their upcoming graduate thesis papers on alcoholism-related topics.

Retyping of Existing Literature: Several pamphlets and booklets were retyped for redesign and printing. Old printing plates are no longer usable in the WSO print shop or with our vendors, thus creating the need for redesigned publications. *Lois Remembers* (B-7) was scanned, proofed, and prepared for redesign/reprint.

Coordinator Mailings: Three literature and *Forum* coordinator mailings were completed during the year.

Consignment Orders: The Director of Communication and the Customer Support Manager reviewed and approved consignment orders throughout the year. Consignments are limited to books, and orders are limited to appropriate titles for specific events.

Trademark, Copyright, and Reprint Policies: The Director of Communication developed a presentation on copyright and reprint policies for the 2001 WSC. Handouts were provided to all Conference members to distribute to interested persons in their areas. Four different vendors utilizing the Al-Anon name or logo without permission were notified of trademark or copyright violations. The vendors were asked to immediately stop the marketing and distribution of these items.

Several Web site owners hosting sites as individual members were contacted and asked to remove CAL and/or our Legacies from their Web sites.

Additional Web site owners were contacted and asked to spell Al-Anon correctly in their URL or in the body of their Web site.

A book publisher was notified of Al-Anon copyright violations in regards to a book published about AA co-founder Bill W.

Copyright reprint permission was provided to a writer for use of limited excerpts from *Understanding Ourselves and Alcoholism* (P-48) in an upcoming book about AA and Al-Anon.

A group was given permission to use a WSO-supplied disk of *Courage to Change* in order to transfer the text into Braille for a sight-impaired member of their group.

Members of the fellowship continue to ask permission to reprint text inappropriately labeled "promises" or "gifts of the program." Permission is denied if the text is not reproduced exactly as presented in CAL (for example, without proper credit to the Al-Anon publication or with labels not included in CAL text). We continue to inform members that Al-Anon makes no promises; rather it offers experience, strength, and hope.

PUBLIC OUTREACH COMMITTEE

Margaret M., Chairperson
Mary Lou M., Associate Director of Public Outreach-Media

The Public Outreach Committee Guideline was updated. The Attracting and Cooperating (S-40) service tool was revised and updated. It was agreed that this is a valuable tool for members involved in or interested in Public Outreach service. The Committee recommended discontinuance of two service pamphlets: *Al-Anon Speaks to You, the Professional* (P-58) and *A Member's Guide* (P-34). The new Professional Packet (K-30) provides a more effective outreach piece than the former. The Committee intends to produce the content of P-34 in a guideline format.

The Committee reviewed the existing Public Information (PI), Cooperating with the Professional Community (CPC), and Institutions coordinator service guidelines and sent a project proposal to the Executive Committee to explore how the guidelines might be restructured. No changes will be made during the trial structure. In April the full Committee discussed what Public Outreach is today. Outreach to the public—our potential newcomers—is achieved through outreach to professionals and institutions, the media, and the general public. The Committee also reviewed the revised WSO staffing structure and the Public Outreach Committee structure (including the Outreach to Professionals Advisory Committee and the National Public Information Canada [NPIC] Subcommittee guidelines). The roles of delegate and at-large members were clarified.

The Committee approved the final version of the 2001-2002 "Silence" PSAs and posters and selected and approved the script for the 2002-2003 PSA campaign titled "Corner."

Based on recommendations from the Advisory Committee, the Public Outreach Committee will recommend to the Policy Committee a minor change to the Al-Anon survey in preparation for the 2002 Member Survey.

A report on the results of the February 2001 Public Outreach (PO) coordinator survey was reviewed. Fifty-seven percent of the 140 PO (Public Information, Cooperating with the Professional Community, and Institutions) coordinators responded. The results show that 31 areas now have combined services into a Public Outreach coordinator position, and many have area Public Outreach Committees. The Committee and the Public Outreach department will utilize this report as reference in future planning.

OUTREACH TO PROFESSIONALS ADVISORY COMMITTEE

Larry A./Ora B., Chairpersons

Claire R., Associate Director of Public Outreach-Professionals

The goal of better serving area Institutions coordinators was implemented through a series of recommendations forwarded to the Public Outreach Committee. These included institutions-related outreach projects (treatment centers and Veterans Administration Hospitals) distributed in Public Outreach coordinator mailings. Specific "how to" suggestions and tips for approaching various types of professionals were developed for distribution to coordinators. The Committee is in the process of reviewing treatment-center-related CAL to be certain that the language includes all potential relationships to the alcoholic and relevance to both in- and out-patient care. Suggestions were made for creating an updated version of the 1983 special issue of *Al-Anon Speaks Out* focused on the Traditions.

PROFESSIONAL/INSTITUTIONS OUTREACH STATUS OF PROJECTS

Al-Anon/Alateen Membership Assessment: The Committee selected and forwarded three of the vendor's 12 recommendations to the Public Outreach Committee as high priority items: encourage professional influences (EAP, doctor, medical, teachers/counselors); implement military outreach; investigate, select, and implement an outreach project and create a database which will permit "generational marketing" to the 25 to 34 year old age group.

The 1999 questionnaires were reviewed and readied for 2002 production. The Committee recommended to Public Outreach that the questions be retained because the surveys were modified in 1999. However, the military question on the Al-Anon and Alateen questionnaires was modified to encompass both active and retiree status for both the alcoholic and the Al-Anon member. This will allow a more in-depth assessment of members' relationship to the military in planning outreach projects. Adding a question about members' income level to the Al-Anon survey was recommended to the Public Outreach Committee because this information is considered standard demographic information by professionals.

A presentation explaining the importance of the survey and the role of the delegate was presented to the WSC.

