

2003 Conference Summary

Al-Anon Family Groups 2003 World Service Conference

April 24–28, 2003

CHANGE!

Create New Possibilities

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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.”

2002-2004 Al-Anon/Alateen Service Manual (P-24/27), p. 157

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CONFERENCE THEME AND OPENING REMARKS

Marge S.,
Conference Chairperson, Trustee

This year's theme, "Change! Create New Possibilities," was a natural progression from last year's theme ("Al-Anon's Image in a Changing World: Anonymity—Not Invisibility"). The word "change" instilled a lot of enthusiasm in the Conference members as they participated in skits, breakout sessions, presentations, and sharings. By the end of the week, Conference members saw change as a useful tool to preserve the basic foundations of our program.



As Conference members entered the General Session room, banners of Al-Anon's Steps, Traditions, and Concepts of Service were displayed. Near the front was a poster depicting the theme of this year's Conference. At the back of the room was a table displaying a world map with stickpins placed on the countries with general service offices.

Promptly at 8:30 a.m., the Chairperson opened the Conference with, "Good Morning, Al-Anon!" Roll was taken, there was a pause for the Serenity Prayer, and announcements were made. The sections and content of the Conference Notebook were

explained and everyone was informed that the Conference was being taped for archival purposes.

The first order of business was approval of 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)

Kitty S., Chairperson, Executive Committee for Real Property Management (Al-Anon member)

Maria del Carmen R., International Representative from Mexico (Al-Anon member)

A motion was made and by a show of hands Conference members voted unanimously to allow still photos. Members were reminded that videotaping was not allowed at any time before, during, or after the Conference. Ballot counters for that day were chosen. Then the location of and procedure for the Ask-It-Basket was explained. The Chairperson reviewed the Conference voting procedure. It was approved by a show of hands that all subsequent votes would be taken by closed ballot, with "substantial unanimity" defined as two-thirds of the votes cast.

GREETINGS FROM THE BOARD OF TRUSTEES

Catherine J.,
Chairperson, Trustee

"On behalf of the Board of Trustees of Al-Anon Family Groups, Inc., I have the pleasure of extending to you a very warm welcome to our 43rd World Service Conference.

"This year's Conference theme, 'Change! Create New Possibilities,' may have been a little startling at the first reading. The very idea of change can be disquieting, as there is great comfort in familiarity. Unfortunately, there is also apathy and stagnation.

"In preparing for this World Service Conference, I began to think of all the changes I had to make to be where I am today. I had to change from a life of denial to one of reality; I had to change my attitude toward

things, people, and situations; I had to change my approach to life and its many problems.

"Now that I have changed and created new possibilities in my personal life, I have to try, together with all of you, to create new possibilities for Al-Anon Family Groups. If I am going to serve this wonderful fellowship, the Higher Power of my choosing, and my fellow humanity, I cannot be satisfied with the status quo. I have to cultivate a passion to try new things in new ways. The Twelve Traditions and the Serenity Prayer will help me know what is appropriate and when.

"I went to our literature to see what I could find on change. I found, 'Changing what I can,' 'Changing ourselves,' 'Change,'

‘Changed attitudes,’ and ‘Changing myself.’ There were hundreds of selections, including an entire book, *Courage to Change*.

“In one of my favorite books, *As We Understood* . . . , on page 255, at the end of the reading on change, it says, ‘We can leave the thickets of distrust and discouragement and climb up where we have new worlds at our feet and far horizons before us.’ When you take time to look at the ocean, think of those far horizons.

“I wish you the joy of the journey, as together, with open minds and hearts, we talk about, create, and examine the many new possibilities that our Higher Power will present to us at this 43rd World Service Conference.”

After her greeting, the Chairperson of the Board read the Twelve Traditions.

SHARING AREA HIGHLIGHTS

Each year, Delegates gather on the evening before the official opening of the Conference to share their areas’ successes, challenges, and projects. This meeting is open to all Conference members.

There were many positive experiences shared and excitement generated regarding the activities of the areas. Most areas have

implemented, or are in various stages of implementing, action committees and indicate that there is more participation and enthusiasm at area meetings. Many areas now have, or are in the process of creating, a Web site. Several Delegates voiced concern about Alateen safety issues. The following are some of the “Area Highlights”:

Successes

- Approved an increased budget. “It took only three months for districts to fulfill their pledged contributions.”
- Added a Spanish section and sharings to our area newsletter
- Now have a traveling archives exhibit
- Have 40 headsets for translation equipment which are used at assemblies and other events
- Misinterpretations and lack of clarity in some sections of the *Service Manual* created interesting discussions and increased understanding
- Had District Representatives conduct “Funshops” before assemblies, using the Traditions and Concepts of Service as a topic, with a focus on fun
- Many areas shared an array of fun activities (often including food) to celebrate recovery.
- A variety of methods for increased participation at assemblies was also shared: pairing new Group Representatives with mentors; providing head sets for translations; having a district workshop prior to each assembly; creating a newcomer packet for assembly visitors.

Challenges

- Had to dip into reserve funds
- Incorporated to avoid liability issues
- The loss of members with two, three, and even four years of membership
- Insurance coverage for groups meeting in facilities
- A literature distribution center retaining too much money
- Filling service positions at the area level
- Keeping a literature distribution center open
- How to enter the First Nations community when faced with barriers such as unemployment, low self-esteem, and lost culture mixed with alcoholism
- Finding districts that are willing to host assemblies
- Have had very few Alateen groups and have not had an Area Alateen Coordinator for years

Public Outreach Projects

- Supplied 2,400 copies of *Al-Anon’s Path to Recovery—Al-Anon Is for Native Americans/Aboriginals* (S-67) to Alaska Federation of Natives for an upcoming convention

- A graduate level counseling program invited Al-Anon to present a program each semester
- Distributed 1,409 *Forum* magazines at a conference of school counselors
- An outreach project to schools resulted in a marked increase in requests for speakers and increased interest among principals to devote a section of their school’s family living curriculum to the family illness of alcoholism
- Sent an Alateen daily reader to a teen-focused newspaper columnist who suggested it as a good resource for a school drug awareness program
- Voted to have an area-wide project annually
- Participated in an Air Canada wellness fair for employees
- Donated about 80 daily readers to facilities housing children placed in protective custody
- Put up billboards with Al-Anon’s message of hope
- Shared a booth with AA at a physician’s assistant conference
- Distributed Spanish Alateen literature to middle and high schools

- Supplied Spanish literature to the local social service office
- Asked Al-Anon members to take their kids to Alateen meetings and do outreach projects in schools
- Held a contest and asked for creative ways to recycle *The Forum*

Alateen

- Approved Alateen behavior and Sponsor guidelines to supplement World Service Office guidelines—in the process of getting background checks on all Sponsors
- Began an Alateen Sponsor get-away weekend to recharge Sponsors
- Encouraged groups to purchase *Alateen Talk* for school nurses, guidance counselors, etc.
- Asked area world service committee (AWSC) members to attend the annual Alateen conference at least once during their term; many come back year after year

- Added Alateen participation to action committees, which brought fresh ideas, new perspectives, and greater cooperation between Alateen and Al-Anon

Finances

- Ruffled off themed baskets (such as gardening, fun, relaxation) created by each district; district basket that generated the most money received a prize
- Moved assemblies and AWSC meetings to smaller, more centrally located towns to reduce costs
- Created a “Financial Assistant” position and split some duties of Area Treasurer
- Bonded the Area Treasurer and all who sign checks on the area’s behalf
- Reduced costs by eliminating one area meeting, reducing mileage reimbursement, and moving toward distribution of information via the Web site and e-mail

- Created a “Bulk Mailer” position to do mailings of newsletters and other intermittent mailings for the area
- Had brainstorming sessions on how to improve area finances

Miscellaneous

- Shared meeting lists with local AA districts and neighboring states
- Working towards having an AA liaison for every district to cooperate with AA
- Created a preliminary draft of an area policy handbook
- During the course of the sharing, one Delegate said, “Change really does create new possibilities when we can take the risk to try something different. It doesn’t mean it can’t change again.”

CLEARING THE AIR

Genevieve B.,
Trustee

This session is an opportunity for Conference members to express any concerns or thoughts left over from last year’s Conference in order to start with a clean slate at this year’s Conference.

One concern was a lack of clarity about what is appropriate to come to the Conference floor as a motion, what should come for discussion, and what should be directed to the World Service Office for clarification. The Chairperson encouraged anyone who was unclear about an issue being discussed at this Conference to ask for clarification, since it was important that the voting members make an informed decision.

Another concern was that committee meetings were not allowed to run the full amount of time allotted. It was pointed out that committee members need that time. If

the general session runs over, it was suggested that business continue later into the evening if necessary.

Clarification was requested regarding how to differentiate the two-minute microphone time limit from answering a question, since it was confusing when one person would go to the microphone more than one time per topic. It was then explained that if someone is making a comment, he or she is allowed two minutes, one time, at the microphone. If someone is responding to a question, there is no time limit.

A member of the Public Outreach Committee expressed concern about the presentation of the Twelve Steps in *Al-Anon’s Path to Recovery—Al-Anon Is for Native Americans/Aboriginals* (S-67).

APPROVALS

2002 Annual Report

Prior to the opening of the 2003 World Service Conference, a copy of the 2002 World Service Office (WSO) Annual Report was distributed to all Conference members. They were asked to submit any questions they had in writing and told that the written responses would be distributed to all Conference members. The Executive Director said in his presentation that the new format was a response to comments received from Conference members. The WSO has discontinued reporting the day-to-day workings of the WSO, unless there was something different or new to report. Included is information concerning what the WSO did to create new possibilities for the groups, districts, and areas. The Annual Report is in the *Conference Summary*, which is also posted on the Members Web site in its entirety.

A Delegate asked for more information about the addiction conference in China sponsored by the World Health Organization in which Al-Anon participated. Al-Anon presented an introduction to what Al-Anon is and is not and answered questions posed by participants. We also attended Al-Anon and AA meetings in these facilities. One Chinese group has registered as a result of that visit.

Al-Anon has been invited to participate in 2004 in an all-Asian addiction conference in Singapore and hopes to do so if funds are available.

Another member asked about the project started a year ago with the National Council on Alcoholism and Drug Dependency (NCADD). The project was aimed at increasing Al-Anon's presence as a resource in those offices throughout the US. Several referrals to Al-Anon as well as additional cooperative efforts have resulted.

A question was asked about the discontinuance of *Sexual Intimacy and the Alcoholic Relationship* (P-77), and whether the stories it contains would be incorporated into the new book on relationships. A WSO staff member responded that over 500 sharings have been received to date for the new book and there was no guarantee that the sharings from the booklet would be incorporated into the new book.

The WSO was congratulated for reformatting the report.

A motion to approve the 2002 WSO Annual Report was carried. (See WSC Motion #2.)

Ric B.,
Executive Director

2002 Auditor's Report

Prior to the opening of the Conference, each member was provided with a copy of the 2002 Auditor's Report. The Treasurer reported that as of December 31, 2002, Al-Anon Family Group Headquarters, Inc. (the WSO) had total assets of \$10,705,595, and general liabilities of \$3,399,539, leaving net assets of \$7,306,056 among three funds: General, Reserve, and Building.

Income from operations totaled \$4,455,440 in 2002, \$36,000 more than anticipated. Expenses for the year were \$4,203,761, which was \$215,000 below projections. As a result, the General Fund earned \$251,679.

A gross profit of \$2,991,561 was realized on literature sales, approximately \$162,000 more than expected. This increase was due to

the higher than expected sales of *Hope for Today* (B-27, B-28). Contributions were down, \$1,039,645 compared to the budgeted amount of \$1,160,000. Subscription income from *The Forum* totaled \$313,594, which is \$16,000 less than expected. However, its subscription base had increased at year-end to 32,748, compared to 31,343 at the beginning of the year.

The Reserve Fund had a loss of \$500,953 including post-health care benefits expense of \$139,657 and a fund balance of \$3,236,372.

The Building Fund, established in 1995 to record the purchase of the building housing the WSO, showed the cost of land, building, and building improvements after deprecia-

Cecelia L.,
Treasurer, Trustee

David Zach,
Director of Business Services
(Nonmember)

tion at \$2,517,082. There was \$73,883 of contractual reserve for the retirement of bonds and \$1,000,000 of Board-designated reserve for bond retirement above the contractual amount. Building expenses are charged to the General Fund through occupancy costs.

2003 Budget

Cecelia L.,
Treasurer, Trustee

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

The Director of Business Services presented the Conference with a five-page hand-out showing budget information and a breakdown of the capital expenditures. The budget indicates that 2003 will be a break-even year. It is projected that income and expenses will total approximately \$4,469,000.

In the Income section, literature sales and *Forum* subscriptions are projected to be less in 2003. Investment income is expected to be higher. The contribution projection for 2003 is budgeted the same as in 2002.

In the Expense section, overall expenses are expected to increase by \$265,000, due to cost of living and merit raises in payroll, increased postage rates, and higher travel costs due to higher airfares. Regional service seminar expenses are expected to be lower because of their locations. Printing costs are projected lower because the *Service Manual* will not be printed this year. Also, this year there is the addition of the Special Project and Membership Survey. After his report, the floor was open for questions.

One of the items in question was the budget for contributions being more than \$100,000 above last year's actual contributions. The response was that the budget is a goal to strive for, and it is the general feeling among Board members that the budget is attainable. We have come so close in the past that this item has been retained. The line item for Office Volunteers was also questioned. It was reported that anyone who volunteered at the office is given a stipend for lunch and transportation.

An explanation was requested regarding the equalized expense for Delegates and how it is determined. It was explained that the Delegates are asked to pay a percentage of the cost of the Conference and the World Service

By a motion passed in July 1999, the Board of Trustees authorized net investment income from the Reserve Fund and the Building Fund to accrue to the benefit of the General Fund beginning July 1, 1999. Investment income in the General Fund for 2002 was \$110,640.

Office (WSO) pays the rest. This process is outlined in the World Service Handbook section of the *Al-Anon/Alateen Service Manual* (P-24/27). A comment made by one of the Delegates was that the equalized expense for this year was \$1,000, and in her area, that amount was one-fourth of their budget.

Another member asked why there was a negative amount for Board and Policy meals on the Conference budget. The answer was that this cost is transferred to another line item in the budget.

It was also asked what percentage of the approximately \$4,500,000 budget applies to Public Outreach. The response was that Public Outreach is approximately 20 percent of that amount.

A member suggested that, since there is such a discrepancy in the number of groups that donate and the total number of groups, perhaps the average contribution per group could be determined, not by total groups, but by the number of groups contributing. It was also noted that individual contributions cannot be designated to an area; they must be for the whole state. In some states, there are two areas. Although we know what state a contribution is from, we can't always determine the area.

Another question concerned the projected loss of \$255,000 in 2004 and how the committee arrived at that figure. In answer to that question, it was stated that the budget is a road map and presents the worst-case scenario.

A question was asked about preauthorized withdrawal from checking, and if this was for individuals or groups. The answer was that either members or groups with a checking account may authorize a monthly deduction by the WSO.

AL-ANON FAMILY GROUP HEADQUARTERS, INC.

2003 BUDGET

	<u>2003 Budget</u>	<u>Preliminary 2003 Budget</u>	<u>2002 Actual</u>
<u>Literature Sales</u>			
Courage to Change	\$546,000	\$620,000	\$604,900
Courage to Change - large print	77,000	77,000	81,400
One Day at a Time in Al-Anon	306,000	306,000	299,700
One Day at a Time in Al-Anon - large print	40,000	40,000	41,400
Paths to Recovery	317,000	317,000	317,900
How Al-Anon Works	203,000	203,000	217,800
Courage to Be Me	24,000	29,000	29,300
Having Had a Spiritual Awakening. . .	25,000	33,000	32,100
From Survival to Recovery	105,000	95,000	92,900
As We Understood. . .	35,000	35,000	34,400
Al-Anon's Twelve Steps & Twelve Traditions	66,000	66,000	65,100
Alateen — a day at a time	40,000	40,000	40,200
Living Today in Alateen	45,000	55,000	55,500
. . .In All Our Affairs	36,000	41,000	41,800
Dilemma of the Alcoholic Marriage	50,000	50,000	48,300
Alateen — Hope for Children of Alcoholics	14,000	12,000	12,600
Lois Remembers	22,000	15,000	14,600
The Al-Anon Family Groups — Classic Edition	15,000	15,000	15,000
Forum Favorites - Volumes 3 - 4	3,000	4,000	3,600
Hope For Today	576,000	484,000	644,100
Hope For Today - large print soft cover	140,000	140,000	185,600
Other Literature	970,000	970,000	940,900
<u>Income from Publications</u>	3,655,000	3,647,000	3,819,100
<u>Cost of Literature</u>	768,000	766,000	827,600
Gross Profit from Literature Sales	2,887,000	2,881,000	2,991,500
FORUM Subscriptions	307,000	330,000	313,600
Interest Earned	115,000	100,000	110,700
Contributions	1,160,000	1,160,000	1,039,600
<u>Total Income</u>	4,469,000	4,471,000	4,455,400
<u>Less: Total Expense (Schedule 1A)</u>	4,469,000	4,471,000	4,203,700
<u>Excess of Income - General Fund</u>	0	0	\$251,700

AL-ANON FAMILY GROUP HEADQUARTERS, INC. 2003 BUDGET

	<u>2003 Budget</u>	<u>Preliminary 2003 Budget</u>	<u>2002 Actual</u>
<u>Operating Expenses</u>			
Salaries (includes Temp Help)	1,911,000	1,911,000	1,830,900
Payroll Taxes	152,000	152,000	143,300
Employee Benefits	456,000	456,000	433,200
Total Labor Costs	2,519,000	2,519,000	2,407,400
Building Occupancy	308,000	308,000	284,600
Packing & Shipping (Net)	20,000	20,000	60,900
Postage - FORUM	121,000	121,000	130,400
- Other	188,000	188,000	152,200
Telephone - 800#'s	35,000	35,000	28,100
- Office	40,000	40,000	35,900
Stationery & Office Supplies	116,000	116,000	112,600
Office Services & Expenses	118,000	118,000	108,100
Outreach Activities	40,000	40,000	38,000
Repairs & Maintenance	20,000	20,000	17,200
Travel & Meetings - Committees	161,000	161,000	137,300
- Office	24,000	24,000	26,200
Regional Service Seminars	15,000	15,000	22,300
Legal & Audit	40,000	40,000	34,400
Printing - FORUM	105,000	105,000	100,100
- Conference Summary	14,000	14,000	13,000
- Other	28,000	28,000	48,000
Direct Conference Costs (Net) Schedule 2	71,000	71,000	80,100
Canadian Public Information Schedule 3	35,000	35,000	35,100
Public Information Exhibits	13,000	13,000	8,000
In-Office Volunteers	6,000	6,000	4,100
Insurance	20,000	20,000	16,400
Internet	11,000	11,000	6,700
Miscellaneous	26,000	26,000	29,900
<u>Total Operating Expense</u>	<u>4,094,000</u>	<u>4,094,000</u>	<u>3,937,000</u>
<u>Non-Operating Expense</u>			
International Al-Anon Gen'l Service Mtg.			32,300
Membership Survey	17,000	17,000	100
PSA/PI Campaign	88,000	90,000	86,600
Special Project	100,000	100,000	
Depreciation & Amortization (Exc. Bldg.)	170,000	170,000	147,700
<u>Total Non-Operating Expense</u>	<u>375,000</u>	<u>377,000</u>	<u>266,700</u>
<u>Total Expense (Schedule 1)</u>	<u>\$4,469,000</u>	<u>\$4,471,000</u>	<u>\$4,203,700</u>

VISIT TO THE WORLD SERVICE OFFICE

On the first day of the Conference, members and their guests were invited to visit the World Service Office (WSO). The Executive Director greeted the attendees in the lobby.

Conference members were then asked to gather into small groups for office tours conducted by the WSO support staff. Delegates observed the day-to-day operations of the WSO and listened as staff members responded to toll-free calls. They visited the Archives, where memorabilia of our cofounders and records of Al-Anon's early years were on display. Conference members also toured the shipping department, print shop, and warehouse.

Part of the tour included a Group Records demonstration. The WSO Group Records Coordinator located home groups of the Conference members in the database, explained how all the information on the area world service committee forms is used, and printed out the information for Delegates to take with them.

Following the tour, luncheon was served. Many Delegates and their guests strolled around the outside of the building and took pictures to share with members in their areas. Then it was back to the hotel and the business of the Conference.



Trip to WSO

COMMITTEE ASSIGNMENTS

Marjorie S.,
Conference Chairperson, Trustee

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

Delegates from each panel, Trustees, and staff members comprise the Selected 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 num-

ber of Delegates from each region assigned to a committee, the committee requested by the new Delegate, and the timeliness of the request. Below are the Delegate committee assignments announced at this year's Conference:

Committee	Panel 41 (2001-2003)	Panel 42 (2002-2004)	Panel 43 (2003-2005)
Admissions/ Handbook	Thérèse L.F., QC (E) Anne B., AL Phyllis B., WV Judy A., BC/YT	Bev A., NE Tim H., ON (N) Jennie McC., ME	Carolyn L., KY Jan H., TX (E) Fran K., IL (N) Gail C., ON (S)
Conference Committee on Trustees	Mark H., CO Stephanie H., OK Nancy R., WA	Shirley T., WY Dru S., MO Sarah P., AK	Miriam McK., CA (S) Mari Lee W., IN Julie M., MD/DC Ruth H., MB Denise R., RI
Group Services	Karen R., AZ Pat M., VA Lorraine F., AB/NT Gene K., ND	Elizabeth S., NY (S) Jerie S., AR Judi O., NH Diane B., SK	Lucy R., FL (N) Vicki H., CA (N) Carol F., MN (S) Connie D., NY (N)
Literature I	Monique R., VT Carol V., WI Betty O., MS	Renee M., NV Jay P., LA Dawn D., SD Sharon S., UT	Sue B., MI Denise M., DE Margie R., TX (W) Jane L., TN
Literature II	Judy I., MN (N) Karen P., NJ Donna E., MT Edith T., NC	Theresa P., CT Pat R., IL (S) Rick M., NM Jacqueline M., PR	Stuart M., FL (S) Pierette G., QC (W) Ethel B., HI
Public Outreach	Sarajayne B., GA Wendy MacD., MP Margot M., MA Judy J., OR	Harriet F., NL Nancy B., SC Carol V., IA Ruth B., ID	Geri H., OH Jeanine S., PA Mary K., KS

FELLOWSHIP COMMUNICATION

Archives Advisory Committee

The Committee provided the WSO staff with tips on preservation of archival documents, with and without the use of technology. These tips were conveyed to Area Coordinators via mailings. Additionally, the Committee provided guidance regarding: (1) the preservation of materials containing non-archival staples; (2) our collection of Al-Anon/Alateen posters; (3) the several scrapbooks from our earlier days; and (4) the detailed sketch of our original logo. The Committee assisted staff in editing a new WSO Archives Manual and Request for Research forms for professional researchers. Staff was also provided with definitions of short- and long-term retention of materials for manuscript development of Conference Approved Literature (CAL). The Committee is presently determining which items generated from outside the fellowship are of enough historical significance to remain in the Archives.

The WSO Archives room underwent a transformation in late 2002. More shelving was added and the workspace was rearranged. The inventory of the WSO collection is ongoing and the culling of duplicate

documents continues. Notices regarding items missing from the collection were sent to Area Archives Coordinators and several missing items were received.

The museum display area in the WSO Archives now includes boxes labeled with the name of each country that has worked with the WSO in translating and reprinting literature and, as applicable, developing their own general service office. The visual impact of over 50 boxes, from Albania to Zambia, provides visitors with an immediate overview of our worldwide fellowship.

The new lobby exhibit for 2003 displays WSO posters, ranging from black and white to four color. These posters have carried our message of help and hope over the years.

NOTE: A motion was presented to the Board of Trustees recommending that the Archives Advisory Committee be put on a three-year trial suspension. The motion was approved. Staff will carry out the work previously done by the Committee and report regularly to the Executive Committee. There will also be annual reports made to the Conference regarding the effect of this suspension.

Winnie SDG.,
Chairperson, Trustee

Caryn J.,
Director of Communication

Joe T.,
WSO Archives Coordinator



Al-Anon Posters Through the Years

Forum Editorial Advisory Committee

The Forum Editorial Advisory Committee includes members from Arkansas, Iowa, and North Dakota. At each of its meetings, the Committee reviewed and graded 250 manuscripts and critiqued the last three issues of the magazine. The Committee agreed to ask groups to submit questions for the magazine's "Round Table Topic" department. Staff will implement this idea by asking groups to select a topic from the annual index and submit questions.

In the January 2003 issue of *The Forum*, staff included a sharing sheet, "Calling All Al-Anon and Alateen Members Referred to Al-Anon by a Professional." This issue went to the current mailing address of all English-speaking groups. Committee members have begun reviewing and grading these manuscripts for possible inclusion in the September issue of *The Forum*.

The Forum staff distributed "Alateens and

Alateen Sponsors, Share How Alateen Has Helped You—in Writing!" This sharing sheet went to Forum and Alateen Coordinators and *Alateen Talk* subscribers.

The Chairperson asked Conference members to encourage every group to subscribe to *The Forum*, and all current subscribers to recycle their *Forums* by leaving copies in public places for outreach purposes. The Chairperson announced that *The Forum* Journal (M-74) is almost out of stock. While supplies last, the Journal is available for purchase through literature distribution centers, or through the World Service Office via mail, fax, or on-line.



Peggy S.,
Chairperson, Trustee

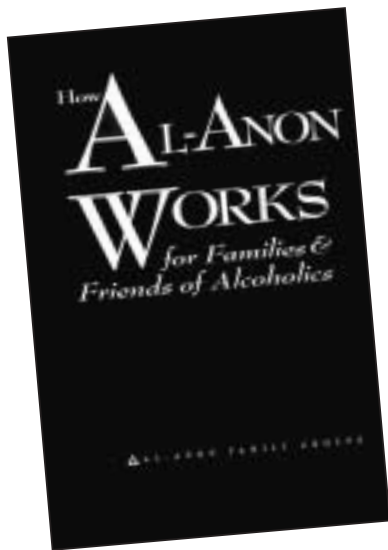
Patrick Q.,
Associate Director of Fellowship Communication—Literature I/Forum

Suzanne M.,
Fellowship Communication Coordinator

Literature Committee I

Judith P.,
Chairperson

Patrick Q.,
Associate Director—
Literature I /Forum



Literature Committee I focused on literature inventory projects during both Committee meetings at the 2003 World Service Conference. After discussing the members' roles and responsibilities and the Conference Approved Literature process, the Committee reviewed four pieces of current literature, evaluated the status of one new piece of literature, and discussed several requests for new literature.

BLUEPRINT FOR PROGRESS II (working title) received most of the Committee's time and attention during the Conference meetings. Members task-forced the most recent batch of manuscript pages from the writer and recommended changes. After experiencing several obstacles during the early development of this major expansion and revision authorized by the 1999 World Service Conference, this project is now on track for completion prior to the 2004 Conference.

The Committee reviewed and discussed possible changes to *How Al-Anon Works* (B-22); *Youth and the Alcoholic Parent* (P-21); and *A Guide for Sponsors of Alateen Groups* (P-29). The Committee agreed to recommend a motion asking the Conference for permission to add a new section of text to *How Al-Anon Works*. The purpose of the new text would be to give equal treatment to the

Twelve Concepts of Service when compared with the text for the Twelve Steps and the Twelve Traditions.

Discussion of the motion on the Conference floor included the views of some members who did not feel it necessary for every book to include the same information or meet the needs of all members. Others, noting that the 1984 Conference accorded the Concepts of Service the same stature as the Steps and Traditions, felt this change was needed. After discussion, the motion carried. (See WSC Motion # 10.)

The Committee agreed to recommend minor and housekeeping changes to *Youth and the Alcoholic Parent*. After much discussion, they agreed to refer the pamphlet *A Guide for Sponsors of Alateen Groups* to the Alateen Advisory Committee for their input.

The Committee discussed several suggestions from the fellowship including the possibility of a new daily reader for Al-Anon parents of alcoholics, the use of new media, alternate printing formats, a publication focused on members who enter Al-Anon after age 60, and the use of gender-specific language in our literature. The Committee agreed to take these suggestions under advisement without recommending further action at this time.

Literature Committee II

Zelda R.,
Chairperson, Trustee

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

The Committee continued revising literature based on the results of the literature inventory begun in 1997. The inventory was conducted to insure that Al-Anon's literature was meeting the needs of the fellowship. Minor revisions to the book, *Alateen—Hope for Children of Alcoholics* (B-3), have been completed and will be included in the next printing. The Committee reversed a previous decision to make minor revisions to *Alcoholism, a Merry-Go-Round Named Denial* (P-3). Instead they decided to leave the text as is, adding a new preface to place the pamphlet in historical perspective.

Clarification by the Executive Committee of approved revision definitions determined that Literature Committee II's planned revision of *Al-Anon's Twelve Steps & Twelve Traditions* (B-8) did not fit within the category of "Major Revision not requiring a

Conference motion." Therefore, the Committee presented a motion recommending a major revision of the book. This revision would not change the intent or purpose of the book, a basic, easy-to-understand primer on the Steps and Traditions.

In floor discussion of this motion, some Conference members questioned the need to continually revise materials and discussed the problems inherent when there are several different versions of a book in circulation. Others felt that stories needed to be replaced if they did not accurately represent a particular Step or Tradition. After considerable discussion, the motion carried. (See WSC Motion #7.)

The final phase of the literature inventory involves examining Al-Anon's pamphlets as a whole, looking for duplications or missing topics. As a result of this work, the

Committee presented three more motions to the Conference.

In reviewing *Al-Anon Sharings from Adult Children* (P-47) and *Al-Anon Is for Adult Children of Alcoholics* (P-52), the consensus of the Committee was that there was considerable overlap in these pamphlets. Seeing a need for a brief, inexpensive pamphlet to let adult children know they are welcome in Al-Anon, the Committee recommended to the Conference that *Al-Anon Is for Adult Children of Alcoholics* retain its title, but be rewritten as a public outreach service tool. (See WSC Motion #12.) They also recommended combining the best elements of both pamphlets for a major revision of *Al-Anon Sharings from Adult Children*. (See WSC Motion #13.) After discussion on the

Conference floor, both motions carried.

Many requests have been received at the WSO for material on the subject of grief and loss. The Committee felt the subject was underrepresented in our pamphlets and as a result presented a motion to the Conference seeking conceptual approval for a piece on grief and loss as they affect the families and friends of alcoholics. After considerable discussion, the motion carried. (See WSC Motion #14.)

The last two books assigned for review were . . . *In All Our Affairs* (B-15) and *From Survival to Recovery* (B-21). After study of input from the literature inventory, the Committee determined that both needed minor changes.



GROUP SERVICES

Group Services Committee

The Alateen Advisory Committee is a subcommittee of the Group Services Committee. Alateen safety issues continued to be a primary concern. The Committee discussed the need to set boundaries with Alateen Sponsors who were unwilling to resign when unacceptable behavior was displayed. Another important issue was how to increase awareness within the fellowship of the needs of Alateens making the transition into Al-Anon.

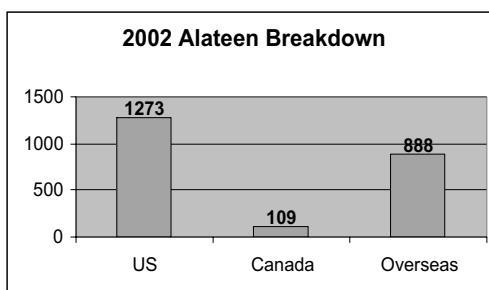
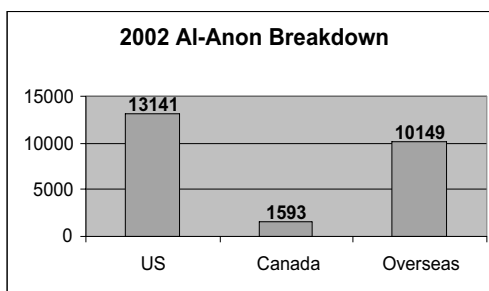
Alateen conferences continued to be the topic of much discussion and the consensus of the Alateen Advisory Committee was that they should continue. There were two recommendations made and passed on to the Group Services Committee:

- To firmly recommend that Alateen conferences be connected to an area in order to use the Alateen name; and
- To recommend that there be enforced requirements for Alateen conferences in addition to those set out in the guidelines, *Alateen Conferences* (G-16), *Area Conventions* (G-20), and *Alateen Safety Guidelines* (G-34).

The Group Services Committee met by teleconference call in March 2003 and discussed the two recommendations made by the Alateen Advisory Committee. After comments and discussion, there was general agreement and consensus that written safety measures for Alateen conferences needed to be placed in the Policy Digest section of the

Al-Anon/Alateen Service Manual and further discussed at the Group Services Committee meeting during the Conference.

When the Group Services Committee met at the World Service Conference (WSC) this year, it was presented with the handout showing the number of Al-Anon/Alateen groups worldwide.



One of the projects the Group Services Committee undertook in 2002 was the education of the fellowship regarding the Birthday Plan. As a result of this project, birthday contributions increased by \$5,000 in 2002, as

Jack S.,
Chairperson, Trustee

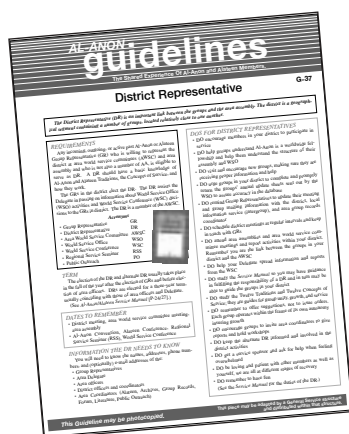
Dolores T.,
Associate Director of Group Services

Judy D.,
Alateen Advisory Committee Chairperson, Trustee

Barbara O.,
Associate Director of Member Services/Alateen



Celebrating with Gratitude



District Representatives Are the Group's Link to Worldwide Al-Anon

compared to the contributions of 2001. An article in the April 2003 *Inside Al-Anon Xtra* invited members to continue using the Plan envelopes. Delegates were also encouraged to take envelopes back to their assemblies.

The Committee also participated in the creation of the new guideline, *District Representatives* (G-37).

The Board of Trustees asked the Group Services Committee to generate a list of strategies to ensure Alateen conference safety. For each strategy, the Board wanted a list of positive and negative aspects. During discussion of the Alateen Advisory Committee's first recommendation (to withhold the Alateen name if a Conference is not linked to the area), four questions arose that generalized the Group Services Committee's concerns:

- Is this a suggestion in a guideline or a policy change?
- Would this affect just Alateen conferences or all events involving Alateen?
- What does it mean to connect or link to an area or areas?
- What happens if an Alateen conference uses the Alateen name but refuses to connect?

The Committee discussed each of these four questions.

Is this a suggestion in a guideline or a policy change?

The Committee discussed the various implications of this being put into a guideline, versus a policy or procedure in the Policy Digest section of the *Service Manual*. The current guidelines already have suggestions and yet safety problems continue to occur at some Alateen conferences. The Committee wanted a stronger statement made to the fellowship—something that could be enforced. It decided to recommend that “policies” be written for the Policy Digest.

What types of Alateen events does this cover?

The Committee briefly discussed this question and decided to focus only on Alateen conferences at this meeting.

What does it mean to connect or link to an area or areas?

The Delegate members of the Committee shared how their Alateen

conferences are linked to their areas. These included the following:

- Alateen conference planners and the Al-Anon area officers meet to discuss the Alateen conference.
- The chairperson of the Alateen conference sits on the area world service committee (AWSC).
- The area assembly approves the area Alateen conference guidelines.
- The Area Alateen Coordinator is a Conference Co-Coordinator.
- The Area Alateen Conference Liaison is a permanent area officer.
- The Alateen Coordinator sits on the conference board and has voice and vote.
- The area budget includes money for Alateen activities, round-ups, and speakers.
- There is an Alateen Sponsor Coordinator that sits on the AWSC.
- All area officers and Area Coordinators are asked to attend at least one Alateen conference during their term.

The Committee concurred with the Alateen Advisory Committee that the Alateen Conference guidelines need to be strengthened to include:

- Financial links
- Legal links
- Spiritual links
- Liability insurance
- Sponsor guidelines
- Behavioral guidelines
- Accountability to the area
- Medical care



What if the Alateen name is used but there is no link to the area?

The Committee felt strongly that legal action should be taken in these cases. However, before legal action would be taken, the Committee felt that appropriate members from the area would approach the conference organizers and ask them to follow the “policies and guidelines” for Alateen conferences.

The World Service Office (WSO) would take this action, rather than the area, since it is Al-Anon Family Group Headquarters, Inc. that holds the trademark on the Alateen name. This legal action could include sending a “cease and desist” letter to the conference organizers.

There would also be an exchange of information about Alateen conferences between the



Alateen Safety Is Our Job.

WSO and the areas, including areas passing on their conference guidelines to the WSO. The WSO is a clearinghouse for area guidelines.

The Group Services Committee is developing recommendations to strengthen safety at Alateen conferences to present to the Board.

2003-2004 Al-Anon/Alateen Service Plan

Does your district have a plan? The theme for this year's 2003-2004 *Al-Anon/Alateen Service Plan* (S-39) is "The District Game Plan" and it is full of helpful hints on how and where Public Outreach projects can be done. The graphics on the front cover depict the links of service and highlight a district with a list of fictitious group names. It illustrates the service structure and the importance of each group. The *Service Plan's* purpose is to help districts formulate a strategy for local Public Outreach.

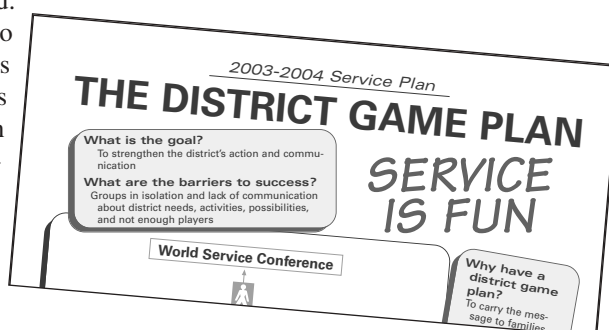
Does your district have a goal? Inside the *Service Plan* is a map of Anytown and it points out some of the many places groups and/or districts may choose to start their Public Outreach efforts.

On the back page, there is a list of ideas, topics, and projects for district meetings that will help the new District Representative get

started. Also listed are the resources and service tools produced by the World Service Office (WSO) that may be available at a local literature distribution center (LDC) or ordered from the WSO.

Each year members are asked to evaluate the *Service Plan*. Last year, over 30,000 *Service Plans* were distributed and less than 50 members responded. Delegates were asked to remind their area members to share their experiences with the *Service Plan* with the WSO by mail, fax, or e-mail. Lack of response from the fellowship will be an indication to the WSO that this tool is no longer needed.

Dolores T.,
Associate Director of Group
Services



Service Plan 2003

MEMBERSHIP OUTREACH

Admissions/Handbook Committee

The Admissions/Handbook Committee is a subcommittee of the Conference Committee and has 17 members, 11 of whom are Delegates. The Committee has two specific responsibilities relating to the World Service Conference (WSC). The first has two parts: to review and make decisions on all requests for seating non-voting participants at the WSC (see "Conference Theme and Opening Remarks") and to review requests to seat populous areas that want to divide at the WSC.

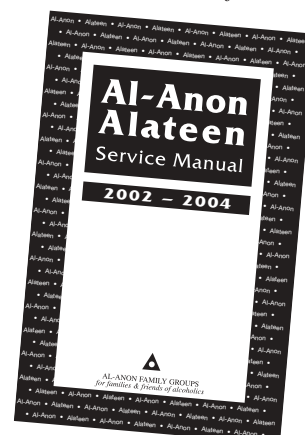
Its second responsibility is to make recommendations for changes to the World Service Handbook section of the *Al-Anon/Alateen Service Manual* (P-24/27). This year, as a result of a motion passed at the 2002 WSC, the Committee reviewed the current language in the Handbook to update its content

to accurately reflect the links of service and to make the Handbook text consistent with the new structure.

The Committee also discussed the pros and cons of alternate service positions in the service structure and whether they are needed. There was discussion of the financial impact those positions have on local treasuries. Since the Committee depends on feedback from the fellowship, Conference members were asked to encourage anyone who has served in an alternate position to send a sharing to the Member Services Department of the WSO.

Liz W.,
Chairperson, Trustee

Cynthia H.,
Associate Director of Membership
Outreach-Conference



*One Quarter of the Service Manual
Is Devoted to the World Service Handbook*

International Coordination Committee

Wilma K., /Gen B.,
Chairpersons, Trustees

Mary C.,
Co-Chairperson

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



IAGSM 2002—Virginia Beach

The 2002 International Al-Anon General Services Meeting (IAGSM) was held in Virginia Beach, VA, in October 2002. Three members of the International Coordination Committee (ICC) who attended shared key ideas from some of the IAGSM presentations.

Catherine J., the Delegate from Canada, reported on the topic “Alateen Is Al-Anon?” In highlighting this talk, she indicated many experiences were shared, and said, “What works in one situation does not necessarily work in another.” To cite an example, she told of one Delegate who said, “To attract young people you must be young yourself. To get Alateens, you need to be attractive to them and speak their language.” Another said, “Our Alateens asked a 57 year-old woman to be their Sponsor because of her spirituality and program.” She explained that, “It was thought that older Sponsors provide parental, emotional support for the Alateens that they are not getting in the alcoholic family. The other side of the coin was also presented. For some Alateens, the Al-Anon members reminded them of the non-drinking parent, who did nothing to prevent the alcoholic from drinking and being abusive. Sometimes, for those in Al-Anon, there are reservations and fears of being confronted with their own inappropriate behavior.”

Cecelia L., the Delegate from the US, in her summation on the topic “Seventh Tradition—Balancing Money and Spirituality,” shared, “To sit in that room and be a part of worldwide Al-Anon was truly an unforgettable adventure. As I listened to a Delegate share on the topic, I couldn’t help but identify as she quoted from the same literature, used the same slogans, and worked on applying the same Traditions in her own personal life. She quoted from *Al-Anon’s Twelve Steps and Twelve Traditions* (B-8). She used the slogan, “Let It Begin with Me,” as she looked at her own contributions to the group. She applied the Seventh Tradition to her own life as she realized that her group contribution had been an afterthought, taken

out of spending money and not something she had included in her budget. She decided to change that.”

Mary C., Co-Chairperson of the IAGSM, stated that when a Delegate shared on the topic “Anonymity—Not Invisibility,” she found it both interesting and rewarding. She indicated she was impressed when, during the presentation, the Delegate expressed her gratitude for the help and serenity she received from the program, which encouraged her to do Public Information service. The Delegate also indicated her group was well-grounded in understanding the importance of the Traditions, and she learned very quickly that Al-Anon is not invisible, but that anonymity at the public level is an important principle.

The spirit and excitement of the IAGSM was shared with Conference members during a slide presentation narrated by Chairperson Gen B. Conference members were able to see the smiling faces of all the participants.

There were four recommendations made to the Board of Trustees from the IAGSM:

Motion #1: That Colombia be admitted to the IAGSM as they satisfied the criteria for admission.

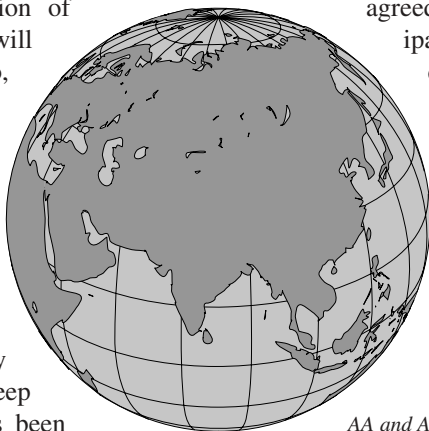
Motion #2: That the Board of Trustees of Al-Anon Family Groups, Inc., study the practicality and feasibility and impact of Spanish/English simultaneous translations of the general session/workshops at future IAGSMs.

Motion #3: That the International Coordination Committee explore other options of translation services other than simultaneous translation for the next IAGSM, aiming to solve the Spanish/English language problem in a low-cost, diplomatic way.

Motion #4: It was agreed with the support of substantial unanimity that the IAGSM be held in Brazil in the year 2004, and in the event of an emergency, the IAGSM would be held in the U.S.

2005 International Convention of Alcoholics Anonymous with Al-Anon Participation

The International Convention of Alcoholics Anonymous (AA) will be held in July 2005 in Toronto, Canada, and Al-Anon has been invited to participate in that event. A World Service Office Committee is working with AA's Staff Coordinator and Consultant to discuss the needs of each fellowship, such as proposed meeting space and hospitality needs, as well as the need to keep the programs separate. It has been



agreed that Al-Anon's participation will be limited to daytime meetings and workshops, and will follow the same model created for the 2000 convention held in Minneapolis.