Public Outreach 50th Anniversary Mailing Envelopes: Based upon a recommendation from a consultant, mailing envelopes with the AFG, Inc. corporate name, WSO Web site address, and the statement "Celebrating 50 Years of Recovery for Families and Friends of Alcoholics" were used throughout the year for professional mailings. The purpose of the envelope was to call the recipient's attention to our mailing.

US Military Outreach: The Internet was used to compile a list of military chaplains. A mailing was sent to 609 chaplains in all branches of the service. US chaplains stationed outside of the country also received a packet. A "Back To Basics" Veterans Administration hospitals and clinics outreach project was developed for area Public Outreach/Institutions coordinators as part of ongoing outreach to the military. Several area Institutions coordinators are participating in the project.

US Corporate Outreach/Employee Assistance Program (EAP) Project: Delta Airlines EAP directors were contacted about interest in Al-Anon workshops. As a result of April Alcoholism Awareness Month and Al-Anon's participation in September Recovery Month, the Federal Bureau of Investigations (FBI) Employee Assistance Unit, Washington, DC, ordered Al-Anon literature and requested Al-Anon members who are parents of alcoholics to speak at an in-house staff education course. The inquiry was referred to the AIS because the FBI had been in contact with it previously.

Judicial Systems Project and Pamphlet: Production of Alcoholics, Their Families, and the Judicial System (S-65) was completed. A mailing of the

pamphlet and the Contact Card (M-46) was sent to 7,000 family, municipal, and county courts. Duplicate sets of labels were offered to area Public Outreach/CPC coordinators. There was a 49 percent rate of area (31 US and 2 Canadian) participation in the mailing, the highest rate of involvement since the formation of the Public Outreach department in 1996.

US Treatment Center and Alcohol Related Agencies Outreach: A mailing to 23,896 US treatment facilities, addictions organizations, and alcoholism medical specialists was done in August. This project was a special national outreach to celebrate Al-Anon's 50th birthday and to utilize September Recovery Month (US) to heighten awareness of Al-Anon/Alateen. The mailing consisted of a cover letter, Public Outreach catalog, and expanded September *Forum* issue focused on the importance of professional referrals in helping members attend their first Al-Anon meeting. This mailing represented the first time all US treatment centers were contacted by the WSO.

Area Public Outreach/Institutions coordinators and district representatives were informed that lists of facilities and agencies from printed and Web site directories were available. Twenty-nine (43 percent) of the areas (28 US and 1 Canada) are participating in the Treatment Center Outreach project using duplicate sets of mailing labels obtained from the WSO as a follow-up to the special September *Forum* mailing. As a result 11,655 US and 391 Canadian treatment facilities and addiction organizations received a second mailing from areas.

Professional Packet (K-30 and K-30c): The new US and Canadian packets were made available for distribution. A special sleeve for the packet and exhibits was created utilizing Al-Anon's 50th Anniversary (Al-Anon/Alateen: Celebrating 50 Years of Recovery for Families and Friends of Alcoholics). Members were encouraged to add their local meeting schedule to the packet.

Service Materials: The Committee reviewed the content of the Fact Sheet For Professionals (S-37) and Members Guide (P-34) for timeliness of content. A recommendation to discontinue the Members Guide pamphlet was forwarded to the Public Outreach Committee, and it was also recommended that the content be incorporated into a guideline to promote wider distribution to the fellowship and to professionals. The Committee also recommended the discontinuance of *Planting A Seed* (P-55) because the same content is available in the Guideline for Institutions Service (G-9).

US National Alcohol Screening Day (NASD), April 5, 2001: English and Spanish literature was provided in prospective site coordinator kits. A questionnaire for college students concerned about a friend's drinking was adapted from Al-Anon's leaflet, Did You Grow Up With Problem Drinker? (S-25). This three-year-old nationwide event offers confidential and voluntary testing for alcoholism. Screening sites were set up at 375 colleges, 365 primary care locations, and 522 community locations. Delegate names were provided to site coordinators, and area Public Outreach coordinators were informed about the project. However, due to the local nature of the sites and posting of sites by zip code on the Screening For Mental Health Web site, delegates and Public Outreach coordinators could not be effectively utilized as resources for this event.

US College Campus Initiative: The WSO provided literature for 450 college health services as part of an ongoing project. English and Spanish materials were requested for an additional 100 college health services for 2002.

US National Depression Screening Day (NDS), October 11, 2001: For the first time, Alateen literature was made available to 1,000 high schools nationwide in cooperation with the "Signs of Suicide" (SOS) youth program. NDS occurs annually as part of Mental Health Awareness Week. The day is designed to call attention to depression, manic-depression, and suicide. Location of sites and screening is confidential.

US September Recovery Month, 2001: The WSO was invited to serve as a resource on the September Recovery Month Planning Committee. The

theme for this 12-year-old event was “We Recover Together: Family, Friends, and Communities.” Al-Anon/Alateen was cited as a resource in the September Recovery Month Resource Kit which was distributed to 75,000 businesses, organizations, and interested individuals. References to families and friends of alcoholics were made throughout the kit. Panelists and speakers in two Recovery Month Web casts and a Web chat cited Al-Anon/Alateen.

A presentation was given at the WSC about September Recovery Month and ways local members could become involved. A list of 18 September Recovery Month host cities, updates, and media alerts were distributed to WSC members and area Public Outreach coordinators throughout the summer. Area Public Outreach coordinators were asked to encourage members to cooperate with the host committees when feasible. Thirteen areas provided report-backs about their cooperative efforts. It was suggested that areas without a host committee undertake outreach activities to make Al-Anon/Alateen more visible during the month of September.

Family Recovery Celebration Lunch, September 6, 2001: As part of Al-Anon’s 50th Anniversary celebration, the WSO sponsored a lunch in the Russell Senate Office Building on Capitol Hill in Washington, DC. Congressman Jim Ramstad, Minnesota, and Senator Paul Wellstone, Minnesota, were the bipartisan hosts of the lunch. The event followed a nationwide press conference held by the Center for Substance Abuse Treatment (CSAT). The September Recovery Month Planning Partners, senators, congressmen, and selected national alcohol and health related organizations in Washington, DC, and surrounding cities were invited.

Dr. Claudia Black, noted therapist and author, was the keynote speaker. She was provided background data from the AlAnon/Alateen Membership Survey, group records figures, and other statistical findings. John Lundin, retired Air Force Chaplain and head of chaplain services provided by Family Service Centers throughout the US, spoke about his experiences with families of alcoholics in the military and Al-Anon.

One hundred fifteen RSVPs were received as a result of sending 897 invitations. There were 100 attendees including the staff of the US Government’s Substance Abuse Mental Health Services Administration (SAMHSA) and its agencies, CSAT, the Center for Substance Abuse Prevention (CSAP), and 28 alcohol and health related agencies.

It was anticipated that the Congressional response would be low due to other scheduled activities during the first week of Congress’s session after an August break and the Labor Day holiday. Twelve senators and congressmen were in attendance or sent representatives. Important contacts were made with both the Senate and House of Representatives EAP programs as a result of the lunch.

All attendees were sent a thank you letter and a copy of *How Al-Anon Works for Families & Friends of Alcoholics* (B-22).

Al-Anon’s 50th Anniversary, Congressional Resolution and Statement: Senator Paul Wellstone, Minnesota, issued a statement to the Senate in honor of our 50th Anniversary. Representative Jim Ramstad, Minnesota, read a resolution to Congress recognizing Al-Anon’s value as a community support program to families and friends of alcoholics. WSC members were sent a cover letter with copies of the documents.

NEWSLETTERS

Al-Anon Speaks Out (S-18): Two issues of the newsletter were produced and distributed to 8,000 professionals. On-line versions were posted in the Professional Resources section of the WSO Web site.

Area Public Outreach/CPC/Institutions coordinators were provided with a breakdown of the number of professional subscribers in their areas. A special coupon for obtaining more subscribers was created and is an ongoing project for both the US and Canada.

PARTICIPATION AT CONFERENCES AND EXHIBITS

Circles of Recovery Conference, Rapid City, South Dakota: The organizing committee for this conference requested Al-Anon participation. The Director of Communication attended the conference to discuss avenues of cooperation and outreach projects culturally specific to Native Americans. The exhibit booth and literature were sent, and local members conducted open meetings. The current delegate from New Mexico also attended and led workshops on starting Al-Anon meetings in Indian country.

Other US Exhibits: The following professional conferences were selected: Employee Assistance Professionals Association (EAPA), Vancouver, British Columbia; National Council on Family Relations, Rochester, New York; Southeast Conference on Alcohol and Drug Abuse (SECAD), Atlanta, Georgia; and Community Anti-Drug Coalitions (CADCA), Washington, DC. Local members staffed the display booths. The US-based EAPA Conference held in Vancouver, British Columbia, attracted both US and Canadian professionals and provided a means of continued implementation of the ongoing WSO Corporate Outreach/EAP Project. A follow-up mailing to 884 (799 US and 85 Canada) EAPA conference attendees was done as another means of providing information about Al-Anon to EAPs.

COOPERATION WITH OUTSIDE ENTITIES

US Presentations: The Utah CPC Coordinator was asked to provide a speaker for an open AA meeting and to arrange with the local Al-Anon information service for a table display of literature for the University of Utah School of Alcoholism and Other Drug Dependencies, Salt Lake City, Utah.

The Associate Director of Public Outreach–Professionals made quarterly presentations to the US Navy’s Addiction Orientation for Health Care Providers seminar at the Norfolk Naval Base in Virginia. This class is attended by Navy physicians, social workers, chaplains, psychiatrists, and health care professionals from throughout the US and worldwide.

The Associate Director of Public Outreach–Professionals gave a presentation at the National Council on Alcoholism and Drug Dependence (NCADD) Affiliate Conference, Phoenix, Arizona. As a result more affiliates became aware of Al-Anon’s national effort to reestablish and strengthen cooperation with NCADD as a means of reaching families and friends of alcoholics in contact with these community—based offices.

Approval for an Al-Anon presentation at the 2002 American Society of Addiction Medicine (ASAM), Atlanta, Georgia, was received from the organizing committee. This was the result of an ASAM employee who received the special September *Forum* and cover letter mailing for treatment centers and addiction organizations.

US Professional Entities and Organizations: The annual Al-Anon, AA, and NCADD Day of Sharing was hosted by NCADD in New York. Representatives from the Greater New York Al-Anon Intergroup, New York City AA Intergroup, and Alcoholism Council of New York, Inc. (New York City NCADD affiliate) were present. Updates about projects were given by each organization. Prior to this meeting, the Executive Director, Associate Directors of Public Outreach–Media and Professionals met with their respective counterparts at the AA General Service Office.

The President of White Bison, Inc., a non-profit organization for Native American sobriety and wellness based in Colorado Springs, Colorado, met with the WSO Public Outreach department, Directors of Communication and Member Services, and the Executive Director to strategize Al-Anon outreach and cooperation in 2002.

The Associate Director of Public Outreach–Professionals worked with numerous associations during the year, including:

- The quarterly meetings of the National Institute on Alcohol Abuse and Alcoholism (NIAAA) Bethesda, Maryland, and biannual National

Leadership Forums in Washington, DC, sponsored by Johnson Institute. Besides presentations and updates in the fields of alcoholism and mental health, these meetings provide the opportunity for contact with national non-profit associations and government agencies.