Ric B.,
Chairperson

Marsha W.,
Convention Coordinator

Dolores T.,
Convention Co-Coordinator

AA and Al-Anon from Around the World will Participate

2008 Al-Anon International Convention Update

Al-Anon's Fourth International Convention with participation from Alcoholics Anonymous will be held in July 2008. In 2002, a request to submit a bid to host the Convention was sent to all areas. Twenty-two cities presented bids, including: New York, NY; Worcester, MA; Baltimore, MD; Honolulu, HI; Edmonton, AB; Vancouver, BC; San Jose, CA; Denver, CO; Albuquerque, NM; Seattle, WA; Portland, OR; Little Rock, AR; Omaha, NE; Quebec, QC; Columbus, OH; New Orleans, LA; Indianapolis, IN; Louisville, KY; Fort Lauderdale, FL; Tampa, FL; Pittsburgh, PA; and Atlanta, GA. Due to scheduling conflicts, four cities withdrew: Pasadena, CA; Rosemont, IL; Phoenix, AZ; and Oklahoma City, OK.

NOTE: After the presentations, the Committee had the unenviable task of narrowing the potential sites to three. The three sites chosen were Baltimore, MD, Pittsburgh, PA, and Vancouver, BC. In August 2003, the Site Selection Committee, made up of the Convention Planning Committee and a Board member, will visit these three sites to walk through the meeting facilities, meet with hotel personnel, and envision, in general, how the Convention would function in each place. Based on the findings, their recommendation will be sent to the Board of Trustees for approval.

Ric B.,
Chairperson

Marsha W.,
Coordinator

Dolores T.,
Co-Coordinator



2008 Is Gonna Be Great!



Regional Service Seminars (RSS)

"The RSS provides a first-hand opportunity for members and WSO staff to share experiences and discuss concerns involved with serving the fellowship." (2002-2004 *Al-Anon/Alateen Service Manual*, pg. 57)

There are a total of nine regions, three in Canada (Canada West, Canada Central, and Canada East) and six in the US (US Northeast, US Southeast, US North Central, US South Central, US Northwest, and US Southwest). Each year, three of the nine

regions, (two in the US and one Canada), hold an RSS. In 2003, those RSSs were held in the US Northeast, US South Central, and Canada West.

The US Northeast RSS was held in Wilmington, Delaware in March 2003 and had an attendance of 275. Members of the Host Committee for the US South Central RSS, sched-

Colleen R.,
Chairperson, Trustee

Mary Ann K.,
Director of Member Services

Service & Recovery



Hand in Hand

*US Northeast RSS,
Service & Recovery Go Hand in Hand*



Sooner with Service

Recovery—Sooner with Service



Swing into Service

uled for August 2003 in Tulsa, Oklahoma, selected the theme, “Recovery—Sooner with Service.” In the spirit of rotation, the Regional Trustee (RT) for Canada West has started the plans for the RSS to be held in November 2003, and will turn over the plans to the new RT, who was elected by the Board at its April meeting. The new RT will then “Swing into Service,” the theme of the RSS chosen by the Calgary, Alberta Host Committee.

This year, at the Conference “breakout” sessions, the main topic of discussion was early registration and how to encourage Al-Anon members to register before the cut off date. Host committees in every region as well as the World Service Office RSS

Committee emphasized the importance of early registration and asked the Delegates to carry the message to all RSS attendees to do so as early as possible. Hotels need to know how many people are coming to reduce the number of last minute changes. Early registration aids the host committee and the WSO planners in finalizing the program to better serve the fellowship as whole.

The RSS Committee formed an *ad hoc* committee to revise and update the *Regional Service Seminar Host Committee* guidelines. They hope to have the revisions completed by the end of 2003.

Site for 2004 World Service Conference

Cynthia H.,

*Associate Director of Membership
Outreach—Conference*

The search for a site to hold the 2004 World Service Conference (WSC) began immediately following the 2002 WSC. There are several factors involved in making the

decision, including availability of meeting space, cost, service, food, and the need for time to prepare financial reports.

After careful consideration of all the factors, the 2004 WSC will again convene at the Ramada Plaza Resort Hotel in Virginia Beach, VA, from Sunday, April 18, 2004, through Thursday, April 22, 2004. As part of the agenda, Conference members will have an opportunity to visit the World Service Office.



Site of the 2004 World Service Conference

Spanish Luncheon

Dolores T.,

*Associate Director of Group
Services, Moderator*

The Associate Director of Group Services welcomed and thanked everyone for attending this two-hour working luncheon. Her opening remarks celebrated that there had been an 18% increase in Spanish-speaking groups registered with the World Service Office (WSO) from 2001 to 2002. There were 413 active Al-Anon and Alateen Spanish-speaking groups in the World Service Conference structure. Last year’s dream materialized in four areas where there were no Spanish-speaking groups. Each now

has one group. Eleven areas doubled the number of meetings from one to two. The largest growth came in Arizona, which grew from 12 to 20.

To help with outreach to the Hispanic community, the WSO created “Spanish contacts”—members who have volunteered to communicate with groups and help them with WSO registration. It was stressed that these 18 contacts were not Coordinators. The WSO had telephone conversations with these contacts, who were eager to tell of their

Public Outreach work with members of these groups in hospitals and schools. Specifically, the contacts have visited groups, made presentations at assembly or conventions, and reviewed the list of registered groups in order to provide updates.

Next on the agenda, the Translations Manager reported on translations in progress and gave a graphic demonstration of the translation review process for the book, *From Survival to Recovery: Growing Up in an Alcoholic Home* (B-21). She shared that translation can sometimes be a challenge. She gave some examples of phrases in English and how some of the Spanish-speaking general service offices (GSOs) have translated them into Spanish. While something could be lost in the translation, it is her job to ensure that the literature carries the Al-Anon message.

The Associate Director of Membership Outreach—International reported on the growth of Spanish groups outside the US and Canada. There are 11 Spanish-speaking GSOs and there are a few more preparing to start structures. Also, an e-mail connection has been established with a service contact in Cuba, which has 30 groups.

After the reports, the Delegates were asked to share on how an English-speaking member can carry the message to Spanish-speaking communities, members, groups, and

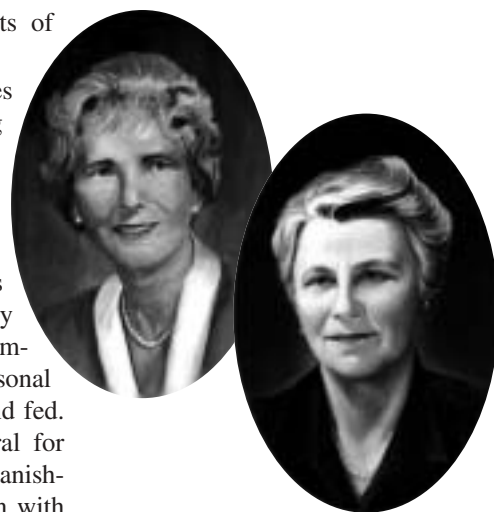
districts. The following are highlights of those sharings:

One of the major ideas the Delegates shared was that the Spanish-speaking community appreciates the Delegate's participation at their meetings. Most Hispanics understand English, but do not speak it well. However they will listen to every word the Delegate says and will have someone translate every paragraph. The important thing to remember is to show up and overcome personal barriers by being ready to be loved and fed. Family, religion, and food are cultural for Hispanic members; therefore attend Spanish-speaking meetings and events to listen with your heart.

Delegates reported that some areas have translation equipment and Spanish-speaking members attend the assembly. Having bilingual area world service committee members is an added bonus for some areas. Spanish-speaking meetings and workshops are held in the larger areas.

Delegates were reminded to try to understand the culture. Reach out to the Hispanic community where they are: in places like churches and clinics. Remember, it is the same disease in Spanish or any other language.

The luncheon closed with the Al-Anon Declaration in Spanish.



*Let It Begin with Me
Que empiece por mi*

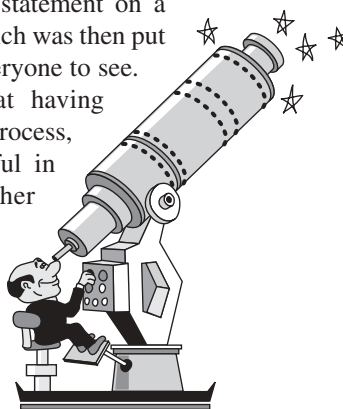
POLICIES AND PROCEDURES

Long-Range Study Panel (LRSP)

The Conference theme, "Change! Create New Possibilities," was especially appropriate for the Long-Range Study Panel (LRSP). In 2002, it was decided, on a trial basis, to change the meeting time for the LRSP. The meetings would be part of the agenda of the regular Board meetings. At every Board meeting, time would be set aside for conjecture and speculation on questions like, "What if?" or "What would happen if?"

At this year's Conference, the Chairperson of the LRSP shared the process for development of a vision statement. He cited the essay on leadership found in Concept Nine as a good reference. Since brainstorming is a great tool for planning for the future, he asked Conference members to gather in

small groups and share ideas on how to focus the energy of members in a single direction for the good of Al-Anon. From those ideas, they were asked to create a vision statement and to write that statement on a piece of paper, which was then put on the wall for everyone to see. Everyone felt that having been through the process, it would be helpful in sharing with other members on how to develop a vision statement for the area.



Skip A.,
Chairperson, Trustee

Mary Ann K.,
Director of Member Services

Policy Committee

Mary C.,
Chairperson, Trustee

Caryn J.,
*Secretary, Director of
Communication*

At the January 2003 meeting of the Policy Committee, a revision to the Suggested Al-Anon/Alateen Welcome was approved. The changes were sent to all Area Delegates and copies of the revised version will be included in a future mailing of *Inside Al-Anon Xtra* to all groups.

Another topic discussed at that meeting was Alateen safety. No resolution was reached. Discussions on this important issue will be continued. The Committee also provided feedback to the Board of Trustees on their suggested changes to the descriptive text of Concept Eleven in the *Al-Anon/Alateen Service Manual* (P-24/27).

At the World Service Conference (WSC), the Chairperson of the Committee submitted two motions for consideration, which would revise the text of the Policy Digest section of the *Service Manual*. Those motions were:

- To change the wording on page 76, under “Raffles/Lottery Tickets” to correct erroneous information and to acknowledge that Al-Anon has one purpose, not an “aim.”
- To change the wording on page 68 under “Locating Meetings” to add that local contact information is available on the World Service Office (WSO) Web site.

The first motion generated significant discussion among Conference members. This matter arose from a member request to use the words “primary purpose” rather than “primary aim.” As the Policy Committee reviewed the text, it determined that a rewrite of the entire paragraph was necessary. When the floor was opened for discussion, several members asked about fundraising and what qualifies under the guidelines provided in the *2002-2004 Al-Anon/Alateen Service Manual*. One member raised a concern about the limitations on fundraising and its dramatic impact on her area’s ability to financially support Al-Anon. Others asked about the nonmembers who attend an Al-Anon event, and whether they would qualify to purchase tickets. One member expressed concern about prizes being raffled and whether they needed to be made by Al-Anon members or if they could be commercial items. It was clear from the discussion that more time was needed to review this motion and the Chairperson tabled it, asking the Committee to consider the comments they

had heard. Later in the Conference, further discussion ensued and the motion carried. (See WSC Motion #5.)

There was no discussion from the floor on the second motion. The motion carried. (See WSC Motion #6.)

An Open Policy Committee meeting was held during the Conference so Delegate members could observe the Committee in action. The Chairperson welcomed everyone to the meeting and the Secretary provided the Committee with her report.

A letter from a Delegate pointed out that the correct name of the governmental entity that registers the Al-Anon “marks” is the “U.S. Patent and Trademark Office.” The current text on page 85 in the Policy Digest section of the *2002-2004 Al-Anon/Alateen Service Manual*, under “Symbols/Logos” does not include the words “and Trademark.” The floor was then opened for discussion. There being none, a motion was made and seconded, and with a show of hands was passed unanimously. It was later approved unanimously by the Conference. (See WSC Motion #8.)

A motion to add language to the existing text under “Alateen Groups” on page 66 in the Policy Digest section of the *2002-2004 Al-Anon/Alateen Service Manual*, under “Registration of Groups,” was presented. Every Alateen Sponsor, whether permanent or temporary, would be required to meet all of his or her area’s guidelines before a group could be registered with the WSO. The intent of this motion was to provide WSO support to area guidelines. Some of the positive aspects of this motion might include the creation of an atmosphere for more education and support for Sponsors, the ability of an area to make a commitment to promote Alateen safety, and to encourage areas to create their own safety guidelines.

The WSO procedure has been to register a group when a registration form was received. Over the past two years, there has been much discussion about areas creating their own guidelines and the WSO has encouraged areas in that effort. However, if Sponsors didn’t like the guidelines created by the area, they could send their registration directly to the WSO and bypass the area’s guidelines. Currently there is no policy that would keep the WSO from registering groups that do not abide by area guidelines. This motion would

be a major policy change. The discussion was clearly focused on Alateen safety and the need to strengthen the WSO position to better support the areas' efforts.

Other concerns were: the legal ramifications of this motion; since each group is autonomous, this motion could draw the WSO into area conflicts; if background checks were required, who would be privy to the information gathered on potential Alateen Sponsors and how would the information be kept safe; and what information would be provided to the fellowship. Further questions included how to implement procedures and who in the area would have the authority to sign the Questionnaire on behalf of the area.

It was not clear how this motion would affect existing Alateen groups, but it would apply to all new groups applying for registration.

Because of the number of unanswered questions and concerns, and the time scheduled to discuss them, the motion was tabled.

The Literature Committee II recommended rewording the version of "Just for Today" found in *Alcoholism, the Family Disease* (P-4) to be consistent with the *Just for Today* Al-Anon Wallet Card (M-10) and Bookmark (M-12). After a discussion concerning whether different versions were needed, the consensus was to make no changes to the existing versions.

PUBLIC OUTREACH

Public Outreach Committee

The Committee was informed that *Al-Anon Speaks Out* (S-18) was posted on the Web site in PDF format (in both US and Canadian versions) and has received approximately 13,000 hits. Additionally, the Membership Survey will be mailed out in June; as of April 2003, 538 copies of the Al-Anon Video (AV-31) had been sold; the "Corner" public service announcement (PSA) won a "Telly" Award; and as the result of a complimentary ad in a media publication, the World Service Office (WSO) received several calls from radio stations requesting interviews with the Associate Director of Public Outreach—Media and the Associate Director of Fellowship Communication—Literature II/Newsletters.



The Committee previewed the new African-American/Black outreach service tool, *Al-Anon Is For... African Americans...African Canadians...All People of Color* (S-68) and discussed possible avenues for its distribution. Copies of the pamphlet were distributed to Conference members during the Public Outreach Committee Reportback.

It was the consensus of the Committee to approve the recommendation of the Outreach

to Professionals Advisory Committee to retain the *Homeward Bound* (P-8) booklet, with a revised introduction and a subtitle that is more appropriate to the content, reflecting outpatient as well as inpatient treatment. The Committee will forward this recommendation to Literature Committee II.

The Committee also accepted the recommendation from the Outreach to Professionals Advisory Committee that the text from the discontinued pamphlet, *A Member's Guide* (P-34), be retained for development into a guideline for response to frequently asked questions from members who are either working with or are themselves professionals. Minor text changes were also approved for the *Help for Troubled Employees* (S-63) pamphlet, to heighten its appeal to Human Resource, Employee Assistance Professionals, and other workplace staff addressing employee concerns.

The Committee also considered a recommendation from the Literature Committee II to develop a service tool for parents and educators. It will continue to study the need for a piece of this nature, and asked for input from the Outreach to Professional Advisory Committee.

The Committee viewed the final version of the new 2003 PSA, "My Life," which was later shown to the full Conference, along with the coordinated poster. A majority of the concepts prioritized by the Committee were included in this PSA. A brainstorming

Skip A.,
Chairperson, Trustee

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

Gladys C., Chairperson,
Canadian Public Outreach
Committee, Trustee

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

Claire R.,
Associate Director of Public
Outreach—Professionals



session identified possible ideas for the next PSA. The list will be presented to our PSA vendor to develop into scripts.

Another brainstorming session clarified the various types of Public Outreach services: Outreach to Professionals, Outreach to the Public/Media, and Outreach to Institutions. New service guidelines will be developed to reflect all the opportunities for Public Outreach service in the fellowship today.

The Canadian Public Outreach Subcommittee, formerly the National Public

Information Canada (NPIC) Subcommittee, met for the first time using its new name to reflect its focus on Public Outreach in Canada rather than the NPIC office. Ideas for sustaining Al-Anon's new cooperative rapport with the Canadian Centre on Substance Abuse and communication with other national associations that attended the Canadian Family Recovery Lunch in Ottawa, Ontario, were suggested. Recommendations were made regarding Canadian exhibits at national conferences, PSAs, and expanding familiarity with the WSO Public Outreach Web site.



SELECTION OF TRUSTEES

Conference Committee on Trustees (CTT)

Mark H.,
Colorado, Panel 41, 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 Al-Anon in a changing world. As stated in the *2002-2004 Al-Anon/Alateen Service Manual* (P-24/27), on page 186, 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. . . . 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 and the Executive Committee for Real Property Management (ECRPM). This process follows a predetermined timeline. The Executive Director receives résumés by August 15th. They are then forwarded to the CCT members on or before September 1st. The candidates are scored on five pre-established criteria. The CCT members then submit their choices to the Nominating Committee before its October meeting.

Nominating Committee

Carolyn W.,
Chairperson, Trustee

Ric B.,
Secretary, Executive Director

The Nominating Committee met with the Conference Committee on Trustees (CCT) during the World Service Conference (WSC). The Chairperson explained the purpose and functions of the CCT and Nominating Committees. The ranking process of candidates for Trustees, officers,

and the 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 Board officers, at-Large

members, the staff member, and the 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 2003 WSC:

Trustee at Large:

Liz W., 2nd three-year term
Bidge B., 1st three-year term
Lynda E., 1st three-year term

Regional Trustees:

Cindy L., Canada East, 1st three-year term
Julie F., Canada West, 1st three-year term

Officers of the Board:

Cecelia L., Chairperson
Colleen R., Vice-Chairperson
Jack S., Treasurer

Executive Committee for Real Property Management:

Beth K., three-year term

The Board announced Executive Committee appointments for 2003-2004:

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

The Board announced Pat H., Chairperson—Executive Committee for Real Property Management.

Regional Trustee Nominating Process 2003

The process of selecting the Regional Trustee (RT) candidates for nomination at the 2003 World Service Conference (WSC) actually began a year ago.

Candidates from Canada East, Canada Central, and Canada West were selected at their area election assemblies. Their names were forwarded to the World Service Office by the Area Delegates prior to January 1, 2003. Once all the résumés were received, they were 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 Canada Central Nominating Committee decided not to propose a nominee this year. Areas within the region will be asked to submit résumés for possible nomination in 2004 for the balance of the three-year term.

The nominating committees for each region selecting an RT nominee are com-

prised this year of the following members:

- Delegates from each of the areas within their region;
- One other Delegate and one alternate from outside the region chosen by lot from among the first- and second-year Delegates;
- One Trustee and one alternate from outside the region, also chosen by lot at the January 2003 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. Following roll call for each of the three regions nominating RTs at the 2003 WSC, the nominating process proceeded. The names of a nominee for Canada East and Canada West were presented to the full Conference for affirmation.

Catherine J.,
Chairperson, Board of Trustees

Regional Trustee (RT) Candidate Selection Process 2004

“At the World Service Conference (WSC), three Regional Trustees are nominated by the WSC Nominating Committee, composed of the Delegates from the respective regions, Delegates chosen by lot from outside the

regions, and Board members chosen by lot.” (2002-2004 *Al-Anon/Alateen Service Manual*, p. 116).

At the 2004 WSC, Regional Trustee (RT) nominees will be selected from the US

Cynthia H.,
Associate Director of Membership Outreach—Conference

Northeast, US Southeast, and US North Central. This process began at the 2003 WSC during the regional service seminar breakouts, when the current RTs distributed packets to the Delegates from these three regions.

The RTs support the Regional Trustee Candidate Selection Process in three ways:

- They encourage Delegates in their regions to nominate qualified candidates from their areas.
- 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.

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,

2004. Failure to meet this deadline constitutes forfeiture.

In June, following the 2003 WSC, each 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 a 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 the name of a candidate for RT and, whenever possible, an alternate.

After January 2004, when all résumés have been received, the profiles will be mailed to WSC members for examination prior to the 2004 WSC.

The following WSC first- and second-year Delegates were selected by lot from outside the regions to participate in the RT nominations for the US Northeast, US Southeast, and US North Central:

<u>REGION</u>	<u>VOTING</u>	<u>ALTERNATE</u>
US Northeast	Harriet F., Panel 42, NF/LB Carol F., Panel 43, MN (S) Stuart M., Panel 43, FL (S)	Geri H., Panel 43, OH Carol V., Panel 42, IA
US Southeast	Ruth H., Panel 43, MB Geri H., Panel 43, OH Mary K., Panel 43, KS	Fran K., Panel 43, IL (N) Harriet F., Panel 42, NF/LB
US North Central	Bev A., Panel 42, NE Sarah P., Panel 42, AK Mary K., Panel 43, KS	Dru S., Panel 42, MO Sharon S., Panel 42, UT

At the January 2004 meeting of the Board of Trustees, three members of the Board and two alternates from outside the regions will be selected to participate in the voting.

Triennial Report on Real Property Ownership

Cecelia L.,
Treasurer, Trustee

In 1994, the World Service Conference (WSC) passed Motion #12, which empowered the Board of Trustees to purchase real property for Al-Anon Family Group Headquarters, Inc. for a trial period of fifteen years and contingent on several conditions.

One condition set forth in the motion was that, during the trial period, the Board of Trustees would “establish a subsidiary corporation or a separate Executive Committee in order to insure that the management of the real property be done in a prudent manner and not interfere with the day-to-day operations of the spiritual parts of the program,

i.e., service to the groups, individuals, or Al-Anon as a whole.”

To fulfill that condition, a motion to create the Executive Committee for Real Property Management (ECRPM) was approved on a trial basis by the WSC in 1995. A separate committee was preferred for its simplicity and for the fact that it would not require additional filing with the Internal Revenue Service. The ECRPM was established to oversee the management of real property in order to separate property maintenance and management from the day-to-day operation of the Al-Anon fellowship. It consists of three at-Large Al-Anon

members, the Chairperson of the Budget Committee, and the Director of Business Services. Its first meeting was June 15, 1996, and it has met twice a year since.