- A meeting of the Governors' Spouses Initiative Executive Working Group in Bethesda, Maryland. This is a federal government program utilizing governors' spouses as the state spokespersons for at-risk youths between the ages of 9 and 15. The Associate Director was an observer at this meeting.
- Meetings with various departments of the National Clearinghouse for Alcohol and Drug Information (NCADI) and Center for Substance Abuse Prevention (CSAP), Rockville, Maryland, to discuss ways Al-Anon/Alateen can be cited as a resource in their literature. As a result CAL catalogs of English, Spanish, and Literature in Translation, *Al-Anon Speaks Out* newsletters, and Getting In Touch With Al-Anon/Alateen (S-23) were sent to NCADI's 100 Regional Alcohol and Drug Awareness Resource (RADAR) Network Centers nationwide and to 100 NCADI staff members. RADAR Network Centers were also asked by NCADI to hyperlink their Web sites to the WSO Web site. Al-Anon/Alateen is cited as a resource in CSAP's newly released pamphlets for adults caring for young people with an alcoholic parent.
- A meeting was held with the Executive Director of the National Association for Children of Alcoholics (NACoA), Rockville, Maryland. Al-Anon/Alateen literature, catalogs, and the *Al-Anon Speaks Out* newsletters were sent to NACoA's 25 affiliates. NACoA also provided its newsletter production schedule so that information about Al-Anon/Alateen can be included.

Other contacts included the Lowe Family Foundation, Washington, DC; Terry McGovern Foundation, Washington, DC; Family Justice, New York, New York; Legal Action Center, Washington, DC; Phoenix House, New York, New York; American Association for Marriage and Family Therapists, Washington, DC; National Council of Juvenile Justice and Family Court Judges, Reno, Nevada; MADD, Irving, Texas; American Prosecutors Research Institute, Alexandria, Virginia; National Organization on Fetal Alcohol Syndrome, Washington, DC; Hazelden Public Affairs Department, Center City, Minnesota; Hazelden Advocacy and Public Affairs, Washington, DC; Join Together, Boston, Massachusetts; National Association of Alcoholism and Drug Abuse Counselors (NAADAC), Alexandria, Virginia; Faith Partners, Austin, Texas; National Association of Social Workers, Washington, DC; Substance Abuse Librarians, and Information Specialists (SALIS), Berkeley, California.

Additional meetings to discuss ways Al-Anon can cooperate were held with the following organizations: American Association of Retired People (AARP); Grandparents Raising Grandchildren Program, Washington, DC; CSAT; White House Office of National Drug Control Policy (ONDCP), Washington, DC; Child Welfare League of America, Washington, DC; Sierra Tucson Treatment Center, Tucson, Arizona; NCADD, New York, New York; and Jewish Alcohol and Chemically Dependent Persons and Significant Others (JACS), New York, New York.

Recovery Month: The Associate Directors of Public Outreach-Professionals and Media attended a 2002 September Recovery Month planning meeting. For the year 2002, the Associate Directors will serve as resources on the Recovery Month Kit and multimedia subcommittees, respectively, to insure inclusion of family members and friends of alcoholics.

Student Inquiries: Student inquiries via e-mail (188, 93 percent) outnumbered standard mail requests (15).

It was noted that students are e-mailing the WSO directly from schools, and that 34 percent of the total e-mail inquiries occur in April and May in conjunction with April Alcohol Awareness Month. The second highest level of student inquiries occurs in the third quarter when schools resume. Frequently clarification of Al-Anon/Alateen's purpose is provided, and students are referred to AA for information regarding alcoholism.

Professional and Organizational Communication: Professionals contacted the WSO in four primary ways: the toll-free 888-4AL-ANON meeting information number, e-mail, fax, and mail. Approximately 1,800 e-mails and toll-free number calls were processed. This represents a nine percent increase from last year.

For the second consecutive year, a breakdown and comparison of communication for the years 2000 and 2001 shows a preference for use of the WSO's toll-free number and increased use of e-mail. There is a decline in mailed (postal service) inquiries.

Source	2000	2001
Toll-free line (888-4AL-ANON)	50%	57%
E-mail (WSO Web site post card and general)	26%	28%
Fact Sheet For Professionals (S-37) pamphlet post card	18%	13%
Written inquiries	6%	2%

For the second consecutive year, the number of e-mail Fact Sheet For Professionals (S-37) post cards from the WSO Web site exceeded the quantity of printed Fact Sheet For Professionals (S-37) post cards. There was a ten percent increase in the number of e-mail post cards sent from the Professional Resources section of the WSO Web site. There was a 35 percent total increase in the number of post cards received. A breakdown is as follows:

Year	Web Site Post Cards	Pamphlet Post Cards	Total
2000	52%	48%	602
2001	62%	38%	931

Various entities sought permission to hyperlink to the WSO Web site. These included the US Government's National Institute on Health (NIH) Web site for at-risk youths; the American Council on Alcoholism; Join Together, Boston, Massachusetts; 4therapy.com Network, Culver City, California; and Report-It.com, Inc., a site for a safe school environment.

Resources: Publishers contacted the WSO to update our listings in numerous state/provincial, and local directories. These included The National Runaway Switchboard, US and Canadian United Way affiliates, and Educators Guide To Free Materials.

The US Department of Education, Washington, DC, requested permission to list Al-Anon/Alateen as a resource in its parent pamphlet series for helping preteens and adolescents with special concerns. Hyperlinks to the WSO Web site were added to several of the US Department of Education's Web sites for children, youths, and parents.

The Ad Council, New York, New York, requested permission to hyperlink to the WSO's Web site in conjunction with its partnership with the US Army on an English and Spanish Web site for at-risk youths.