Another condition contained in the motion to purchase real property was that the Board of Trustees would “report triennially as to the financial feasibility of the ownership of real property, the compliance with the spirit and letter of this resolution, and the negative impact, if any, that the purchase of property has had on the fellowship as a whole.”

The Board of Trustees reports the following:

1. Has ownership of property been financially feasible?

The Board of Trustees reports that ownership of property has been a good step financially. Al-Anon Family Group Headquarters, Inc. received tax-exempt financing and thus a lower rate of interest due to its non-profit status. A savings of at least \$550,000 a year has been realized by owning property in Virginia versus leasing it in New York. The gap between ownership and leasing is expected to widen as costs of ownership decrease and costs of leasing increase.

2. Are we complying with the spirit and letter of the resolution?

The Board of Trustees concerns itself with ownership of real property only to the extent

that it insures that the ownership of real property is financially feasible and that the spirit and intent of the Steps, Traditions, and Concepts of Service are maintained. The Board reports that with the management of the property being the business of the ECRPM, the property management is kept separate from the primary spiritual aim of Al-Anon Family Groups. The Executive Director is able to focus entirely on assisting the groups in the primary spiritual aim of Al-Anon—helping families and friends of alcoholics. The need for staff to be concerned with the frequent search for office space and to deal with the day-in and day-out maintenance of commercial property has been eliminated.

3. Has there been any negative impact on the fellowship as a whole?

After reviewing the six years of real property ownership, the Board of Trustees has no negative impact to report. The ECRPM is a committee separate from all other committees. It is separate from the work and business of the World Service Office, and in turn, the primary spiritual aim of the fellowship. This real separation is what allows ownership of property to function as well as it does.

Report on Electronic Communication

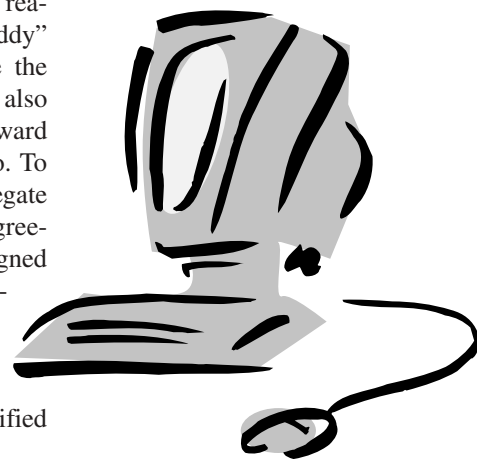
In 1996, when the World Service Office (WSO) moved from New York, NY, to Virginia Beach, VA, it started using electronic communication. Since June of that year, more of the fellowship has communicated electronically, specifically through e-mail, with the WSO. Since some members have problems with this form of communication, and some have no computer at all, the WSO chose not to distribute any information or materials via e-mail because it would not allow all members involved in service to participate at the same level.

Recently, however, the requests for materials via e-mail have increased, which prompted the WSO to investigate ways to implement this form of communication. This year, it was decided that, “We are moving forward.”

The WSO began testing by sending minutes, agendas, and attachments to the Execu-

tive Committee and the Board of Trustees. The next level will be to communicate with the Delegates electronically. Delegates who have a computer available and are able to, will receive e-mail and attachments directly from the WSO. Delegates who do not have access or do not wish to, for whatever reason, will select an “e-buddy.” An “e-buddy” is a person who will agree to receive the Delegate’s e-mail and pass it on. They also agree not to read it, communicate, or forward the information unless directed to do so. To implement this procedure, both the Delegate and the e-buddy must sign a one-page agreement and provide it to the WSO. The signed agreement will allow the WSO to communicate information and materials via e-mail to all Delegates. For this process to work, it is imperative that the WSO be among the first to be notified whenever an e-mail address changes.

Ric B.,
Executive Director



SPECIAL PROJECT PRESENTATION

*WSO Trustees, Executive Committee,
and staff*



Ears on Down the Road

At its meeting in January, the Board of Trustees approved what it called a “Special Project,” a one-time budget expense for outreach purposes. An overview of the project was presented to all the Conference members in the form of a musical skit featuring a cast and chorus of Trustees, Executive Committee members, and World Service Office (WSO) staff. The skit gave the rationale and spirit of the project, and was created to help Delegates present the project to their areas.

The skit introduced Dorothy, a Group Representative who just wanted to help her home group. At her area assembly she met the Scarecrow, Tin Man, and Cowardly Lion. They all wanted to reach out to other families and friends of alcoholics, but didn’t feel they had the brains, heart, or courage to do so. Thinking that the WSO could do it for them, they prepared to “ease on down the road,” when they were intercepted by Glinda, the Good Delegate. Having just returned from the World Service Conference, she clarified the role of the WSO as a clearinghouse of information and support. She then described the new “Special Project” and assured everyone that they indeed had the brains, heart, and courage to carry it out, with the WSO giving support. Dorothy was comforted to hear

that the project would give her group the opportunity to be a part of the process. Glinda then encouraged everyone to wear a colorful set of ears to demonstrate the commitment of the WSO to listen to the areas. The cast and chorus left the room singing, “Ears on Down the Road.”



This was followed by a more detailed explanation of the project and the opportunity for Delegates to ask questions. The ultimate goal of the project is to energize the areas into service by asking them to create an area-wide Public Outreach project. If selected, the WSO will send one volunteer (a Board or Executive Committee member) and one staff member to attend the area’s assembly. There will be no expense to the area for these WSO members’ visit.

There will be a total of three drawings. The “ticket” for entry in the drawing is a one-page form detailing the outreach project. This form must be submitted in a timely manner in order to qualify. In July, eight areas will be randomly selected to be part of the project. The other two drawings will be in September and November. There will be a total of 25 areas selected to participate in the project.

The WSO will contribute up to \$1,200 of existing literature and/or materials to help the area carry out its project. The WSO is asking that the area provide a minimum of an hour-and-a-half on the agenda at their assembly for the two WSO participants to tell their personal stories, for WSO face-to-face interaction, and personalized project support.

Delegates were given a copy of the skit, a written description of the WSO’s commitment, and the requirements for area involvement, including that district representatives and group representatives make a five-minute presentation at their group/district meetings. The areas will be asked to provide the WSO with an evaluation of the overall project and how they measured the project’s success.

DIRECTORS’ PRESENTATION: PRUDENCE IN ALL OUR AFFAIRS

Ric B.,
Executive Director

Caryn J.,
Director of Communication

David Z.,
Director of Business Services

Mary Ann K.,
Director of Member Services

Each year the Directors select a topic they believe is important to discuss with Conference members. This year the focus was on the idea of prudence as discussed in the General Warranties of the Conference. Some of the lighter moments were spent looking at actions demonstrating a lack of prudence.

A tug-of-war demonstrated how extreme positions could pull a group off-center. Next

they presented a fictitious assembly discussion, where two assembly members in extreme positions argued about whether the World Service Office should sell trinkets. A third member, as the Area Chairperson, contributed to the confusion. Periodically the Executive Director, serving as a moderator, would step in and point out where each participant was adding to the chaos of the dis-

cussion. Showing the head of last year's "Gorilla of Change" was a reminder for the Conference members that the gorilla promised that if he wasn't dealt with, he would be back.

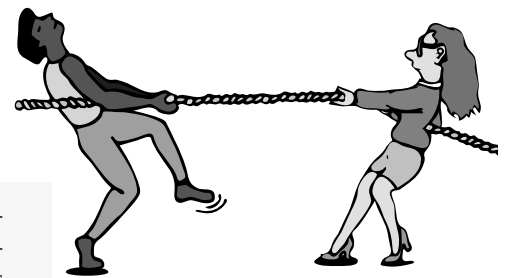
An outline titled "Dialogue to Resolution" was given to Conference members as a possible model for prudent behavior and the Executive Director reviewed each item as part of the process for getting things resolved. Then Conference members participated in smaller breakout sessions and used the ideas in the "Dialogue to Resolution" to frame their discussions.

After the breakout sessions, Conference members returned and shared how they had used the resolution and discussion method to resolve a conflict. Most felt that the exercise was helpful and provided them with some personal insights into their ability to effectively resolve conflict. Some who were asked to moderate the sessions realized that facilitating meetings was not a natural skill and they had to learn how to quiet a potentially volatile situation. One of the keys to implementing the process is to be sure that the minority opinion is heard. One moderator made a point of giving everyone an opportunity to speak. Those who had previously been silent brought some great new ideas to the table. Another recognized a need for instant solutions and realized that there is value in taking time for the process. Many

were thankful for a new tool to help them deal with conflict in their areas.

In the "Al-Anon's Twelve Concepts of Service" section of the *Al-Anon/Alateen Service Manual*, on page 194, it states,

"All the Warranties counsel prudence—prudence in personal relations, prudence in money matters and prudence in our contacts with the outside world about us. For Al-Anon, prudence is a middle ground, a channel between fear on the one hand and recklessness on the other. Prudence creates a climate of harmony, effectiveness, and consistent spiritual progress. These Warranties express the wisdom of taking thought for the future based on lessons of the past. They protect us against needless errors and the natural human temptations of wealth, prestige and power. The Conference above all should feel bound by the Traditions. Indeed the Conference is named 'the guardian of the Traditions.' The Traditions, which express the principles and attitudes of prudence, set the pattern of unity and of function which our World Service Conference is expected to exemplify."



Fear and Recklessness—Extremes Off-Center



*If You Don't Deal with It,
the Gorilla of Change Always Returns*

PUBLIC OUTREACH PRESENTATION:

"OUTREACH TO TREATMENT CENTERS, AL-ANON'S BREAD AND BUTTER"

Every three years since 1984, the World Service Office (WSO) has conducted a random survey of the fellowship. One question asked is to identify the professional who had the most influence on their decision to attend their first Al-Anon or Alateen meeting. Treatment centers have long been the second largest source of these referrals. As a result, they have been the logical place for much of our outreach work done to date. However, due to the shift from inpatient to outpatient care and the decline of family programs, information provided to families of alcoholics has been reduced and referrals have decreased.

Al-Anon, too, has experienced changes over the years. The number of institution

meetings for newcomers registered with the WSO has declined dramatically from 300 groups in 1996 to ten Al-Anon and three Alateen groups in 2003. Our 1999 Membership Survey showed that 82 percent of the Al-Anon members are now employed. This has had a significant impact on the number of volunteers available to conduct meetings for newcomers at treatment centers.

While Al-Anon's purpose and message of hope and recovery are the same, adjusting to and embracing change is now our challenge. We need to renew our outreach to treatment centers by modifying our strategy to encompass both inpatient and outpatient care. Providing basic Al-Anon/Alateen materials,

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

The Bottom Line is that We "Knead" to Reach Out!



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Al-Anon Family Group
Headquarters, Inc.

contact information, and meeting schedules to professionals at facilities can do this. In this way, families and friends of alcoholics can be directed to Al-Anon meetings in their community.

"Bread and butter" was used as a metaphor for the source providing many referrals to Al-Anon. The presentation started with each Conference member being given a small bag that con-

tained several different kinds of bread. It was used to demonstrate that even though bread is bread, there are different kinds and meals are more interesting when we try a new kind of bread. We can also change to a different kind of spread for our bread instead of always using the same type of butter. Even though we may have been reaching out to the same professionals in the same way, it is possible for members to reach out to different kinds of professionals ("bread"), using a different kind of "spread" (approach) for their outreach work.

A PowerPoint presentation provided members with several new ideas on how to reach out to the professional community at treatment centers, which are our "bread and butter." Delegates were provided with packet of information, which contained a hard copy of the presentation as well as a listing of contact information and the types of treatment being offered by facilities in their area. A questionnaire was also included, designed to seek input from Delegates about the feasibility of an area public outreach project and the challenges they may face in reaching the facilities in their area. A second questionnaire was provided for distribution to area members and trusted servants with the goal of assessing the possibility of public outreach to the treatment centers in their district or local community.

The Conference members were urged to go back to their areas and encourage the local members to reestablish connections with treatment centers and their professionals who work with the families and friends of alcoholics, our "bread and butter" resource for newcomers. The presentation ended with the reminder that, "If we don't do it, we're toast!"

BOARD PRESENTATION: "TALKING WITH THE DELEGATES"

At the 2002 World Service Conference, the first session of "Talking with the Delegates" was held. The Delegates broke into eight small groups, each with two Trustees, one acting as the moderator and the other as recorder. The Delegates were asked to brainstorm what they thought was the most important issue facing Al-Anon in the future. When the results of those gatherings were tallied, every group mentioned Alateen in some form or another.

As a follow up to that session, the Board decided to "Talk with the Delegates" again this year, with Alateen as the focus. They posed the following questions:

1. Are Al-Anon Family Groups a resource for the whole family? In what way?
2. Are Al-Anon members willing to embrace the Alateen program? If yes, how do we do that? If not, are we going to serve them?

3. What are some practical matters that can and should be dealt with?
4. If guidelines are only shared experience, can we and should we set "rules" that are to be enforced? Give some examples.
5. If decisions are made based on today's discussions, what would you need from us, the WSO, to support/help you to carry out/communicate these decisions in your areas?

The following ideas were generated as a result of those breakouts:

- Al-Anon participation in Alateen events is important
- Have structured guidelines we could enforce
- Every Alateen group would have two Sponsors
- Without two Sponsors, Alateens go to the Al-Anon meeting.

- Al-Anon provides the tool box but it needs to be used
 - Need to connect Alateen groups to Al-Anon groups so Sponsors can be supported
 - Do a survey to determine why there is no support and/or Sponsors
 - Provide strong support materials, perhaps a video for professionals with workshops to back them up.
 - Strong WSO support for the area
 - Keep the focus on the whole family, where it should be
 - Reevaluate the Al-Anon and Alateen structure; how did it become “us and them”
 - More communication from the WSO; WSO help members gain credibility with national agencies, abuse centers, policy, like what was done with the luncheons
 - Need to deal with background checks, on-line meetings, behavior inside regular meetings, Sponsor training and workshops
 - Legal protection by the WSO
 - Problem with Sponsors getting too close to children
- The Board will use these responses in their deliberations and planning.

PUBLIC SERVICE ANNOUNCEMENTS (PSA)

The new public service announcement, “My Life,” was shown to the Conference, along with the coordinated poster. The campaign shows a variety of ages, genders, and ethnicities, and a range of relationships to the alcoholic.

The “My Life” campaign and information was distributed to the Delegates, along with a VHS tape. This year, there is only one Al-Anon/Alateen PSA. There is a 60-second length in English, Spanish, and French. This is in addition to the 30, 20, 15, and ten-second spots in English, and the 30 seconds spots in French and Spanish; all have been tagged with “Al-Anon/Alateen can help.” This will give stations more opportunities to air it. There will be one World Service Office (WSO) distribution of radio PSAs in June and one distribution of television PSAs in September. Posters are available in all three

languages. The new table display is available in English only. There are still some table displays available in French and Spanish from previous campaigns: “Suffocating,” “Why Be Alone,” and “Tornado.”

This year, there will also be a print PSA campaign. The WSO will be sending print PSAs to national publications through our vendor. The ad slicks will be available to areas and districts.

All Conference members were asked to educate their areas regarding the PSA distribution process.

This summer, Area Delegates and Public Outreach/Information Coordinators will receive a packet with all the details of the “My Life” campaign for distribution to the local service committees.



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

PUBLIC OUTREACH DINNER

Conference members were asked a series of questions, which involved standing up and sitting down in order to respond. “Stand up if your area has mountains. Okay, sit.” “Stand if your area grows wheat. Sit.” “Stand if your area has therapists” (everyone stood). “Stay standing if your area has television stations,” and so on. Finally, all were asked to sit down if their area could do Public Outreach.

This visual demonstration illustrated that

regardless of the unique qualities in each area, all areas can use Public Outreach tools to carry the Al-Anon message. While there are numerous Al-Anon/Alateen service materials, the Public Outreach presentation focused on specific tools and types of outreach. These included: the World Service Office (WSO) Public Outreach Web site for newcomers and professionals; outreach to professionals and associations on a national

Caryn J.,
Director of Communication

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

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

level; the media, posters, and the new video; and Area Coordinator mailings. Although outreach strategies vary in each area, Al-Anon's message is the same. Members were visually and literally shown that "one size does not have to fit all."

A puzzle analogy was used explain how information flows from the WSO Public Outreach Department to Area Public Outreach Coordinators, who in turn pass the information on to Al-Anon information services (AISs) and District Representatives (DRs). DRs then communicate the information to Group Representatives (GRs), so ultimately the groups and members are informed. Throughout this process, Delegates are vital in providing support for their Coordinators. However, it is the members' willingness to implement Public Outreach projects that make outreach happen on a local level.

Conference members were reminded that *The Best of Public Outreach* (P-90) workbook is now available in three languages—English, Spanish, and French. This service workbook provides members with ideas and ways to form a service committee that will help get our message to newcomers, professionals, and the general public. With over 100 projects to choose from, *The Best of Public Outreach* workbook also demon-

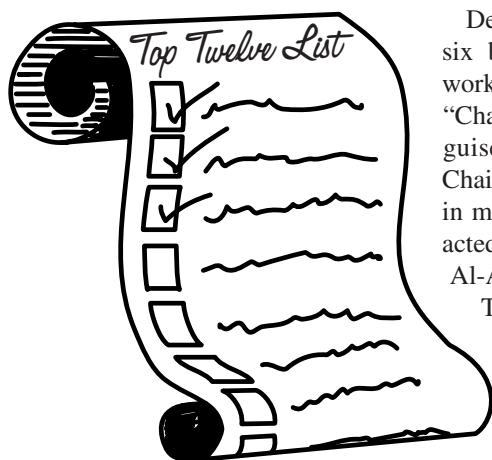
strates that no two projects have to be identical or used repeatedly, because there may be more "bests" yet to come.

Conference members' attention was then shifted to a large, abstract map of the US and Canada designed for this presentation. They were asked to observe that there were no boundaries or limits for Public Outreach and to think of the US and Canada as "one" when it comes to doing Public Outreach projects. However, they were also asked to know the internal boundaries and limits of their areas. By "knowing" their area's abilities, willingness, characteristics, and resources, unity in Al-Anon's Public Outreach activities can be created and may flourish. A third puzzle poster titled, "kNOw boundaries, kNOw limits" further illustrated the link between Public Outreach activities and the diversification of our fellowship.

Canadian Delegates were asked to think in terms of English and French. US Delegates were asked to think in English and Spanish. All Delegates were asked to return home and make themselves available as a resource for their Area Public Outreach Coordinators, districts, and Al-Anon information services.

So, if your area will do Public Outreach the coming year, stand up!

CONFERENCE WORKSHOP: CHANGE! CREATE NEW POSSIBILITIES



Delegates from outgoing Panel 41 chaired six breakout sessions for the Conference workshop that focused on this year's theme, "Change—Create New Possibilities." In the guise of District Representatives, the Chairpersons visited Conference members in mock group meetings where participants acted out the roles of four fictional types of Al-Anon groups—the Reluctant Group, the Twisted Servants, the Responsible Group, and the Trusted Servants. Conference members delivered exaggerated but believable dialog from the suggested script, giving examples of things that reluctant, twisted, responsible, or trusted servants might say during a group meeting. Their role-playing set the stage for a creative dis-

cussion about service positions. Participants experienced a transformation from frowns and moans to giggles, laughter, and wisdom. In their own creative ways, participants reenacted the transitions that many members experience as they come to understand what makes volunteer service so rewarding in Al-Anon. Each workshop explored the possibility of changing some of our service positions as listed in the Al-Anon/Alateen Groups at Work section of the *Service Manual*. The final exercise for individual sessions was to produce a top twelve list of service roles and responsibilities that help make an Al-Anon Family Group healthy and responsible. All Conference members received a copy of the workshop script to take back to their area.

BOARD PRESENTATION: CORRECTIONS TO AL-ANON'S LEGACIES

In preparation for production of the new Legacy Poster Set (M-75), the World Service Office (WSO) staff discovered that certain typographical errors had occurred over the years in printing the Steps, Traditions, Concepts of Service, and General Warranties in our literature. No documentation was found to indicate that the World Service Conference (WSC) had approved any of these changes. By Conference motions in 1967 and 1979, any change to any of the Three Legacies requires the approval of three-fourths of the Al-Anon groups worldwide.

The Board was informed of this discovery and after much discussion felt it was necessary to advise the Conference of their findings and ask for direction on the appropriate process for addressing this issue. A PowerPoint presentation was given to the Conference members showing the discrepancies in some of the wording and punctuation of the Legacies. A brief history of the discovery process was also given.

The discussion on this topic centered on Concept Eleven and the change that had occurred sometime between the 1970 and 1973 printing of the booklet, *Al-Anon's Twelve Concepts of Service*. In the latter printing, a change was made from "selected" committees to "standing" committees. For the Board to make an informed decision, it needed to know the definition of "selected" and "standing." The definition of "standing committee" used by the Board in its discussions was any committee listed in the By-Laws and considered a permanent part of the organization. The definition of "selected committee" used was any committee created from time-to-time to fulfill certain tasks in the organization.

The Board also looked at the By-laws of Al-Anon Family Group Headquarters, Inc., for an indication of the intent of the founders regarding committees and it was determined that only the Executive, Budget, Policy, and Nominating Committees fit the definition of "standing committee," while all other committees fit the definition of "selected committee."

After the presentation and some discussion, the Board recommended a motion that the next printings of all of Al-Anon's literature revert to the text as it was originally printed and documented by research from the WSO. There was further discussion about whether a motion to correct these changes that were not authorized was necessary.

One Delegate reminded everyone that the current language had been used for more than 30 years, and that change does not come easy for the fellowship. He suggested that a motion might be necessary, so that a "paper trail" of the issue would be available. He was also concerned about future discoveries and the handling of them. As a result, there was a consensus that a motion was necessary. Later in the Conference, a motion was presented, seconded, and carried that future printings of the Legacies would return to the text as originally printed. (See WSC Motion #9.)

The Delegates thanked the WSO for bringing this important discovery to the floor for discussion. They also asked that the WSO provide them with as much documentation as possible to convey the correct message to their membership. (See Appendix.)

Catherine J.,
WSO Trustee

BOARD PRESENTATION: PROPOSED DESCRIPTIVE TEXT CHANGES TO CONCEPT ELEVEN

Catherine J.,
Chairperson, Trustee

Last year, the 2002 World Service Conference (WSC) approved the Board's implementation of the new Committee structure of the World Service Office (WSO), which had been used on a trial basis for six years. Since then, the Board of Trustees, with input from the WSO Policy members, has been reviewing the descriptive text portion of the Al-Anon's Twelve Concepts of Service section of the *2002-2004 Al-Anon/Alateen Service Manual* (P-24/27) to assure that it reflects the new structure.

Reviewing the text and considering which portions need revision has been a long, ongoing process. The text describing Concept Eleven, which details each committee, will require the most changes. In order to keep

the Delegates apprised of this work and invite input, the Board distributed a handout of the current proposed text. This was the first draft of a document that will go through many changes before it is presented in final form for a vote. Members were told that certain minor changes, such as capitalization, were in keeping with the WSO style sheet, and did not change the substance of the text.

The Board Chairperson and the Conference members reviewed the handout, change-by-change. Time was allowed for discussion and comment. All suggested changes from the Delegates were noted and will be considered by the Board. Delegates were encouraged to take the information back to their areas for discussion and explanation.

CHOSEN AGENDA ITEMS

Chosen Agenda Items Process

Prior to the World Service Conference (WSC), members were invited to submit questions of a general nature regarding topics pertaining to Al-Anon worldwide. The questions were then combined into a single document and provided to Conference members at registration. All Conference members were asked to vote for the three questions they felt were most important to the fellowship at this time.

The four topics that received the most votes were discussed by the full Conference in open floor discussion sessions. Mod-

erators were selected by drawing names from a hat. To insure that the topics were handled without bias, the person who submitted the topic could not be the moderator of the discussion.

Remaining topics that received at least five votes were discussed in small group workshops and results were reported back to the Conference. Those questions receiving fewer than five votes are answered in this *Conference Summary* under the section titled, "Ask-It-Basket."

Chosen Agenda Item No. 1: Action Committees

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

- What are some ways to improve participation by members on an action committee?
- What are the future plans or goals of the action committee?
- What is the experience of other areas that have instituted the new structure regarding the role of the Area Coordinators with regards to action committees?
- Do Coordinators report to both the assembly and a particular action committee?
- How is this all working together?

Action committees are the result of the efforts of a Delegate who wrote to the World Service Office (WSO) looking for creative ways to do Public Outreach and to encourage the area to become more active. From the information received, the Delegate created the idea of action committees. The success her area had with them encouraged other areas to adapt it.

The action committees at assemblies are frequently patterned after the departmental structure at the WSO: Public Outreach, Membership Outreach, Group Services, and Fellowship Communication. The number of committees in an area may vary from three to five.

Some areas have Coordinators chair the action committees. In others, the Coordinators are members of the committees. Area Chairpersons make committee assignments in some areas while the Alternate Delegate organizes the committees in others. Delegates suggested that the most important criteria for Committee Chairpersons is their leadership ability. Some areas assign District Representatives (DRs) and have the Group Representatives (GRs) of the district stay with them. Other assemblies have random assignments of DRs and GRs.

Action committees, as well as Coordinators, usually report to the assemblies. Many areas reported that the Coordinator brings project information received from the WSO to the assembly and meets with the committee members. They brainstorm and exchange information in the morning and report back to the assembly in the afternoon. The report then is printed in the area newsletter. One area reported that, with the implementation of the action committees, the Coordinators were no longer working on projects by themselves. As a result, projects were getting completed.

Other ideas shared by the Delegates that help their committee process run more smoothly were:

- Elect a recorder and have the recorder report to the assembly
- Create a mission statement to focus the committee on a goal and to avoid duplication of projects
- Share project ideas from *Area Highlights* by passing them on to the appropriate Committee Chair
- If time allows at the end of the area world service committee meeting, divide into four groups to decide what project to pursue so that members have time before assembly to focus
- Give action committee reports only at area world service committee meetings

Delegates report that action committees have created more enthusiasm at assemblies and other meetings. With smaller, more focused committees, volunteers are more willing to help.

Chosen Agenda Item No. 2: Diversity

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

- How can we support and increase the number of Al-Anon groups in non-white communities?
- How can we inform minorities in mainly white communities that there is help for them in Al-Anon and that they are welcome?
- How can we as members of Al-Anon keep things fresh and open to various cultures?
- How can Al-Anon attract those in rural cultures into regular meetings, as small town anonymity may be a problem?
- What are some ways to approach different nationalities, being sensitive to their cultures, as far as setting up/starting groups in their language?
- In the AA community in our particular area, there are a large number of Black members of AA, but in Al-Anon, Black members are rare. What is the problem and what can we do to attract Blacks to Al-Anon?
- From a cultural point of view, what do the English-speaking Al-Anon groups need to know to help facilitate the starting of new groups in the Hispanic community?
- How does Al-Anon deal with prejudice?

The members who spoke to this issue reflected the diversity of our fellowship. Several spoke about the importance of educating members that we are diverse, not different. Others shared that our diverse backgrounds and aspects of our lives can affect how we reach out to people in the program. It also affects how newcomers may respond when approached by another member. One Delegate shared that a Russian group in the area felt uncomfortable meeting in a church or senior center. They now meet in a civic center and seem to feel more comfortable there.

Anonymity can be a problem for some newcomers. It was suggested that the World Service Office stress more strongly in its press releases that anonymity is part of the foundation of our program. If potential members understand before they come that their identity will be protected, they may be more likely to walk through the door. Once they come through the door, we can help them through their fear by being comforting, open, and welcoming.

One way to reach out to all communities is to go where they are. One Delegate shared that her area participates in many Native American events. Another met with the staff at a casino on a reservation. Before leaving, a meeting was in the planning stage. At the first meeting, 14 people showed up, and some had driven an hour to get there. Her conclusion was that “we have to go to them. We can’t always expect them to come to us.” Someone else commented that, “We need to be ourselves and be honest. Newcomers struggle and it is important that they see us struggle too.”

One Delegate noted that men are a minority in Al-Anon. He

felt that everyone came to the program with the same feelings and we need to be sensitive to those feelings. He observed that we all learn, act, and listen differently.

Not everyone felt that “labeling” was the best way to include others. One Delegate felt that focusing on one group over another amounted to labeling that excludes people and separates us. “If there had been a label on the door when I got here, I wouldn’t have come in.”

Translation problems can be a way of unintentionally excluding new members. One member shared the reason she learned English was so that she could go the district meetings. “Even though we are diverse, we all suffer from the same illness. If we let people know that our literature is in many languages, they may come to understand our diversity.”

One member shared that, “At first, I was the only Native American in the meeting. I stayed because they said keep coming back. I heard their pain and that helped me keep coming back.”

Another member reminded us that this topic is about the communication people receive before they attend the meeting, and how we attract someone to the meetings. He shared that he had been invited to speak at a treatment center sponsored by the state, in a primarily African-American area. It was a way to reach out and share the program.

Chosen Agenda Item No. 3: Group Problems

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

- How are different states handling liability insurance for their individual Al-Anon groups?
- How do groups handle disruptive members of a group?
- What can be done to encourage more people to get sponsors and help more people feel comfortable being a sponsor?
- How do you handle a group who does not elect a Group Representative (GR)?
- Groups are not studying the Steps and Traditions. How do we get them to focus on solutions, not on the problems, and to know that solutions are found in the Steps and Traditions?

One Delegate shared that the area had insurance that covered all functions for all groups, but for the past two years, the area has not been able to get any insurance that extended to the groups. She reminded us that in keeping with the Seventh Tradition, the groups take care of themselves. “When groups have come to us for answers, we have suggested that they contact their meeting facility and see if a rider can be added to that facility’s policy. If that’s not possible, it may be necessary to find another meeting place.” Another member suggested there might be insurance companies willing to handle not-for-profit groups and that groups and/or areas might research to find those companies.

One member shared that her group had a handicapped, disruptive member asking for money. “We prayed a lot and held lots of business meetings. The group suffered, but handled it well. Some

members of the group spoke directly to the member saying, “You can’t do that.”

Another member related that at his group if the person causing the problem did not have a sponsor, he or she was asked to step into another room with one or two members from the meeting, who would talk to the person and help him or her work through the problem.

One member spoke to the issue of sponsors and sponsorship. She shared that her area educates the newcomer at beginner meetings. “Our area has sponsorship workshops—service, personal, Alateen, all kinds. We invite everyone to come and find out what it means to sponsor and the responsibilities and obligations of sponsorship.”

When a group does not elect a GR, one member said that she will ask for a volunteer to receive the mail as the current mailing address. Then she explains what a GR does and stresses the importance of the position. Another member suggested offering choices: One group elected two GRs—one is the registered current mailing address and the other attends the district meetings and area assembly. Some GRs are only willing to commit for six months. One area encourages new GRs by recognizing them, whenever possible, for their service—providing them with a *Service Manual*.

Two GRs attended a meeting with no GR, where they shared their experience, the personal benefits of service, and the idea that you don’t have to do it alone.

In Al-Anon we all live “One Day at a Time.” Sometimes one day of service is better than no service.

Studying the Steps and Traditions provides answers to the questions raised at meetings. One member said that whenever a group, district, or individual has a problem, it can be an opportunity to educate them on how to use the *Service Manual* and the Traditions to answer their own questions in the future.

Another area wrote a paragraph about the importance of studying the Steps and Traditions and published it in its newsletter. “It has been a year since that newsletter went out and now more groups are studying the Steps and Traditions.”

Chosen Agenda Item No. 4: Attracting Newcomers

The final floor discussion pertained to these three questions:

- Al-Anon is a Twelve Step program of recovery, not “eleven.” Yet many members and groups do so little to attract newcomers. How can we get Al-Anon members in our groups to be more proactive?
- How can we better help the newcomer who comes only once or twice and then never comes back?
- How do we get more Al-Anon members and keep them?

There were several ideas generated from the open floor discussion of this topic. One suggestion was to recognize the newcomer at assemblies and let that person know that they are the most important person there. Another was to always have a new-

comer packet available with a current meeting schedule and phone list. Other ideas included having greeters at the door, holding newcomer's meetings before the regular meeting, making brief statements about sponsorship, and inviting the newcomer to go out for coffee after the meeting. Making sure that the meeting is easy to find was also recommended. This included making laminated signs to show the way and providing detailed directions on the Web site.

A member shared that when newcomers arrive late, her group stops the meeting and explains what was going on. If the newcomer has the wrong time, they ask where the newcomer got the meeting information, so it can be corrected. Several comments echoed the idea that the newcomer needs to feel welcomed and encouraged to come back. This included referring to them by name, talking with them before and after the meeting, calling between meetings, explaining anonymity to them, and telling them you are glad they came.

Some of the sharings on this topic included:

- "Practice the AI-Anon principles in all your affairs. You never know when you will be a channel of a Higher Power. The newcomer's experience with you may be the only time they see AI-Anon."
- "Take them to district meetings. Let them know there is more out there than just their little meeting."
- "Don't assume everyone wants to be hugged. Be sure to ask. I grew up with trust issues and when I got hugged, I wondered what they wanted from me."
- "Explain what's happening. I went to a meeting and no one explained why two baskets were being passed around; no one told me where the coffee was; no one welcomed me."
- "When I was new, I took a sabbatical. A member kept sending me cards. She said AI-Anon really needed me, so I came back."

Small Group Discussions

Chosen Agenda Items—Workshop Highlights

Six groups of Conference members discussed the additional questions that received more than five votes, but were not selected for general session discussions. Similar questions were grouped together and each group was given several topics to review. Some topics were discussed in more than one group, resulting in the following summary of member comments.

Topic: Service Structure

- What are ways that AI-Anon functions as a "bottom up" rather than a "top down" fellowship?
- Is an increasing reliance on the creation of "service tools," rather than going through the Conference approval process, a bottom up characteristic?
- Does the process of selecting members for the Advisory Committees encourage top down leadership?
- Are projects primarily initiated and implemented by the World Service Office (WSO) staff or by the fellowship?

Concept One reminds us that the groups have the ultimate authority, and Concept Seven tells us the Board of Trustees has legal rights, while the rights of the Conference are traditional.

Projects depend on area needs. WSO projects are usually staff responses to area needs.

There is a misconception between the terms "service tool" and "CAL" that causes confusion. There needs to be discussion in more detail at the group and area levels.

Advisory Committees are the WSO's opportunity to gain the expertise of members. It was suggested that we need to be careful with terminology. It may be better to stress the ideas contained in all of the Concepts of Service, rather than only Concept One. It gives groups a misleading impression of our structure.

Topic: Leadership

How do we get across to the groups: the importance of continuing to do public outreach; that the only requirement for membership is that there be problem of alcoholism in a relative or friend; the importance of respecting the AI-Anon purpose and service structure; and the qualities needed for a good AI-Anon executive and respect for the committees' purpose?

Education of members is a must in order to continue and expand public outreach work. Concept Nine tells us that displaying good personal leadership and communication skills will attract others to service. Experienced members who practice the program in all their affairs can be positive role models within the service structure. Service positions need to be filled with members who understand the meaning of responsibility. At district meetings, use skits and visual examples to help those without experience understand the process. Diverse community populations need attention—try using district challenges for groups to deliver Conference Approved Literature and service tools for outreach. Concept Eleven suggests that respect for the committee's purpose starts personally. The process of how we all fit into the structure provides the method of choosing an effective executive. Gratitude was one tool that helped a member learn the meaning of respect for the program, its trusted servants, and its service structure.

DELEGATES (PANEL 41)

Anne B., Alabama

The first time I walked into an Al-Anon meeting, I experienced change—a change in attitude. I was amazed at how open people were in expressing their feelings on the topic, “resentment.”

As a sharing from *One Day at a Time in Al-Anon* was read, my thought was, “I don’t have any resentments.” The Chairperson shared a personal story and then we went around the room, each person sharing on the topic. She said there would be time at the end of the meeting for me to ask questions. I was grateful to have time to relax and listen. Members told how they used Al-Anon’s tools to work through their resentments. Some of my long-buried feelings began to surface. I started crying.

Change indeed—this amazing meeting was creating new possibilities for me to have a healthier way of thinking and behaving. I have since learned that most resentments could be avoided by expressing my feelings.

Another person shared, “Say what you mean, mean what you say, and don’t say it mean.” Someone else said, “I ask myself, ‘Is it honest? Is it fair? Is it necessary?’” Now I had guidelines on how to communicate my feelings. Immediately, I felt excited about the positive changes that could take place in my life.

My first home group was new and needed a Group Representative. After being in the program three months, I volunteered and was elected. Even though I didn’t know much about the Al-Anon program or the position, the other members trusted and accepted me. Their faith in me inspired growth in my self-esteem. Although I made many mistakes, a sponsor and the group loved me and helped me learn Al-Anon’s tools of recovery through service.

I have been privileged to serve in many capacities in Al-Anon, which led to my present position of Delegate. This is my final year of service in this position and I am so grateful for the opportunity and the experience.

Through the years, I have been involved in many organizations. After volunteering for a couple of years, I would become restless and move on to another group. It was as though I was searching for my niche in life. Due to the family disease of alcoholism, I found my niche—service in Al-Anon. In Al-Anon, I feel acceptance and love. If we continue to work Al-Anon’s Twelve Steps and use the tools of this program, we will experience endless changes—creating on-going possibilities for Al-Anon’s message to be carried to every person affected by this disease. I am excited about the changes in me. I am on a great journey and have received a wonderful gift.

Lorraine F., Alberta/Northwest Territories

I love the status quo. Before Al-Anon, I feared change. Then I married a man who loved change, loved to move, and forced me to embrace change. I didn’t know it then, but that kind of change was simply seeking a geographical cure.

As my life has moved along in my Al-Anon program, my first Step Four forced some changes. I did it kicking and screaming,

fearing all the way. My next Step Four was less fearful and much healthier. The result, of course, has been gradual, healthy change. As the changes took place and were inside of me, and the void was filled with spiritual richness, geographical cures became recognizable, and less necessary. I believe this program to be the best beauty program going, because as my insides were being transformed, my outside was also being restored.

My opportunities for growth in Al-Anon began with service. Chairing a meeting, making the coffee, and monitoring the answering service gradually improved my self-esteem and confidence. The more service I did, the more confidence I gained and the more my self-esteem grew. Then it was on to Treasurer, Alternate Group Representative, and speaking up. Wow—more confidence! Then it was Group Representative, Alternate District Representative, District Representative, Area Chairperson, and now as Area Delegate for Alberta/Northwest Territories. I found myself asking, “Why me?” But then a little voice said, “Why not me?” All these opportunities helped to change me emotionally, spiritually, physically, and intellectually.

The possibilities really did become endless. My Higher Power took this young prairie farm girl and gave her an alcoholic husband and three little boys. One of those little boys was brain damaged at birth. Then He led me to Al-Anon and said, “change and grow or die.” I chose to change.

Today I have a life I could never have designed. I am happy in all my roles—as a wife, mother, grandmother, daughter, sister, executive assistant, and Area Delegate—and I participate in Al-Anon and life to the fullest. My life is richly blessed because I was, and still am, willing to trust and change one day at a time. Thank you, Al-Anon. May God do for you what I couldn’t do for myself.

Karen R., Arizona

My initial thought on the theme, “Change! Create New Possibilities,” was one of annoyance. Again we had a theme based on service and not on personal recovery. Knowing that I had no power to change this, I asked God to show me what He wanted me to say. It was so simple. Left to my own thinking, I would have missed it. This theme is about personal recovery.

Recovery in Al-Anon is all about change—change in my actions, my attitudes, my beliefs, and my thinking. Because these changes have happened to me, possibilities have been created that I had dreamed of, but never thought would be a reality.

When I arrived in Al-Anon, I was in desperate need of changes in my life, but unwilling to listen to direction or suggestion. After hanging around the program for two years, I finally reached my point of desperation, and I became willing to consider taking action. I did not believe in what was suggested by a sponsor, someone I disliked and perhaps even hated. I even told my sponsor that I had heard not to make any changes for one year. She suggested I study a short reading in our literature that talks about the personality changes needed to recover from the disease of alcoholism. After doing so, I acknowledged that I no longer wanted to live as the fearful, angry, self-centered, self-righteous,

and hurting person I had become. So I agreed to follow her direction, which meant change, without question. Because my sponsor helped me work the Steps and come to believe in a God I could understand, I changed. Today, I no longer wake up with the knot of fear in my stomach. I don't have to hide behind my anger. I can actually show and act on genuine concern for others, and I acknowledge my imperfection.

The knowledge that I am a child of a loving God is the spiritual awakening that embodies all of the changes that have occurred in my recovery. This awakening has created and will continue to create new possibilities for me in all areas of my life. I have had the privilege of serving as a Delegate, a Group Representative, a personal sponsor, and a recovering member of my home group, along with learning how to be a daughter, a partner, and a friend. A quote from *As We Understood* . . . lets me know that Al-Anon is all about creating new possibilities out of change. "The hope of this program is that no matter where we have been, no matter where we are, no matter how much we hurt, our lives can be transformed and our spirits can be healed."

Judy A., British Columbia/Yukon

Thirty-three years ago, when I came to Al-Anon, it created new possibilities for me. No longer was I "stuck" living with the problem of alcoholism. Suddenly, I had choices, and I chose to change my life—not someone else's.

Years later, when I was elected Delegate, people came to me and said, "Please, don't let it change you." They were afraid I would get a big head. What I really got was a big job. A past Delegate told me that on January 1st I would be expected to know everything! Well, guess what? That didn't happen. The first year, I felt a bit adrift, trying to figure things out. The second year, I began to understand a lot more. Now, in my third year, I feel almost qualified to serve.

A difficult part of my service work has been accepting my feeling of being so very inadequate in getting people interested in service. I believe that enthusiasm is contagious. If I can show enthusiasm and give support and encouragement, perhaps others will be motivated to serve. At our assembly last fall, we did a "Links of Service" workshop. At the end, our service people were asked to hold up their hands. We tossed a ball of wool around to show how we are all intertwined in Al-Anon. It was a truly awesome moment.

When Al-Anon people hear the word "change," they often become fearful that Al-Anon will change. The message will never change, but in our changing world we need to create new ways to get our message to those who need our program.

With its diverse ethnic population and large geographic area (about 500,000 square miles), British Columbia/Yukon has many challenges. It's the same size as 21 states on the eastern seaboard, which has more than one whole panel of Delegates covering the same geographic area. The island I live on is about the size of Virginia and my home district covers about half of the island plus some small islands.

I was sitting on the beach one morning and a flock of geese flew overhead. As I watched, the lead goose left her position and

moved to the back of the flock. A new leader led the flock for a while and then took its place at the back. Both geese were still a part of the flock and important to the journey, but they both knew it was time to let another goose lead. As I rotate out of my position as Delegate, I will remain very much a part of the Al-Anon family in BC/Yukon, but I know it's time to move to the back of the flock and allow others the opportunity to serve.

Mark H., Colorado

We hear a lot now about heroes. Four of my heroes were not always so, but by the miracle of this program, today they are. They are my dad and his three brothers; all of whom served in uniform, from World War II to Vietnam. All had problems with alcohol. My grandmother belonged to the Women's Christian Temperance Union and had a copy of the Serenity Prayer on her wall, a member in spirit of our fellowship.

Growing up with alcohol, I learned that I caused the disease, could control the disease, and could cure the disease. I worked hard for change in my family, by manipulation, anger, pleading, and confrontation. When those failed, I moved far away.

I found a soul mate from a normal family. When she visited, my family put on an act worthy of any Oscar winner. We spent our first married Christmas with my family. The act was over. My bride was not only scared, but also wondered how I could think alcoholic behavior was no big deal. For example, after Christmas dinner, my dad and uncles got down to some serious drinking. As would happen so often, there was a fight and Grandma was reduced to tears. One uncle pulled a knife, but they made up before anyone was hurt. Hearing all of this from the next room, I had to admit to "my honey" that this one was bad.

My wife took me to my first Al-Anon meeting in the mid-1970s and I still can't remember it. I lived in denial for another 15 years.

After military service and education, we settled down to build our own family. I found I couldn't do normal life. Manipulation, anger, pleading, and confrontation don't build a strong marriage. Faced with the loss of all I hoped for, I walked into the rooms of Al-Anon. I learned that my recovery depended on my changing, not changing other people. I got a sponsor and worked the Steps. A friend pushed me into service as a Group Representative. It's true, when I got busy, I got better. I stayed in service, not just to give back, but because it's also true, to keep it you have to give it away.

My dad sobered up in a treatment center, but never joined Alcoholics Anonymous. He has changed very little from the drinking years and hasn't experienced the joys of recovery.

With the miracle of change and recovery in this program, I have reconciled with my parents, celebrated a 30th anniversary last year, and am blessed with four wonderful children. Thank you for being there for me and allowing me to be of service to you.