Members' Inquiries: Requests included clarification of attraction vs. promotion, cooperation vs. affiliation, and starting institutions groups for newcomers.

MEDIA/OUTREACH TO THE PUBLIC

STATUS OF PROJECTS

"Suffocating" 2000-2001 PSA Campaign: The second distribution of "Suffocating" was delivered to 1,600 radio and 555 TV stations in February. Additional "how to" materials were distributed to area Public Outreach/Information coordinators. For the first time, the WSO had to reorder stock of the English US PSA to meet order demand from the fellowship.

The final TV electronic tracking usage report (June 2000 to October 2001) showed 30,325 airings in the US* of the English Al-Anon/Alateen TV PSAs. The PSAs aired on 380 stations in 142 television markets, reaching an estimated 568 million viewers. A comparative study of the airtime tracking from the vendor is as follows:

	<u>Number of Airplays*</u>	<u>Estimated Value</u>
US English	30,325	\$17.6 million**
US Spanish	657	\$89,352***
Canada English	347^	
Canada French	118^	

* Electronic tracking is not available in Canada.

** Based on electronic reports and an average value of \$581 per airplay.

*** Based on electronic reports and National Association of Broadcaster's formula.

^ Based on station reports.

The "Suffocating" PSA radio distribution summary for June 2000 to October 2001 reports the following:

	<u>Number of Airplays*</u>	<u>Estimated Value^</u>
US English	70,898	\$1.3 million
US Spanish	3,725	\$40,392
Canada English	722	
Canada French	1,287	

* Based on station reports and vendor follow-up.

^ Based on Radio Advertising Bureau's formula.

Comparing results of the past three years, PSA airplays for US English shows the following:

<u>Campaign</u>	<u>Airplays</u>	<u>Value</u>
1998 "Tornado" TV	17,343	\$10.1 million
1999 "Why Be Alone?" TV	25,224	\$14.7 million
2000 "Suffocating" TV	30,325	\$17.6 million
1998 "Tornado" Radio	25,402	\$580,524
1999 "Why Be Alone?" Radio	49,493	\$962,465
2000 "Suffocating" Radio	70,898	\$1.3 million

"Silence" 2001-2002 PSA Campaign: The theme of the 2001-2002 PSA is the necessity to be a "master of silence" in an alcoholic home—always tiptoeing around the alcoholic and avoiding conflict. The video depicts a family (father, teenage son, and young daughter) dealing with an unseen drinking mother, with the message that alcoholism affects every member of the family, and that "to help them, you have to help yourself first." Al-Anon and Alateen versions of the TV and radio PSAs were produced in English, Spanish, and French. Al-Anon and Alateen posters were produced in the three languages and table displays were produced in English. Area coordinators were sent distribution information in August. Tapes were shipped to 1,600 radio and 555 television stations in early October. Vendor electronic tracking reports for the US through December 14, 2001, show airplays comparable to the first months of the 2000 campaign:

	<u>2000</u>	<u>2001</u>
Week 4	252	401
Week 7	998	897
Week 9	1179	1269

US National Youth Anti-Drug/Alcohol Media Campaign, Office of National Drug Control Policy (ONDCP) Media Match: Al-Anon/Alateen participated in the Media Match program for the third year. In this program ONDCP purchases prime time airtime for their PSAs. The participating stations are required to air an equal amount of public service time for other non-profit organizations. The "Suffocating" Alateen PSAs in English and Spanish were included in the Media Match periods throughout 2001. See "What Makes the Phones Ring" section for data on referral sources. The new "Silence" PSAs were submitted for the Media Match for the fall. They were not accepted due to a possible perceived conflict with ONDCP's PSA message. ONDCP's campaign is focused on parental

involvement with and monitoring of their children's activities. Our campaign shows a teenager avoiding his alcoholic mother.

For the first time, ONDCP provided participating organizations with statistics on PSA airplay. They report that for the year 2000 Al-Anon/Alateen PSAs aired in the Media Match periods 594 times, for a value of \$444,258. No figures were provided for previous years. In 2000 our "Why Be Alone?" and "Tornado" Al-Anon and Alateen PSAs were included, as well as the "Suffocating" Alateen spots.

2002-2003 PSA Campaign: The Public Outreach Committee selected the concept and approved the script for the 2002 PSA titled "Corner." The Al-Anon PSA will show a young woman (Alateen: a teen male) working hard to cover up the effects of alcoholism ("Shame," "Fear," "Despair," etc.) by painting over images on the floor, only to discover such efforts are fruitless. The tag line, "to help them, you have to help yourself first," will be used for the third year.

Press Releases: Three press releases were issued in 2001 on the following topics: Al-Anon's 50th Anniversary, the Capitol Hill Family Recovery Celebration lunch held in conjunction with September Recovery Month, and the impact of alcoholism on families dealing with the holidays. All were posted to the WSO Web site and distributed to area Public Outreach/Information coordinators for dissemination to members in their areas. The Anniversary press release and the "how to work with newspapers" from the February Public Outreach coordinator mailing were copied as a handout for the Anniversary open house in April. The family luncheon release was sent directly to publications in the greater Washington, DC, vicinity, as well as distributed by coordinators and delegates in their areas. Throughout the year members sent clippings from local publications to the WSO.

Media Lists/Services: As newspaper distribution in past years has been predominately sent to US papers, provincial lists of Canadian media (newspapers, TV, and radio) were sent to Canadian area coordinators in the February coordinator mailing to assist them in outreach efforts.