Sarajayne B., Georgia

It's been a little over 19 years since I first walked through the doors of Al-Anon and I feel so blessed that I didn't leave before the miracle happened for me. I'm so grateful to the professionals

who told me my husband's recovery would begin in Alcoholics Anonymous and that I needed to go to Al-Anon.

I set out for my first Al-Anon meeting, but was given incorrect information so I showed up at an open AA meeting instead. They invited me to stay, and I agreed, after I made sure they knew I WAS NOT the alcoholic!

The following Thursday I showed up for my first Al-Anon meeting. I wasn't too impressed with it. I did go to another meeting and got very upset when someone suggested that I should look at my part of the problem! I tried to explain to them that I had no part of the problem, because the only problem we had was my husband's drinking. I believe they smiled and said something like, "Keep Coming Back." I was horrified one night when one of the members said she had been in the program for ten years. My first thought was, "Well, she must be a slow learner." I didn't believe I needed to work the Steps; they just didn't seem to apply to me. I struggled with everything about the program. After a while, I could see quite a few things wrong with the meetings and I had some good suggestions. One of them was that we only read the Steps and Traditions once a month. I was annoyed that no one liked my suggestion. They just smiled and said, "Keep coming back." I especially didn't like the meetings that read your birthday page from *One Day at a Time in Al-Anon*. I would sit there fuming, thinking why did everyone have a good page except me? Mine was the "dumbest" page in the book. It said, "Know Thyself," and since I did most certainly know myself, I would just pick another page and read it. I don't exactly know what happened, but amazingly, after attending meetings on a regular basis for about two years, the words on that page "changed." I had always lived in a fantasy world and any trouble I had was always someone else's fault. I had been raised in alcoholism, married into it four times, and never had a clue that it had damaged me in any way.

On a daily basis I thank God for Al-Anon. Today I have a life far better than anything I could ever have imagined. I am so grateful. I'm planning to stay around and see the changes that transpire. I want to be a part of creating new possibilities.

Wendy MacD., Maritime Province

In January 2003, I celebrated 25 years in Al-Anon. Today, as I remember what it was like before Al-Anon, I thank God for all the wonderful gifts I have received. Before my first meeting, I thought it was my responsibility to change the alcoholic and to solve all our problems. I never once looked at myself and thought that I was doing something wrong. I couldn't face reality and accept that he was an alcoholic. After attending sessions at our local addiction center, a counselor suggested that I go to Al-Anon. I attended my first meeting to find out how to stop his drinking. I could identify with the members and went each week, but had a difficult time giving up control and the need to change him. I was 29 years old and our marriage and my life were falling apart. I was told that I needed to look at me and how the family disease called alcoholism had affected me. I looked great outside, but I felt worthless inside. I lacked confidence and couldn't trust anyone, including myself.

After several months of meetings, I started to focus on me and

started using the Serenity Prayer. I began to turn my will over to His care and accepted that God often comforts us not by changing the circumstances in our life, but by changing our attitude toward them. I started to show compassion and understanding for the alcoholic. I knew that I still loved this wonderful man and wanted to help him, so I allowed him to face his own problems. I "Let Go and Let God" and turned my life and the alcoholic's over to His care. I kept going to meetings and had to "Listen and Learn." I asked God for direction in my life and began to live for the first time in many years. I gained confidence and started to love myself. As you all know, change didn't happen overnight. It happened with lots of reading, meetings, sharing, and giving back. I was eager to learn and full of enthusiasm about service. I became a Group Representative, a District Representative, and was very active in our area assembly. Two years ago, I let my name stand for Delegate. I asked God to help me graciously accept the outcome. When I realized that I was voted in, I started to cry. They were tears of joy. I felt so peaceful because I knew it was part of His plan.

When I came to my first Conference, I was overwhelmed and those old negative feelings of self-doubt crept in. I asked God to take away my fear and I began to trust Him and myself. Because I was willing to change I have been truly blessed with peace, joy, hope, and especially faith.

Margot M., Massachusetts

The thought of change had always been uncomfortable to me. Sticking with what was familiar meant not taking any risk. That was the way I led my life before the program: accepting the same old behaviors, doing the same things and expecting different results, living in fear of the unknown, and settling for the familiar. Nothing changed. In fact, it just kept getting worse.

When I was finally desperate enough, I took a risk and came to the halls of Al-Anon. It wasn't easy for me to share my pain. I had held things in for so long, never telling anyone, not even my closest friends. No one knew how bad things were, or at least that was what I thought, and now I was sitting in a room full of strangers, white folks at that, and I was supposed to bare my soul. Fearing the unknown and not yet trusting the new situation I found myself in, I attended meetings and cried for the first several weeks. You never turned me away. In fact, you kept telling me to come back and for some reason I did. What a change in my thinking and my behavior! It created new possibilities for me. The first being the possibility of choice, something I never knew I had before program. You gave me the power to exercise my choices, to set boundaries, and to express my opinion. These changes also allowed me the freedom to take a look at myself and my part in the insanity. Change created the possibility for me to find myself again. Once lost on the merry-go-round of alcoholism, I was now able to step off and see the reality of the situation. This afforded me endless possibilities. No longer was I the cause of it, nor was it my job to cure it, and I finally realized I could not control it. This awareness allowed me to change my attitude toward the alcoholic and become more understanding, more kind, more loving, more forgiving.

Practicing the Steps, Traditions, and Concepts of Service, and

learning the slogans, gave me the tools to live with this disease and still be able to enjoy life. Getting involved in service gave me another path to recovery, a path that offered endless possibilities for growth and change. Today, I sit among you, living proof that change can create new possibilities, and I am forever grateful to all of you for the opportunity to learn to accept the changes.

Judy L., Minnesota (N)

I attended my first Al-Anon meeting to find out how to keep the alcoholic in my life sober. I left that meeting being told that life would change but it had to begin with me. I was told to get a sponsor, attend as many meetings as I could, and work the Steps in my own life. I did what I was told. I got a sponsor who told me to never say “no” to something for Al-Anon.

Wow, what a change in my life since that first meeting! I wish I could say that I never said “no” to the program. I was willing to do anything at the group level, but said “no” to anything beyond that. After many years in the program, I went with my sponsor to an assembly and I was hooked. During my last year as District Representative, I was asked if I would be willing to let my name stand for Delegate. I said “no,” I wasn’t qualified to be Delegate. I was told they weren’t asking me to be the Delegate, they were asking me to be willing and the rest was up to God. After prayer and meditation, I allowed my name to stand. At election time, after voting three times with no majority, it went to the draw from the hat. God was in charge and here I am.

We still have work to do to make Al-Anon known as the best source of help for families and friends of alcoholics. With the help of the Steps, Traditions, and Concepts of Service, I want to be willing to step out of my comfort zone and change. What are my dreams? Al-Anon billboards, banners at sporting events, signs on buses and in subways, meetings within a half-hour drive for everyone worldwide. I dream of a day when every professional knows that Al-Anon is the best source of help for families and friends of alcoholics, when every group is looking for a larger meeting place, when we have more Alateen Sponsors than we need. When I step out of my comfort zone and “Let Go and Let God,” the possibilities for change are endless. Just think what would happen if every member of Al-Anon would step out and take a risk.

You asked me to be willing to change. I was and there have been lots of changes in my life. To pay back the debt I owe Al-Anon, I must be willing to step out of my comfort zone and change my way of thinking, to create new possibilities to help myself and those who haven’t found Al-Anon yet. I pray that I will always be willing.

Betty O., Mississippi

I grew up the oldest of eight. There was no alcohol in our home. There was trust, love, and respect for all. Daddy called Mother “Sweetheart.” I thought having babies and being called “Sweetheart” was what life was all about.

After graduating from high school, I married my husband. Change and alcohol entered my life. Twenty years later, I found Al-Anon. I had stopped trusting, felt unloved, and had lost respect for the drinker. I came for one reason, to get the drunk

sober. I had not slept in two years. I would pass out from sheer exhaustion. Within two months, change came to my life. I “woke up” one morning. From then until now, I have been able to sleep no matter what the circumstances.

Several months into Al-Anon, my sister died, leaving a Downs Syndrome child in our care. My husband helped care for this child with no complaints. I began to see him in a different light. I began to treat him and others, especially our two sons, with courtesy and respect.

Sobriety came to live with us. Although I had controlled our sons with an iron hand, I began to stay out of their lives. They both married, not because their dad was sober but because their mom was allowing them to have a life of their own. The grandchildren came along and I was able to allow my husband to drive while I enjoyed them. His mom came to live with us. Her love and devotion to the grandchildren changed my hate for her to respect and compassion, creating a tremendous change in our marriage.

With a service-minded sponsor, I began service work with the group and moved up to the district. At assembly, someone suggested I stand for Area Chairperson. My sponsor said yes. I was elected. My sponsor informed me that I was going to be the next Delegate. I said, “No way will I ride in an airplane.” Cancer took my sponsor the next year and that year I was elected Delegate. The first thing I heard at Conference was “e-mail.” I had used a typewriter, but not very well. My sponsor’s picture on the table in front of me said yes, you can learn to use a computer.

God took our oldest son in January 2002, a change I never dreamed of facing. I was able to attend Conference by the grace of my Higher Power.

It is unbelievable the changes I have experienced these past 27 years. I have ridden in an airplane, learned to use a computer, regained trust, felt loved, and shown respect to all.

One thing has not changed and that is my marital status. We just celebrated 48 years together because of Al-Anon and Alcoholics Anonymous. Change and possibilities. What a great combination of words.

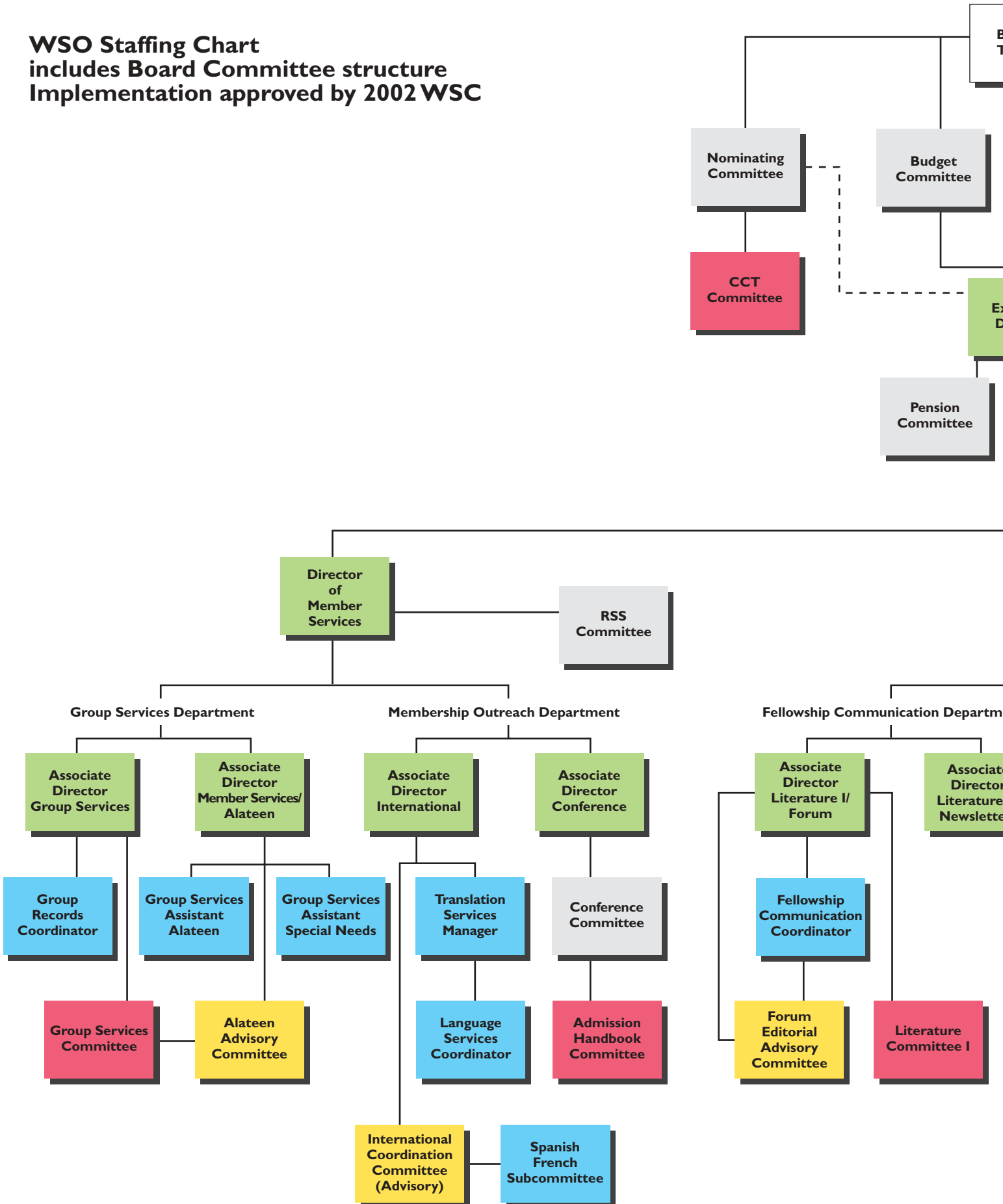
Donna E., Montana

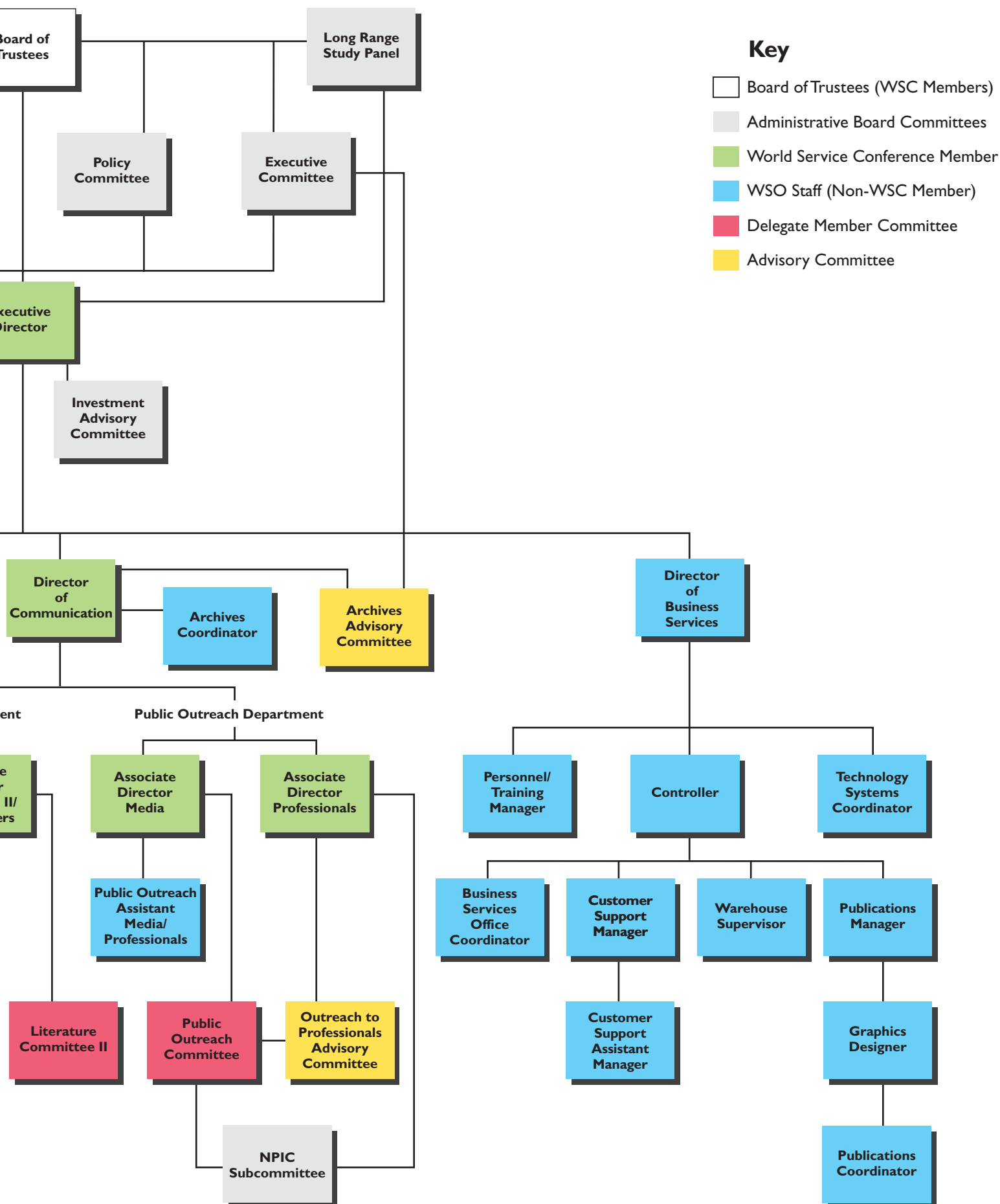
For most of my adult life, I approached change with a great deal of fear. It wasn’t until I married an alcoholic that change became incredibly frightening to me. There were job losses and geographic solutions, and constant financial uncertainty, which was the most frightening for me. Every thought I had seemed to center on what the alcoholic was or wasn’t doing, or how I could fix or save him. Of course, my obsession with the alcoholic left little time for my three very angry teenagers.

Fear became my constant companion and I lost all hope. I felt more comfortable in the familiar misery than trying a different approach and facing the unknown. A counselor suggested Al-Anon and I listened. The moment I walked into that room, I felt safe and knew I belonged. The real hook was the beautiful laughter, because living with alcoholism had robbed me of my sense of humor. Somehow I knew my answer was in that room.

I learned I had to change myself. My attitude was the first change I could make. I learned to quit blaming all my problems

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





on the alcoholic and that his actions were not a reflection on me. I was not a victim but a volunteer in my life. What a relief to learn about the three Cs—I didn't cause alcoholism, I couldn't cure it, and I couldn't control it. My load suddenly became much lighter. In fact, I learned it was not even my load! I made "Let Go and Let God" my mantra. Those five little words made such a difference in my life.

Each success brought a little more trust in a Higher Power and I gradually started to heal. My relationship with my children started to heal. My mind started to clear. I could concentrate again and I could be a good worker again. Now that it was no longer my job to worry about the alcoholic, I wondered what to do with my time. Service was my answer. Service was and is a major part of my recovery and the main thing that kept me coming back even when I didn't want to do that.

Now I see change in a different light, often with joyful anticipation. Today, I am no longer that shy, self-conscious little girl I was nearly twelve years ago. My Higher Power has taken me to places I never expected to go. Today I look at change as an opportunity. With my Higher Power in charge, I know those opportunities are often wonderful adventures. The past three years have been an incredible experience that I will cherish for the rest of my life. I can't wait to see what the next adventure is.

Karen P., New Jersey

I never liked change. I was a person of structure. It gave me safety and balance in my life. Of course, life does not live out that way. Change is always happening. We are born, grow up, become adults. When I look back, I can see that I viewed things very differently when I was younger than I do now.

You know how the story goes—I got married, thought the person I married was different, then thought I could change him. I was okay, but he had to change. I believed, "If only he would change, my life would be different." Then the alcoholic decided to seek sobriety. I am not sure he really wanted to change. However, his seeking sobriety forced me to open the door to Al-Anon. At first I was angry. "Now that you are going to AA, I have to change!" If only I could have had a small glimpse of what was in store for me.

At first I thought the only thing in my life that had to change was the alcoholic. I was perfect. But I kept coming back and I listened. I did not like the meetings on the Traditions. They were boring. Have I changed? Definitely! The Traditions are part of my everyday life today. I try to use them in all my affairs. Then you told me to get involved in service. I thought, "Not me." Did I change? Definitely! You showed me I had gifts and talents I never knew I had and you showed me how to use them.

To change is to risk, and by taking the risk it created new possibilities for me. I got involved in service. It created opportunities to meet people and learn about Al-Anon outside of the meeting rooms. I have learned to listen to others' ideas with an open mind. I have seen how brainstorming, long discussions, taking a break, and even tabling an idea can create a change for our program.

I am very grateful to my area for allowing me to be their trusted servant. I am not the same person I was three years ago.

I have made new friends, had the opportunity to work on the book, *Hope for Today*, and the pamphlet for Native Americans. These are all opportunities I would not have had if I had not chosen to change and take a risk. Hard work, love, and believing in the Traditions and Concepts of Service can and do produce change and new possibilities.

I could say I am sad today but in a way I am not. It is time for change. As our program says, "Rotation gives everyone the privilege of serving."

Edith T., NC/Bermuda

My Al-Anon recovery journey is all about change—mentally, emotionally, and spiritually. As someone who had always feared change and locked myself out of any possibilities, I was challenged early in the program by the words in the Serenity Prayer, the Twelve Steps, and a portion of the preamble that states, "changed attitudes can aid recovery."

Keeping an open mind and having the willingness to change created new possibilities for spiritual growth. Hope was a real possibility—hope that I would be restored to sanity and become whole, hope that it was possible for me "to find contentment, and even happiness, whether the alcoholic was still drinking or not." There was also hope for the alcoholic in my life, and the possibility that he would find sobriety, "One Day at a Time." Thankfully, he did get sober after I'd been in Al-Anon for six years.

Possibilities for peace and contentment became a reality in the ongoing process of my recovery by changing behaviors, parting with old convictions, and letting go of the anxieties, obsessions, fear, and guilt.

Getting involved in service work at the local, district, and area levels opened up endless possibilities for carrying the message to others. I also found new possibilities for personal growth when some of my defects of character manifested themselves in service positions. Again, changes in my attitude and behavior became necessary, and I was reminded again to place principles above personalities. The possibility of a deeper understanding of the Steps, Traditions, and Concepts of Service has emerged from doing service work.

Our Conference theme is especially challenging to me now that my life has changed once again due to the recent loss of my husband. (He always humorously reminded me that I should be grateful to him for getting me to Al-Anon!) Al-Anon has taught me to trust the process of recovery from the effects of others' alcoholism and I have the same assurance of my recovery process from grief and loss. Hopefully, I can embrace the changes, accept the healing grace of God, and know there is a real possibility that something in my sorrow and adversity is going to be helpful to my spiritual growth.

Gene K., North Dakota

When I came to Al-Anon, I was consumed with anger. I controlled people, places, and things with my anger by using the tone of my voice and facial expressions, along with body language. My marriage was on the rocks and I had a son who was exploring drugs and alcohol.

It seems like change and creating new possibilities is all I've been doing since I came to Al-Anon. Al-Anon taught me to accept others and myself. Through Al-Anon, I have learned how to react and communicate appropriately. Today, my family loves and respects me, instead of dreading my coming home. Without Al-Anon, I fear to think where I would be today, possibly in prison, institutionalized, or dead. I never want to go back to that stress, ever again. There was no happiness at home or at work. Now my wife is my best friend.