COOPERATION WITH THE MEDIA

Publications: Newspapers in Pennsylvania and in Oklahoma contacted the WSO for information and interviewed the Associate Director of Public Outreach—Media. These reporters were also referred to the local AIS or area coordinator. Fiftieth Anniversary press releases were requested and provided to members in South Africa and the Netherlands. Members sought assistance in working with their local newspapers throughout the year. A freelance writer in Illinois requested artwork for an article he is writing. Posters and informational materials were sent. A letter of thanks was sent to novelist James Lee Burke for the mention of Al-Anon in his novel *Purple Cane Road*. The letter offered assistance should he wish to enlarge upon that story line in future books. A letter of thanks was sent to Ann Landers column for her support of Al-Anon over the years. A reporter for CBS news contacted Public Outreach for research on a book she is writing. Arrangements were made for two long-time Al-Anon members in Arizona and Texas to be interviewed for the book.

Broadcast Media (Television and Radio): A US-based Japanese production company requested interviews with Alateen members to be taped in the Los Angeles area. The request was forwarded to the California (S) PI Coordinator. The CBS television program, *Judging Amy*, requested literature and meeting lists for a program in which the three main female characters discuss attending Al-Anon. Meeting lists were obtained from the AIS in Hartford, Connecticut, where the show is set. The program aired in February. The HBO series, *Oz*, requested and was granted permission to hang Al-Anon banners as "set dressing" in the prison counseling office. The NBC series, *Third Watch*, which had included Al-Anon in a previous episode, notified Al-Anon that they planned to set a scene in an Al-Anon meeting. The scene was subsequently cut. An August repeat broadcast of the *Judge Judy* program included mention of Al-Anon. A thank you note was sent via the show's Web site. Radio stations in Windsor, Ontario;

Dallas, Texas; and Los Angeles, California (Spanish station), requested interviews. All were referred to area coordinators and local information services. QVC once again requested PSAs for their Christmas Eve broadcast, and "Silence" was sent to them.

Suffolk University in Boston, Massachusetts, produces a public broadcasting series titled *"The Visionaries,"* highlighting non-profit organizations. An application to feature Al-Anon/Alateen in their 2002 season was submitted, and Al-Anon/Alateen was named a finalist. As the producers requested assistance from Al-Anon in locating sponsors for the program, the matter was taken to the Policy Committee, who determined that while Al-Anon could be featured in a sponsored program, our staff could not provide the producers with names of potential sponsors. Public Outreach was notified in mid-December that the producers have been authorized to seek funding to produce the program.

Recovery Month: The producers of the Web cast programming for September Recovery Month requested a panelist to speak about Al-Anon in one of the six programs planned. Because they wanted the panelists to appear "full face," a local member who is a psychologist was found to speak as a professional about the benefits of referring clients to Al-Anon and Alateen without revealing her own membership.

WSO Public Outreach Web Site

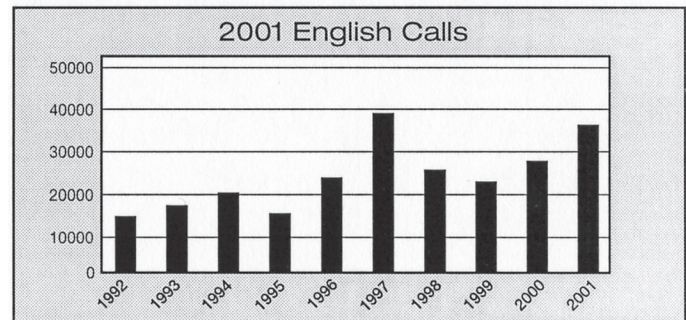
Additions: New press releases were added as they were produced. The two 2001 issues of *Al-Anon Speaks Out* and the *2001 Canadian Bulletin* were posted. Hyperlinks to area and GSO Web sites were added to the Getting In Touch section. Evaluation of the site is underway with plans for updating in 2002.

Data: "Hits" to the Web site were unavailable after October. A total of 905,006 hits were recorded from October 12, 1996.

	1996	1997	1998	1999	2000	2001
No. hits	4,010	42,599	72,451	120,591	237,197	390,063
Increase from previous year		962.3%	70.0%	66.4%	96.7%	64.4%

Area Web Sites: As of December 13, 2001, there were 22 established area Web sites. Seventeen other areas have sites in development. Several have adapted the WSO area templates; most have designed their own sites. All have been reviewed for adherence to policies and copyrights.

Meeting Line Numbers—What Makes the Phones Ring?: In 2001 the responsibility for answering the WSO's meeting line numbers was shifted from one department (and one or two people) to the entire WSO. Throughout the day, there are now a minimum of four English-speaking, one French-speaking, and two Spanish-speaking operators on duty. The following chart shows the number of English calls recorded on the WSO's toll-free meeting lines from 1992 through 2001.



In 2000 the WSO began tracking French and Spanish calls as well:

	English	Spanish	French	Total
2000	28,948	2,783	45	31,776
2001	37,697	1,982	137	39,816

In 2000 the Spanish "Tornado" and "Why Be Alone?" PSAs received increased airplay in the "Media Match" program. About 70 percent of Spanish newcomer callers reported that they had heard about Al-Anon from TV.

When newcomers call the WSO 888 meeting line number, they are asked how they heard about Al-Anon. The following chart provides a comparison for 2000 and 2001 of significant sources of referral to Al-Anon/Alateen (numbers show percent of English calls tallied):

Year	Media (TV, Radio, Newspaper)	Profsnl. Referral	Phone Book	Literature Mag/Src Book	AA Member	Al-Anon Member	Web	Other
2000	14%	11%	9%	11%	11%	12%	18%	13%
2001	4%	16%	8%	7%	9%	11%	13%	33%

The data presented in these "What Makes the Phones Ring?" reports is based on WSO operator reports, which are tallied weekly. Data for 2001 showed an increase in newcomers' citing a professional referral to Al-Anon/Alateen, and declines in every other source. Professional referrals can be attributed to increased exposure in Recovery Month and several new professional outreach projects this year. Al-Anon had less exposure in the "Media Match" in 2001, which would account for some of the decline in media responses. The large percentage of "other" sources will be addressed in 2002 by establishing more consistent means of asking callers for their referral source.

Third quarter 2001 showed close to a 20 percent increase in the total number of English calls received over the second quarter. Professional referrals and the Web showed significant increases as sources that quarter, as did radio and newspaper. TV calls increased fourth quarter, coinciding with the release of the new "Silence" PSA.

NATIONAL PUBLIC INFORMATION CANADA SUBCOMMITTEE (NPIC)

Gladys C. Chairperson

Claire R., Associate Director of Public Outreach—Professionals

Staffing and Office: Caroline LeCours (non-member) was contracted as the Public Outreach Coordinator for Canada since there was no member candidate who lived in the proximity of the office. Delegates and the fellowship were informed when office hours from 10 AM to 3 PM were reestablished in mid-April. All packets distributed by NPIC correspond to informational packets sent by the Public Outreach department. A voice mail option for the business and toll-free professional line was researched and is being set up so that members and newcomers are referred to the WSO for meeting information.

Due to a minimal amount of mail being forwarded from professionals and

organizations, the renewal permit for the former NPIC post office box was submitted for the final time. The box will be closed in March 2002. The membership and LDCs were notified and asked to discontinue use of the Fact Sheet for Professionals (S-37c) and other literature with the former post office box address by March 1, 2002.

Nepean was one of the suburbs consolidated into the metropolis of Ottawa. Although no change in NPIC's address or postal code has occurred, literature and materials are being updated to reflect Ottawa as the correct city when pieces are due for reprint.

The Canadian fellowship is receiving reminders in WSO newsletter articles to send their requests and checks for *Lois' Story* and *Lois W. and the Pioneers* video rentals and contributions to the WSO, with checks made payable to AFG, Inc.

Al-Anon Speaks Out, Canadian Bulletin (S-18c): The 2001 newsletter was mailed to 1,027 professionals. The French portion was posted to the French professional resources section of the WSO Web site. The number of professionals utilizing the special offer coupon was less than one percent.

Text for the 2002 printing was selected and submitted for production. The issue was developed from the second issue of *Al-Anon Speaks Out*. Articles selected focus on the diversity of relationships to alcoholics reported by members in the 1999 Membership Survey and an explanation of the importance of anonymity and confidentiality at meetings.

Canadian members began responding to the request to offer complimentary subscriptions to professionals as part of their local outreach projects.

WSC Dinner/Presentation: Canadian delegate members were provided with the opportunity to interact with the Board Chairperson, Canadian trustees, Executive Director, Director of Communication, and Associate Directors of Public Outreach-Professionals and Media. The NPIC PowerPoint presentation was shown and made available to the delegates.

Military Outreach Project: One hundred forty military packets were sent to the National Defense Headquarters' Office of the Chaplain General. The packets were distributed to all chaplains at their annual retreat. All provincial veterans hospitals and Family Resource Centers serving all branches of the military across Canada were sent information about Al-Anon/Alateen.

Judicial Systems Project: Provincial and territorial court offices were contacted and sent sufficient quantities of the new pamphlet, *Alcoholics, Their Families, and the Judicial System (P-65)*, and the Contact Card (M-46). Two Canadian areas participated in the follow-up mailing project.

Employee Assistance Program (EAP) Project: A mailing list of 230 EAP providers was obtained from the Canadian Center for Substance Abuse's Web site. A cover letter with the pamphlet, *Help For Employees Troubled By Someone's Drinking (S-63c)*, and the Contact Card (M-46) were sent to all EAP providers.

Bilingual Translations, Help For Employees Troubled By Someone's Drinking (S-63c) and Alcoholics, Their Families, and the Judicial System (S-65c): English and French versions of the pamphlets were produced. The bilingual EAP pamphlet was distributed at two EAP related exhibits in Canada.

College Health Center Mailing: A bilingual cover letter and literature were sent to 241 (183 English and 58 French) directors of health centers.

Alcohol Awareness Week, November 2001: Memos sent to area Public Outreach coordinators regarding September Recovery Month in the USA included reminders and suggestions for encouraging Canadian participation in Alcohol Awareness Week. All provincial/territorial addiction offices were contacted to inquire which week in November was selected for observation of Alcohol Awareness Week. Delegates and Public Outreach coordi-

nators were informed, sent updates and a PowerPoint presentation adapted to Canada. More than 2,511 English (and 94 French) treatment centers and addiction organizations were sent the special September *Forum* issue mailing. This mailing occurred in October.

Fact Sheet for Canadian Professionals (S-37c): The art work and bar code for the postage-paid return cards and bulk mail permit were updated to comply with Canada Post's new regulations effective July 2002. The word "Canadian" was added to the title so that members are able to recognize the new printing.

COOPERATION WITH PROFESSIONAL ENTITIES AND ORGANIZATIONS

Ongoing communication with the Canadian Centre of Substance Abuse (CCSA), the Canadian Psychological Association, Health Canada, and Family Services Canada has been established. These organizations sponsor or are aware of national alcohol and health related events corresponding with annual US activities. Ways that Al-Anon can cooperate are being explored so that parallel WSO public outreach projects are developed and provided for Canada.

COOPERATION WITH THE MEDIA

PSAs: The second distribution of the English and French "Silence" PSA was completed by the PSA vendor. PSAs were requested and sent to Teletoon and the Global Alliance Network. See Media/Outreach to the Public section for more details on PSAs.

Participation At Conferences and Exhibits: The WSO Public Outreach Assistant coordinated the exhibits in Canada in conjunction with the restructuring of the duties of the Public Outreach Coordinator for Canada.