One of the things I have learned in Al-Anon with the help of my Higher Power is that changes and new possibilities don't have to be my way even though I think they are the best at the time. I have found in Al-Anon service work that it is very humbling to have an idea taken apart, twisted and turned, then brought back in a little different way and be even better. Also humbling in service work is the process we go through to get solutions. One of the positive things with change and creating new possibilities is that we often find an easier road. So why do we fight change so hard?

I am so grateful for all the people I have met, and shared my experience, strength and hope with. It's been an honor to serve as a Delegate at these Conferences. This has been a learning and very rewarding experience. I have met people and seen and done things I would never had experienced without God and Al-Anon. It will be interesting to see what changes and new possibilities God has in store for me in the future.

Stephanie H., Oklahoma

My journey in Al-Anon has been filled with change. I never imagined when I walked through these doors just how much change I was in for! I was just going to attend for a while, until the alcoholics in my life either straightened up or left. Little did I know how rich and blessed my life would be as a result of this program.

Thank God for a sponsor who knew what I needed, and insisted I become involved in service. She could see things in me that I could not. She encouraged me to "just be willing" and to let my Higher Power do the rest. I feel certain that without my sponsor's guidance, I would not be standing here today. I feel certain that, without my involvement in service, I would have left Al-Anon long ago.

When our daughter told us she was an alcoholic, when my husband was told he had an eight year-old son, when my mother became ill, when our daughter went to jail, and yes, all those other wonderful growing experiences came along, I would have been out there suffering pain and shame just like I was before I came here. Instead, because of my commitment to service and the wonderful people I have met in the rooms of Al-Anon, I am still here "trusting the process."

Al-Anon has taught me to "think outside the box" and to realize that more than I ever dreamed is possible if I am open-minded and willing. The winners I have met in service have shown me the true meaning of words like commitment, responsibility, honesty, gratitude, friendship, unconditional love, and faith. These words were not even part of my vocabulary before Al-Anon.

So when I finally started to grow up, when my younger daughter graduated from college, when my grandson was born, and when my husband sobered up, I was still here to share my joys with you as I had my pain. My sponsor told me that if I truly work the Twelfth Step, I will continue to be here so I can give to the newcomers what was given to me.

New possibilities were created for me this past year when my husband located my father on the Internet. I had never known him. Because of Al-Anon, my sponsor, and my Higher Power, I was able to take a risk and trust that I would intuitively know how to handle situations that used to baffle me. Today because of the faith that I have received here, my father and I are building a wonderful and loving relationship based on commitment, responsibility, honesty, gratitude, friendship, and unconditional love.

Thank you Al-Anon for the changes and new possibilities you have created in all areas of my life.

Judy J., Oregon

As a little girl, I had no self worth. I couldn't stop my parents drinking. I thought I was a failure. In 1983, I had nothing going for me. I hated my life and myself. I just wanted to die. Now, 20 years later, I get to represent Oregon and give this talk today.

I always said, "I would never leave sunny California" (too much rain in Oregon and too many one way streets). I said, "I would *never* divorce." Divorce was not in my vocabulary. I said, "I would *never* change jobs." I had worked at the same place for 18 years. Everyone there asked me for input; I liked that. I also said, "I would *never* shack up." Not me; I was not that kind of girl. That was years ago before I found Al-Anon. Now I say, "Never say never." Because today I have done all of those things, and thanks to Al-Anon, I have a great life!

This program helped me make the move to the beautiful state of Oregon, to get through a divorce, to change careers, to successfully cohabitate with and then marry my husband of 12 years. I have changed, and only because of this program. Today, I don't tell God how big my problems are; I tell my problems how big my God is. I listen before I talk to my children, a sponsee, or my husband, and before I respond, I say "God, please be with me."

When I started in Al-Anon, I learned to shift my thoughts from the alcoholic to my Al-Anon program and to do what was in front of me: go to meetings, do service, be honest, and work the program. In my first year in Al-Anon, I heard a grateful member share, "I wrote a wish list when I got here and today I have everything on my list." I shook my head, but I wrote my wish list and, in less than two years, I had everything on my list! I wrote another list, and another list. And today, I have another list tucked away.

Today I have another wish list: to hear and read one public service announcement every day; to see a billboard or bus sign for Al-Anon daily; to see an Al-Anon sharing in my local newspaper on a monthly basis; to see an Al-Anon poster every time I go to the doctor. I will tuck this list away with my personal wish list and turn these wishes over to God. When I thank God every night, I will also thank Him for my growth in the program.

Thérèse L-F., Province of Quebec (E)

I am very happy and sad at the same time, to be here and to share with you as outgoing Delegate. I separated in 1974. Many years later, we divorced and the father of my children died three years ago. I have three grandchildren, I am presently working for my son, and I live alone.

The theme, “Change! Create New Possibilities,” brought my father’s death in 1967 to mind. Standing at his coffin at the funeral home, I had a spiritual communication with him, asking him to do something for my husband’s alcohol problem. I had received the message to go to Al-Anon before my father’s death, but the message was not for me. I was much too perfect; he was just drinking too much.

Time passed, and one day after work, my husband told me, “Tonight, I will be going to an AA meeting to find help to stop drinking.” But the seven days out of seven did not take long to arrive! So, later, I decided to go with him to an open AA meeting. There, I felt resentment about the drinking problems. That same night, I met an Al-Anon member who asked me to go with her to an Al-Anon meeting. Now, looking back, I felt God’s help and my father’s answer to my request of two months prior. During my first Al-Anon meeting, I decided to take a chance and continue attending meetings. That decision gave me the opportunity to learn the Al-Anon program and to practice the Twelve Steps, which helped me to change and to create new possibilities for myself and for my family.

Gradually, I acquired some experience in Al-Anon service by taking some responsibilities on different committees. Those experiences taught me to use the *Al-Anon/Alateen Service Manual*, the guidelines, and all the Al-Anon material. With this newfound knowledge, I was able to help others learn about service and to carry the Al-Anon message by informing members of my group about new projects and by helping them understand the Al-Anon message. I know that my first responsibility as an Al-Anon member is to carry our message of hope.

I think that the practice of the theme of our 2003 Conference, “Change! Create New Possibilities,” and all of our efforts to be visible and carry the message of hope, will continue to guide us with assurance through another 50 years. And for me, this all began with God and with my father’s help.

Monique R., Vermont

“Change.” What a scary word. How often have I felt afraid and paralyzed by the possibility that something in my life had to change? Routine and predictability seemed so important, but life doesn’t work that way, especially when under the influence of alcoholism. I tried to control by making lists, having strict rules, and judging how everyone should behave. I was especially hard on myself, demanding perfection and not risking anything that might lead to failure. When my life became unmanageable and I felt on the brink of insanity, I came to Al-Anon and the doors opened to the possibility for change. You taught me that if I was “honest, open, and willing,” my life would change and I could become the person my Higher Power wanted me to be. I read that “courage is fear that has said its prayers,” and I slowly began to trust. A Fourth Step began to reveal who I was, my strengths

and weaknesses, and more possibility for change. Service became the next step in the process of change, allowing me to keep growing by giving back to this program, and the circle of recovery widened beyond me, to my group, my district, my area and now this worldwide fellowship.

As my journey continues, I am learning to listen not only with my ears but also with my heart, and the gifts I’ve received are beyond what I could ever have imagined. At times, I have not heard what I wanted to hear, but I have always heard what I needed to hear, and my program expanded. I have come to believe that creating possibilities does not mean pushing things to change; it’s planting seeds, growing opportunities, inspiring awareness, sponsoring progress, and fulfilling dreams. We all benefit every time anyone shares their experience, strength, and hope, from newcomers to “veterans,” and the combined creativity and potential of Al-Anon as a whole is truly awesome. My wish for Al-Anon is that while we consider change, we thoughtfully attend to all voices, allow innovation and creativity, and preserve our foundation in the Steps, Traditions, and Concepts of Service. I am so grateful to have participated in this World Service Conference and to have humbly served as a trusted servant.

Pat M., Virginia

When I came into Al-Anon, I thought I needed to change a few things about my thinking. Little did I know how many new possibilities for change would be revealed to me!

Being born into a family of alcoholism, I never realized how much I had been affected. You helped me see that my core beliefs about life, relationships, conflict, work, and faith were not healthy. So many times, when I went to a meeting, I remember thinking, sarcastically, “Oh, boy, we are going to talk about love.” Or, “I am *not* a victim and I know I am *definitely not* a martyr!” You helped change my attitudes about love and now I know I was a victim and begged for sympathy!

My biggest secret was that if you truly got to know me, you would realize that I really was a dumb blonde. Growing up, I could never live up to the expectations of my mother and I was never as good as my older siblings. Maybe, I thought, if I did it correctly or better, she would love me as much as she did them. So I tried harder and harder. My first marriage to an adult child of an alcoholic failed. I didn’t know at that time that we both had distorted approaches to relationships. Early in my career, a boss complimented me on a project and I was elated. Maybe here I can excel. So I dove into my work and climbed the career ladder. I became addicted to “atta girl.” If I excelled, if I was praised, I felt whole. I came to Al-Anon when I finally hit bottom.

How has Al-Anon changed my thinking? You taught me that my happiness is an inside job. You gave me the tools to change my thinking. You taught me that a part-time program is like a part-time job. It may not be enough to support me and it is not enough to bring me serenity. During difficult times, I learned to look for what life was trying to teach me. I learned that *everything* in life is a lesson or a blessing. If I am really honest with myself, my lessons are also blessings.

You also changed my reasons for being involved in service. Now I can choose to do service work for the right reasons, not

for the “atta girl.” Service has created new possibilities for learning more life lessons. How can I ever give back what you have given me—a life of serenity, peace, love, and joy? Thank you, Al-Anon, for teaching me how to love, have healthy relationships, and have a wonderful life.

Nancy R., Washington

Twenty some years ago when I came to Al-Anon, I wasn’t thinking about changing me. I wanted the alcoholic to stop drinking. I thought I was being creative in trying to get him to stop. Instead, I found that I was emotionally and spiritually dead, and not able to take risks. I didn’t know who I was; I had lost my identity. I was headed to a mental institution or going to commit suicide. I felt hopeless and thought if Al-Anon could get him sober, then I would be okay.

In Al-Anon, I learned that I was the one that needed to change. I had to learn how to take risks, stretch myself, get a new perspective, and discover where my fears were coming from. My first change was becoming aware of the God of my understanding. I realize now that He had been and was working in my life. I remember how “He” raised my hand to volunteer to be Treasurer of a group. With that, my self-confidence increased and I had made a commitment. I had stepped out of my self-imposed box. I was changing. I was getting insights into who I was. I was opening my mind and becoming willing to take risks. I was beginning to do service work.

Then, I became a Group Representative. I traveled to assemblies, met new people, and heard about exciting projects in other districts. At my first assembly, I heard about Alateen. I was hooked. I received tremendous growth being an Alateen Sponsor and again new possibilities were created. I identified with these kids and the rewards were unbelievable. I found that when old insecurities cropped up, I had a new awareness that I had gotten from the Alateens. I could see how my Higher Power was taking care of me.

Another change for me was being able to speak before groups and discovering the strength of my Higher Power. I didn’t have to do any of it alone. I enjoy working on committees, brainstorming, starting a dream, and watching the dream become a reality. The possibilities are endless and I have had many opportunities to use the tools of this program.

One fearful area of service my Higher Power got me into was taking a meeting into our state’s prison for women, the one place I never thought I could go. With this experience I found new possibilities being created in others. I saw a Higher Power working in their lives.

Twenty some years ago none of these things were even a thought for me. Yes, there have been many changes.

Phyllis B., West Virginia

Al-Anon has helped me see the possibilities in my life, instead of looking at everything from the negative perspective. A change in my thinking was necessary because of what I had been told about drinking. I had never been told that alcoholism was a disease. Thanks to the new information, my brain began to accept

the idea that alcoholism was a disease and I could do something to make my life fuller and richer.

I began to see that if I wanted things to change I had to set my focus in another direction—to look at me and the things I was doing to add to my distress. I realized that there was a Power whose job I had been trying to do, and that this Power was never going to vacate the position. I was responsible for most of my unhappiness because of my own thinking.

My Higher Power gave me a sponsor, a past Delegate, who had a great program and was so patient with me. She told me to get off the pity pot, let go of the disease, and get into service. She told me that if I really worked the program, my life would change.

I never thought that I would represent West Virginia as Delegate for three years. I know now that I was given this position to allow me to change, to gain more confidence as I surrendered to my Higher Power and daily asked for the guidance to complete this task. It was amazing that, when I surrendered, new possibilities appeared in my life.

I came to realize that my attitude made a difference in all my relationships. It is easier now to work on becoming the person I want to be, because I am not dependent on me alone. With the help of my God, from whom I ask for guidance daily, I know that I will be given the strength to do what I am given.

Today, I have accepted that I cannot fix others. I know that if the disease had not been in my life I wouldn’t have been willing to change. It made a big difference when I became aware that I was the problem.

Change as I see it today must begin with me. As I change, the world opens up many new possibilities.

I give thanks to the members of my area who shared this program with me. When my term is over, I will serve where I am needed. Changing my thinking makes all things possible. The Al-Anon program has opened many doors for me and has given me many opportunities to share this wonderful program with others.

Carol V., Wisconsin

I’ve always hated change. As I say that, I have to laugh because my life has been nothing but change.

Molested as a child, raped as a young teen, and abused as a new wife and mother, I became a fighter. I have been married and divorced twice. I used to change my furniture around weekly, my friends and religion yearly, and my love life every three years, almost like clockwork. Besides my first husband, I never had a relationship with anyone that wasn’t an alcoholic. I figured three years was just about enough time to change a frog into a prince and when that didn’t work, well, it was time to move on. I became hard and cold.

Change is all about attitude. I am a miracle. I have changed from shy, scared, abused, angry, resentful, and bitter to serene and loving. My miracle started with being willing and walking through the doors of Al-Anon. I went to meetings, got a sponsor, and read the literature. Real change started by doing a thorough Fourth Step and learning never to say no to a program request. The first time I was asked to share at a workshop, they told me I had 15 minutes to share. When I sat down and looked at the

clock, I had talked three minutes. Those three minutes felt like forever. As a District Representative, I remember giving my first report. I was so scared that I was shaking inside. Years later, a past Delegate shared with me that she had said I would never make it. It's a good thing I didn't know others' opinions of me then or I might have crawled back into the hole I came out of.

One of my most painful and growing times came from being an Alateen Sponsor. Those teens helped me face my past and move through it into the present. They helped me learn to forgive myself as well as to forgive those that had hurt me. I will always be grateful that God chose to put those young people in my life.

This theme doesn't say created, it says create new possibilities. How can I create new possibilities? New possibilities to me means: newcomers, new meetings, meetings where newcomers are, meetings in institutions, sponsoring Alateen, and doing all kinds of service work.

I've changed from paying cash to banking on line, from typewriters to computers, and from no friends to hundreds. I love change today—healthy change. As long as I keep going to meetings, sharing my struggles with the members who love me, and believing that my Higher Power is in charge, I will be just fine. Just think of the possibilities I can create.

OVERSEAS REPRESENTATIVE

Maria del Carmen R., Mexico

I am very glad to be with all of you, and I thank God for letting me be present in this worldwide event and to be able to represent my beloved country.

I never imagined that I would be able to be in this magnificent worldwide event. I feel like I am dreaming. I remember when I arrived at this program, with fears and insecurities, with my self-esteem on the ground. My growth has been very slow, but in those first days, I realized that this was my place, the place for me to spend the rest of the days God would allow me to live.

When I began this program, I did not realize the magnitude of this fellowship, but I offered my services to my state, Jalisco in Guadalajara City, first as a Group Representative and then as District Representative. I never offered myself as Delegate in my area because I was afraid to be away from home for eight days to go to the National Conference. Fear paralyzed me. I served as a Coordinator of special services, like literature, bulletin, and other events in my area, even a regional seminar, but always provided they were in town.

Two years ago, I was asked to serve on the Board of our General Service Office (GSO). That meant I had to travel out of my town once a month. I could not refuse this because in Al-Anon I had been given back the happiness to live. Al-Anon had helped me reach beyond my fears and attend two National Conferences. I thank God because He has given me the courage I needed to be able to fill this service position.

In our country, we have a good structure, but, like everywhere in the world, we need people willing to serve. I always want to be open to whatever God wants me to do.

In Mexico, there are approximately 2,800 groups in 32 states

that form our Mexican Republic. The General Service Office is in Mexico City, our capital, and has 16 administrative employees. In February 2003, we held our 30th National Conference, at which 31 of our 32 states participated. For the second time, it was celebrated in a hotel as we are celebrating here with this World Service Conference.

I deeply thank God for allowing me to have this privilege and to the Mexico General Service Office for the opportunity to attend this Conference. I am also thankful for the trust of our GSO to let me be here, sharing my happiness and experience with all of you, my beloved brothers and sisters.

SPIRITUAL SPEAKERS

Sarajayne B., Georgia

What an honor and a privilege it is to be standing before you tonight. This is a memory I will treasure all my life.

I have been a member of Al-Anon for a little over 19 years and I am pleased to tell you that I have not planned a homicide in 18 years.

I was very uncomfortable in my first meetings when anyone talked about God. My perception of what God was then and is now is very different. Before, all my prayers seemed to go unanswered, so I stopped praying. I thought He was punishing me for things I had done. It took over a year in the program for me to understand that God never turned His back on me—I turned away from Him.

I grew up in a small town in central Georgia, an only child. My parents loved me and my grandmother was fantastic. Both my parents were periodic alcoholics. Sometimes they would only drink three or four times a year, but it would last for a week or two and they would drink around the clock. I don't recall them fussing at me or being ugly to me even when they were drunk. They would fuss with each other but not me. I remember my Daddy giving me money and telling me to go buy myself something. Years later, I came to understand that it probably relieved some of his guilt.

In my first few years in Al-Anon, I would say that my parents' drinking hadn't affected me. I thought that was true because they didn't physically or mentally abuse me. My husband asked me to look at that. Perhaps I didn't realize how much their drinking had damaged me emotionally. When I did, I found out that I had acquired some coping skills that were causing me a great deal of trouble. Two of the most noticeable ones were living in a fantasy world and becoming a good liar.

I have wonderful memories of my childhood. We often hear, if you haven't got it, you can't give it away, so I am amazed that my parents, especially my mother, instilled in me qualities that helped me tremendously in growing up—qualities they didn't seem to possess. They always told me how much they loved me and wanted me, and that I was smart, pretty, and could achieve anything I was willing to work for. They instilled in me the importance of being kind and loving toward others. Sometimes I feel them very close to me.

When I was 12, my life changed forever. My best girlfriend told me a new boy had moved to town and he was so handsome. She was hoping to be his girlfriend. I wasn't particularly interested until I met him. I took one look at him and knew my girlfriend could forget it. He was mine with a capital "M." He was 14, 6'2," had thick brown wavy hair, and a killer smile. He played football, basketball, baseball, and ran track. He has always been the love of my life and continues to be. We have been together on and off for 54 years.

In December, about a month after we became sweethearts, he brought my Christmas present to me. We walked into the kitchen to show it off and my mother and daddy, aunt and uncle were sit-

ting there drinking out of a large glass jar. Daddy offered my boyfriend a drink. He drank one, then three more, got very sick, threw up, and my mother put him to bed so he could sleep it off. He was 14 at the time and he drank until he was 49. He didn't drink every day. He could go for extended periods and not drink. But in the end, he always drank again because that's what his disease would cause him to do.

We eloped two months after I graduated from high school. When we pooled our money, we had \$146.00. We moved to Jacksonville and my fantasy turned into a nightmare. I didn't understand why. When he didn't drink a lot, we had great times. But when he drank too much, my gentle, caring, loving husband would disappear and someone quite different would take his place. I had seen a little of this behavior when we were dating, but I knew, once we were married, he wouldn't act like that. I didn't understand why he couldn't have a couple of drinks and not drink any more. I would get so frustrated when I heard him pop the top on a can of beer after I had explained to him that he'd had enough. Many times I would walk up to him and slap him. I did this over and over again, knowing that I would always get hit back. That never stopped me. My anger would almost always override my good sense.

When my husband was in the Army and we were stationed in Maryland, my world really started to fall apart. I was lonely and far from home. I didn't make many friends and the one close friend I did have betrayed me. I began to shut down and isolate. One of my few prayers was, "Lord, please don't let my husband drink so much and please don't let me ever live any further north than Atlanta."

After the Army, we moved to Athens and my husband enrolled in college. The drinking picked up and the fighting escalated to serious proportions. One night after a really bad fight, I locked him out of the house. He broke a plate glass door to get back in and seriously cut his hand. I picked up a loaded shotgun and aimed it at him. I pulled back the hammer and thought, if I shoot him, my problems will be over. I think the only reason I didn't pull the trigger was because I saw the blood dripping from his hand onto his white bucks. I remember thinking that I couldn't shoot him until I took him to the emergency room and got his hand sewn back together. The insanity in our lives at that time seemed perfectly normal. I know now that it was only by the grace of God that we survived that incident. Shortly thereafter, I ran away.

The next 15 years of my life were some of the most painful I can remember. I was rid of the problem, but was not happy. I changed husbands, jobs, and moved around a lot, but no matter where I was or who I was with, I never felt okay. At times, I thought I was crazy, but I certainly couldn't tell anyone. They might "put me away."

My second husband was a kind and gentle man who never raised his voice and always treated me with love and respect. I had many material things, but I still was not happy. His drinking was not the reason I divorced him. I simply did not know how to function without chaos in my life. In the second year of our marriage, I

started drinking quite a bit. We used to ride around in his car and drink. My behavior was more out of control than that of the alcoholic's. One night, the police stopped us. The officer knew my husband and told him very politely it was time to go home. He had observed our car weaving back and forth across the yellow line. My husband agreed. Then I leaned across him and shouted at the officer. He told me in no uncertain terms that I should be quiet and watch my language. I got out of the car, walked around to the officer, shouted a few more obscenities at him, and then kicked him in the leg. He promptly arrested both of us and took us to jail. One of my husband's friends got us out of jail very early the next morning, and somehow got the charges erased so there was never any record of the arrest. I promptly buried that shameful memory so deeply that it only emerged 35 years later. I believe that it is only by the grace of God that I do not have the disease of alcoholism.