The WSO exhibited at the following conferences/conventions: Canadian Public Health Association, Saskatoon, Saskatchewan, Employee and Family Assistance Programs in the Workplace, and the Employee Assistance Professionals Association, Vancouver, BC.

BUSINESS SERVICES

David Zach., Director

BUDGET COMMITTEE

Cecelia L., Chairperson

David Zach, Director of Business Services (non-member)

All projects involving money or additions charged to the budget originate in the Budget Committee. Those actions are detailed in the Board and Executive portions of this report. Minutes of the Budget Committee meetings are reported to the Executive Committee. The budget report becomes part of the Executive Committee minutes, and in this way, the Board of Trustees is kept advised. 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 2001 Preliminary Budget to the Board of Trustees. With Board input and consideration, the Preliminary 2001 Budget was adopted. At the regular special Board of Trustees meeting prior to the 2001 WSC, based on the recommendation of the Budget Committee, the Board revised the Budget for presentation to the Conference.

In July the Committee revised the 2001 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. Letters from members, directed to the Budget Committee, were reviewed and answered. The Committee agreed to post forms for automatic contributions on our Web site and to add a sentence reminding members of this service in all contribution acknowledgement letters.

Two full days in November and one in December were spent developing the Preliminary 2002 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 2002 was readied for presentation to the Board of Trustees.

CUSTOMER SERVICE

Cathy Broyles, Controller (non-member)

Jane D'A/Camille Peters (non-member), Customer Support Managers

Order Blanks: The new, revised order form was distributed and has proven to be a success.

Literature: In accordance with existing policy, the WSO offered two new releases, *Paths to Recovery* (SB-24) in Spanish and *Living Today In Alateen* (B-26) to the LDCs on consignment. Both releases were well received in the fellowship.

Orders, Contributions, and *The Forum*: Order processing is up-to-date.

Literature Distribution Centers (LDCs): The majority of the LDC accounts are currently up-to-date. We are continuing to use the LDC update report to inform them of new procedures, specials, and information they may need.

Shopping Cart: The shopping cart was introduced on the WSO website in August. To date, we have received over 2,500 orders on-line. Continued efforts are being made to fine-tune the order section of the site to handle our special needs.

PERSONNEL/TRAINING DEPARTMENT

Barbara Leach, Personnel/Training Manager (non-member)

Memorandum Series: The WSO continues 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: WSO staff celebrated multi-cultural day during the lunch hour on March 15. Various other events were held throughout the year including picnics on June 15 and September 14, and a holiday party on December 14.

Training and Development: Various WSO staff attended meetings and educational seminars including a three-day state human resources conference, computer workshops, a negotiation workshop, and training for first-time managers.

OFFICE OPERATIONS

A new postage meter and scale for use in processing literature shipments was purchased. The contemporary features of this equipment help to complete this processing in a more efficient manner.

Reception: This year tours were given to over 368 visitors. Routine requests for literature catalogs and general information during the year included 167 by telephone, 73 by mail, and 63 by e-mail.

Volunteers: Our volunteers have continued putting together various literature kits. Included among these are several thousand information kits for the upcoming National Alcohol Screening Day and College Campus Initiative.

PUBLICATIONS

Cathy Broyles, Controller (non-member)

Suzette McKinney, Publications Manager (non-member)

Graphic design of several new publications was completed this year including Spanish *Paths to Recovery* (SB-24), *Living Today in Alateen* (B-26), FAQ for Al-Anon Web Sites (S-66), French 2000-2002 *Al-Anon/Alateen Service Manual* (FP-24/27), Spanish 2000-2002 *Al-Anon/Alateen Service Manual* (SP-24/27), 2001 WSC *Summary* (P-46), *Employee Assistance for Professionals in Canada* (S-63c), and the "Silence" 2001 PSA posters.

Many existing publications were redesigned or updated including the Al-Anon Service Plan (S-39), *If Your Parents Drink Too Much* (P-22), Literature in Translation (S-13), Attracting And Cooperating (S-40), The Seventh Tradition Suggests (S-21), 2002 CAL catalog (S-15), and *A Guide to Alateen Sponsorship* (P-86). Also a special issue of *The Forum* was designed with four extra pages for September Recovery Month.

On the Al-Anon Web site, the on-line catalog was updated and given to a vendor to create a shopping cart. In addition the "Silence" PSA storyboards were added. The on-line Getting in Touch (S-23) has been redesigned for a quicker display and is updated on a bimonthly basis. Links to GSOs and area Web sites were added. The press release page was redesigned, and three new press releases were posted: the 50th Anniversary, the Family Recovery Celebration lunch, and the holiday press release. The first pages of the Members Web site were completed and previewed at the WSC. This site has progressed to provide members more detailed information including newsletters, guidelines, *Forum* Bulletins, and job openings at the WSO.

A new paper cutter with a paper lift and an air table were purchased for the print shop. The paper lift was modified to self adjust the paper level to make loading the press easier. The paper cutter, paper lift, and air table work together to make the handling of paper much easier.

TECHNOLOGY

Edward Corona, Technological Services Coordinator (non-member)

Internet services and Web hosting have been transferred to KIS Computers, Virginia Beach, Virginia. A firewall was installed to control potential hackers who might try to break into our computer system. A building-wide anti-virus program was installed that runs on each workstation, as well as on the network servers. A T-1 line for greater bandwidth and access to the Internet was installed. Three network printers were replaced. An exchange server was purchased and installed with Outlook 2000 on all workstations for e-mail and sharing of calendars. A switch was installed in the computer to speed up network traffic between workstations and the server. Computers continue to be replaced according to a pre-arranged schedule.

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*Nonmember, non-voting

**Non-voting