After being married to my second husband for three and a half-years, I told him I was leaving. I had already become involved with another alcoholic, the man that who was to be my next husband. I felt right at home again. There was lots of chaos during that six and a half-year marriage. It ended very badly and I was an emotional wreck. Why did I feel so out of control, sad, and angry? After all, I got what I wanted. Another divorce and free again.

Before the third divorce was final, I started dating husband number one who was still drinking. This time, it was different. I watched him drink for another three and a half-years and decided he had finally learned how to drink properly. We decided to get remarried and did it right: in a church, by a minister, so it would "take." My parents, his parents, and his three children were all there. It was a glorious occasion. There was just one big problem; it wasn't just the two of us. There were his three children, my husband and I, and the disease of alcoholism.

In 1980, we moved and bought a house on a lake. Within a short time, the disease progressed and I got crazier. In addition to dealing with my husband's disease, I was dealing with my daddy's alcoholism. He had retired and was drinking more than ever. My mother would call me and say, "come get your father and put him somewhere so I can get some rest." I would take him to the hospital to dry out. After taking him there 13 times in three and a half-years, I simply broke down and cried. I was standing by an elevator one day, when I felt a gentle hand on my shoulder and a kind voice said to me, "You look like you need someone to talk to. Would you like to come into my office?" He introduced himself and, after I had poured out my heart about Daddy, he asked me if I wanted him to talk to my husband. I said absolutely not. My husband would be furious. He gave me his card and told me to call if I needed him. I carried his card around for over four months. During that time, I moved out for a short time, but came back when my husband promised he would not drink so much.

In November 1983, everything fell apart. Two deputy sheriffs came and escorted me off the property at my husband's request. It was quite a scene. Something was different that night and I knew I wouldn't go back unless he stopped drinking. I had hit my bottom. I felt a sense of peace and relief, but also a sense of great sadness.

A series of events occurred that I now call the grace of God. Because of the counselor at the hospital, my husband ended up

in a treatment center and I spent five days at the treatment center with family members. I learned about the disease of alcoholism and will be eternally grateful to that professional who told my husband he would recover in Alcoholics Anonymous and that I needed to go to Al-Anon. I had never heard of Al-Anon, but I would have done anything to help him stay sober.

I came to Al-Anon for the wrong reason. I didn't believe I needed any help. I kept telling them I had no part in the problem and they would smile and say, "Keep Coming Back." Every time I was fed up and decided not to go to meetings, I would find myself in a service position and keep showing up. I'm so grateful that I did.

I have experienced many miracles in Al-Anon. One is relief from a 35-year resentment against two women who were close friends at one time. It festered in me and was like poison. I never understood that it was hurting only me, not them. After about six months in the program, someone chaired a meeting on resentments. I saw the faces of those two women clearly and for the first time, I had no reaction. I felt no hatred toward them. I was stunned and unable to share it with anyone at that time. God removed this resentment before I had learned enough to ask him to do it for me.

Early in the program, I had a bout with melanoma, a skin cancer. I didn't handle it very well but I had learned enough to talk to my sponsor about things like this. On the day before the surgery, another miracle happened. I was scared and angry with God for letting this happen. We were staying with friends, and on the day of the surgery, as we walked out onto the deck to get into the car, I looked out over the lake and was suddenly consumed with anger and fear. My thought was, "Now he's sober and I'm probably going to die and another woman is going to live in my home with him and it was not fair!" As we drove along, it was quiet in the car. As I looked out my window, I saw the most beautiful rainbow. As I continued to watch this incredible sight, I felt something warm flow over me and, in that moment, I felt absolutely loved, protected, and safe. I knew that no matter what happened I would be okay. I knew that God really loved me, had always loved me, and always would, even if I disappointed Him sometimes. I told my husband to look at the rainbow, but it didn't affect him the way it did me. Then I understood why. It was MY rainbow and it was straight from God.

Service has been the main factor in keeping me involved. I have loved service work since the first time I was "appointed," not elected, Group Representative. I've gone from Group Representative to Panel 41 World Service Delegate—another miracle.

I would say, without reservation, that the past 19 years have been the best of my life, even though there has been a lot of pain. Our marriage almost didn't survive the first two years of recovery. He went to AA meetings almost every day and I went to three Al-Anon meetings a week. We both had sponsors that helped us so much. I always thought that, if my husband didn't drink, we really wouldn't have any problems. That was part of my fantasy world. We've had lots of living problems and many medical problems, but we have been committed to each other and our respective programs. With God's help, we have been able to come through all the difficulties, to learn from our mistakes, and to lay

the foundation for one of the best marriages anywhere. We try hard to mind our own business. Because of these God-given programs, we know what is our business and what is not, most of the time.

I have been told that I was obsessed with Al-Anon. My reply was that being obsessed with Al-Anon was a lot better for me than some of my other obsessions. I still attend four or five meetings a week because that's what works for me. As my term ends, I look forward to whatever my Higher Power has in store for me. I intend to stay active in service work. Al-Anon has given me a life far better than anything I could have imagined. I've learned to place principles above personalities, to be okay even if things are not going my way, and that it's okay for me to admit I'm wrong. Most importantly, I've learned that my will doesn't work but daily application of Step Three does. I've learned to love for fun and for free—to love unconditionally. Today, I live my life being guided by the spiritual principles I learned in Al-Anon. I keep it simple and remember two things: love God and serve my fellow man.

Margot M., Massachusetts

What an honor to be chosen by my peers to share my journey of recovery. I want to thank you for this humbling experience, which affords me yet another opportunity for growth.

I grew up in Massachusetts, the eldest of six children. My parents divorced when I was seven. I don't remember any excessive drinking in my home. In fact, I never saw my father take a drink. My mom would have a beer during the hot summer months. If there was a party at my house, my mom did serve liquor. Alcohol was not a part of my life as a child, but alcoholism lingered in the background. I had an uncle who was known for liking the bottle, but he held a good job, never missed a day of work, and was very successful.

When I was growing up, my idea of an alcoholic was a bum on the corner with a brown paper bag. The drunks I saw looked a little disheveled, and even smelled a little funny, but they weren't hurting anyone. I never realized, until I came to Al-Anon, the ripple affect of someone's drinking.

Being the eldest, I was the responsible one. My mom worked full time, so I had to help with the cooking, cleaning, ironing, and the care of my younger siblings. Between school and home, there wasn't a lot of time to goof off. I learned very early that life was about being responsible and taking charge. I did both well. I also learned to become a caretaker and was always looking for my next project.

I found him in the guise of my boyfriend. I met him when I was 13. He wasn't a full-blown alcoholic yet, but was starting to walk down that path. He liked to have fun and a few drinks like all the rest of the males in his family. He was exciting, funny, and took risks. My life was very predictable, so this was new to me and I was hooked.

We dated for four years. Looking back I can see how I tried to control him even then, rewarding him with candy and gifts if he didn't drink too much. At the end of the four years, he decided to enlist in the Army and we decided to get married after I graduated from high school. So, in August of 1966, in the middle of an airline strike, I made my way to California to marry my guy

before he shipped out for Vietnam. After spending two days in Logan Airport, I was on my way. When I finally arrived in California, I made my way to his barracks, thinking how excited he would be to see me. Instead of open arms, I found out that he was passed out drunk in his bunk. The officer on duty told me to come back the next day. As tears streamed down my face, I told the officer that I had flown all the way from the East Coast to get married and my fiancé was expecting me. He kindly but firmly told me that he wasn't waking up tonight and directed me to the guesthouse. There I was, alone in a strange place, not knowing what to do and no one to call. My parents thought I was only going to visit, they had no idea we were eloping. That night I cried myself to sleep. A couple of days later, we were married and spent two glorious weeks together. Then, it was back to college for me and off to Vietnam for him. I wrote him every day, in fact three times a day, for a year. I had dreams of the wonderful life we would have when he returned. I missed him very much and it was hard concentrating on my studies. When the year was up, my husband came home, but something was different. I didn't know what it was, but I could feel something had changed.

It took ten years, with him in and out of hospitals, psychiatric wards, and lots of medication before we found out what the real problem was. Alcoholism. My husband was an alcoholic. He drank too much and couldn't control it. I didn't believe it. I thought that if he really loved me, he would stop drinking. He was told to go to meetings and not drink. He tried but it didn't work. He was in and out of detox and rehab centers all over the state. Sobriety lasted sometimes for a few weeks, a month, almost a year, and things were changing, but for the worse. The harder I tried to control everything, the more chaotic and confusing things got.

In my effort to appear normal, I exhibited some very insane behavior. On the outside, I was the strong Black woman, working hard, taking care of my home and family, and supporting my man during his time of trouble. It all looked good. On the inside, though, I was afraid, confused, and felt worthless. I didn't know what to do to make it all right. I hid the bottles, emptied them down the sink, drank with him, didn't drink with him, refused him money, stayed up at night waiting for him to come home, all the while praying that he would die and my misery would end. The drinking and drugging escalated. The physical abuse started. The local police got to know my husband on a first name basis. As the abuse got worse, my fear increased, almost to the point of paralyzing me. I kept hoping and praying things would change. Then one day they did. My husband was arrested for domestic violence. I could look forward to a year of freedom, now that the problem was out of my life. I did not realize that part of the problem was still with me.

The year went by quickly. I made no changes in my life during that time. Why should I? I had him right where I wanted him, under my thumb. I pulled the strings. I now had something else to hold over his head. I was in control and life was good. With his time up, he came home. I still harbored much resentment, but pretended that things were fine. We decided to try couples counseling. It lasted only a few weeks. I was too raw and found it very painful to open up to my husband. We stopped the counseling and I plunged myself into work. That was my pattern when I

didn't know how to cope with things at home. I worked two, sometimes three, jobs, anything to keep me out of the house. I was always justifying my actions by saying that one of us had to support the family and since he wasn't doing it, then I must. Looking back, I can see that I never gave him the opportunity to be responsible. I became indifferent. Now it was my turn not to care. It was sort of my way of punishing him for ruining my life. After his release from jail, he tried very hard to stay sober. He attended AA meetings regularly, helped out at home, and tried to understand my behavior. I didn't give him a chance. I wanted to be hurt and angry. After a few months, the old behavior started again and the drinking and drugging spiraled out of control.

One afternoon while at work, I got a phone call from my husband. He sounded strange. He asked me to come home and take him to the hospital. Little did I know that minutes earlier he had held a gun to his head and contemplated suicide, but prayed one more time for help. On the way to the hospital, he told me that this was the last time. He was tired. He was either going to make it this time or he was going to die. My heart ached for him, but I didn't believe him. I had been disappointed so many times before. This would be his 50th detox. I didn't hold out much hope, but this would prove to be a turning point in my life.

This facility required that I attend an orientation before I was allowed to visit him. At this orientation, I heard about alcoholism as a disease. They compared it to diabetes or cancer. That was a new concept for me. They said there was no cure for alcoholism, but people could recover from the disease, and that the family also needed help. When it was time for my husband to come home, his rehab counselor suggested we try something different. He recommended that my husband go to a halfway house where there was more structure and a greater chance of him remaining sober. It would also allow the family time to heal. Much to my surprise, he agreed to go. This would prove to be a blessing for both of us. The counselor also suggested that I attend a weekly meeting that the hospital conducted for family members and friends of the patients. I took his advice and started attending the meetings. At the end of every meeting, the counselor would mention another meeting immediately following, which was a little more structured, but was for anyone affected by someone else's drinking. It was called Al-Anon. I was desperate to understand this disease and find out what I could do to make things better, so, I started attending the Al-Anon meetings, along with the meetings at the rehab facility. I attended both meetings religiously for over a year.

I remember my first Al-Anon meeting like it was yesterday. I walked into a room full of strangers, men and women smiling and hugging each other; alcohol didn't seem to be affecting their lives. I looked around the room and there didn't appear to be anyone I could identify with, because I was only looking at the outside. None of you looked like me, but I was willing to give Al-Anon a try. I was full of fear and anger, but you smiled and welcomed me. We sat in a circle and everyone began to share. When it was my turn, I said my name and began to cry. I couldn't do anything else. There was so much pain, anger, and resentment inside I didn't know how to express it. You hugged me and told me to come back. I did, and I cried for the next several weeks.

You never once ridiculed me or told me to go away. Finally, all cried out, I was able to share a small part of my story. It wasn't easy for me. I didn't trust you, not because you were white, but because I didn't trust anyone, not even God. I was the only one I could trust, and some days I wasn't even sure of that. You still showed me unconditional love. The hugs and acceptance made me want to come back. Finally, I had someplace to go where everyone knew my pain and no one told me what to do. They just listened and shared their experience, strength, and hope. I had found a sanctuary where people understood what I was going through. I didn't have to explain why I felt the way I did. Patiently and lovingly you taught me about the disease of alcoholism and how it affected the whole family. You offered me hope that things could get better if only I changed my attitude. You taught me to live one day at a time, giving me slogans to use as quick tools to help me through difficult moments. You shared your experience, strength, and hope on how working the Steps and Traditions was making life more enjoyable despite the chaos. Most importantly, you taught me to establish a real relationship with my Higher Power—not one based on fear and punishment, but based on friendship and love.

I was told early in program that I needed to find a sponsor—someone I could relate to, talk to between meetings, someone who had a good program. After a few meetings, I approached a member I thought would make a good sponsor. I was so afraid she would say no, I almost didn't ask. I finally got up the nerve to ask and to my surprise she said yes. Now that I had a sponsor, it was time to work the Steps. Steps One and Two weren't too hard for me, but I struggled with Step Three. It meant I had to trust, and this disease had destroyed my trust. With the help of my sponsor and all the other the tools of the program, I was finally able to "turn my will and my life over to the care of God..." I didn't do it perfectly, but it was a start. You told me I only had to do it one day at a time. As I worked the program, I saw my life change and so did others. My sponsor encouraged me to get involved in service. I started with setting up the chairs and putting out literature, then greeting and selling raffle tickets. I became Group Treasurer, Group Representative, and District Representative. As the District Representative, my horizons were broadened. Al-Anon was now more than my home group. Each little step up the service ladder added to my growth and recovery. As I used the tools of the program and trusted in my Higher Power to guide me through the process, I got better.

I remember my first spiritual awakening. I had been full of anger for a long time and it kept rearing its ugly head. I prayed and practiced the Steps and Traditions in my everyday life. One morning I was praying and all of a sudden I felt like someone reached down into my core and pulled out this huge weight. The anger toward the alcoholic was gone. In its place was compassion. It was an awe-inspiring moment. Trusting in my Higher Power had paid off. I knew that I had finally accepted Step Three.

As I grew in service, my recovery went on a fast track. Working the program and giving back was what kept me sane. Even my children noticed the difference. One day my daughter told me how different I was since I started going to Al-Anon. No longer was I lashing out and screaming at the kids. I could now

talk to them. What a blessing. Al-Anon has helped me establish a strong relationship with my children. We can sit and talk about the insanity they grew up with; the fear and confusion they felt as they watched the violence unfold. For many years, I carried a lot of guilt for what they had gone through, the physical violence they observed, and the unpredictability of our home. Thanks to my Higher Power and each one of you, I now know that I didn't know what I didn't know, and that I did the best I could with what I had. When I had learned to do better, I did. Today my children understand that concept and I am so grateful. I have learned to let my Higher Power guide my life, and the blessings that have come from surrendering my will have been numerous. I have had the privilege of experiencing the worldwide fellowship of Al-Anon and Alateen. I have been chosen to represent the group conscience of my area in matters pertaining to the health of Al-Anon as a whole. What an awesome privilege.

My journey continues with each step being guided by my Higher Power, my loving God who has become my friend. On this journey I have discovered who I am and I love me. I am a humble, strong, confident Black woman and a grateful member of a worldwide fellowship that sees beneath my skin color and gives unconditional love to all those still suffering from the effects of someone else's drinking. Al-Anon has given me the courage to accept the changes that have come with recovery. As my path unfolds, I know that my Higher Power will offer me many more opportunities for change and through those changes create new possibilities for a life beyond compare.

CLOSING REMARKS

Cecelia L.,
Trustee

Every one was invited to share their feelings about the Conference and the events of the week. These few lines reflect the feelings of those who shared:

"We saw how motions work and how motions get withdrawn and how we can walk away loving each other. The process works."

"I came to the Conference feeling very unqualified. There have been a lot of changes for me and you were all a part of that process of change."

"I embrace the friendships that I will take with me when I leave here. I thank the panels before me and wish panel 42 and 43 the best."

"I plan to go back and support whoever takes my place."

"We are an organization of equals. I don't have to worry about what I say. We are supposed to say how we feel and we can trust the group conscience."

"This is a wonderful journey. Thank you to the World Service Office staff. They did a really good job again this year. And a special thank you to the Conference Chairperson and the Board Chairperson. When I came I didn't expect to see two Canadians."

"This Conference has to be one of the most important gatherings of people in the world for positive change."

FINAL SESSION

Marge S.,
Conference Chairperson, Trustee

Ric B.,
Executive Director

The Chairperson called the session to order, congratulating the Conference for getting the business done on time. The Executive Director then accepted a quilt/wall hanging made especially for WSO by members of one area.

In the Conference tradition, the Executive Director and the Conference Chairperson presented scrolls to each member of the outgoing Panel 41. Heartfelt gratitude was passed on in their hugs, laughter, and tears.

With all the business completed, the Chairperson officially closed the 2003 World

Service Conference with the Al-Anon Declaration at 10:00 P.M.

Following this formality, Panel 41 left the room for a few minutes. Returning in imaginative costumes depicting their areas, they entertained the Conference members and guests with their original "rap" song and dance number, the "Al-Anon Shuffle." As they "shuffled" out of the room, they grabbed floor members and brought them in to enjoy the fun. The festivities were over at 10:40 P.M.

2003 WORLD SERVICE CONFERENCE MOTIONS

Floor Discussions

World Service Conference motions presented from the floor that are not a part of a committee reportback are discussed here:

Discussion of Motion # 11

This motion was in response to the two new service tools produced by the Public Outreach Committee, *Al-Anon's Path to Recovery—Al-Anon Is for Native Americans/Aboriginals* (S-67) and *Al-Anon Is for . . . African Americans . . . African Canadians . . . All People of Color* (S-68). The motion's originators felt that these two pieces were not given adequate consideration prior to publication and that service tools needed to be reviewed by additional sets of eyes for two reasons: to verify content and to check for grammatical errors.

It was explained that Delegate members of Public Outreach Committee had reviewed both pamphlets, and that all service tools were handled in the same way. Members were reminded that these two pieces were developed as a direct result of the overwhelming desire of recent Conferences to reach out to diverse populations with Conference Approved Literature (CAL) and/or service tools. Members were referred to page 81 of the 2002-2004 *Al-Anon/Alateen Service Manual* for more information.

Members of the Public Outreach Committee reiterated that the Committee has Delegate members and that they deal with the service tools that come out of that Committee. A member of the Committee, who had worked on the Native American piece, indicated that she was not sure she would approve this piece if it were presented today. "I am uncomfortable with the circle saying family." She went on to say that there was language in the piece that she did not understand. Another member said, "I would hope there would be terms in these pieces that I would not understand because I don't know the Native American and African-American cultures." Another member said, "As we reach out to different cultures, we will find things are different. If we want to be worldwide Al-Anon and want to include all different segments we need to use different things." Another Delegate said, "We worked really hard with an *ad hoc* committee of Black members to develop [the African-American] piece."

Members of the Literature Committees spoke of the time commitment involved with being part of that Committee. One member shared, "There is a lot of reading involved on the Literature Committees between Conferences." Another said, "We work with Conference Approved Literature and not service tools. My concern is that we won't have service material for years. We need to have confidence in the World Service Office. I do not want to take away a tool we have." Another said, "Grammar is an aside to content and feeling. Design and proofreading are independent of the Committees." The motion was defeated.

Discussion of Motion # 15

This motion was brought to the floor of the Conference in response to Motion #9, and was proposed to ensure that the corrections being made to our Legacies would be properly documented for future Conferences to review.

When the floor was opened for discussion, a member asked if the information presented on the original motion would be printed in the *Conference Summary*. It was explained that Board presentations are covered in the *Summary* and that the documentation relating to the motion would be in the *Summary*. Some Conference members were concerned about the inadequate documentation that led to the original problem. They thought that a motion would guarantee that the wording would be recorded. Others expressed that the motion was too directive, and that the WSO staff could be trusted to properly document all Conference motions. The motion was withdrawn. (Also see Appendix.)

MOTION #1 – (97 YES, 0 NO, 0 ABSTENTIONS, 0 VOID) CARRIED

That the following persons be seated at the 2003 WSC with voice, but no vote:

David Zach
Director of Business Services
Non-Al-Anon member

Kitty S.
Chairperson, Executive Committee for Real Property Management
Al-Anon member

Maria Del Carmen R.
International Representative
Al-Anon member

MOTION #2 – (97 YES, 0 NO, 0 ABSTENTIONS, 0 VOID) – CARRIED

To approve the 2002 Annual Report.

MOTION #3 – (97 YES, 0 NO, 0 ABSTENTIONS, 0 VOID) – CARRIED

To approve the 2002 Audited Financial Report.

MOTION #4 – (97 YES, 0 NO, 0 ABSTENTIONS, 0 VOID) – CARRIED

To approve the 2003 Budget Committee report.

MOTION #5 – (84 YES, 12 NO, 1 ABSTENTION, 0 VOID) – CARRIED

To amend the text on page 76 of the 2002-2004 Al-Anon/Alateen Service Manual, Policy Digest, subheading “Raffles/Lottery Tickets.” (New is bold and underlined, strikethrough is deletion)

Raffles/Lottery Tickets

Raffles/lotteries are subject to state/provincial laws. If it ~~has been~~ is determined that ~~such a raffle is legal~~ the proposed raffle and/or lottery falls within the legal restrictions of the area where it is to be held, additional precautions ~~should be considered~~ need to be taken so that we are not diverted from our primary purpose and do not imply endorsement. ~~The printing and widespread distribution of lottery/raffle tickets in conjunction with commercial~~

~~prizes violates our Traditions and may divert us from our primary aim. Use of the Al-Anon/Alateen names or logos on lottery/raffle tickets jeopardizes Al-Anon’s copyrighted trademarks and can constitute endorsement of the product or service being offered.~~ Distribution and sale of lottery/raffle tickets should be limited to Al-Anon/Alateen meetings and events. Read “Fund-Raising,” page 75 of the 2002-2004 Al-Anon/Alateen Service Manual as well as the other sections under “Selling Products/Chances” for clarification.

MOTION #6 – (95 YES, 1 NO, 1 ABSTENTION, 0 VOID) – CARRIED

To amend the text on page 68, Policy Digest, *Membership and Group Meetings/Conventions*, “Meetings”, “Locating Meetings”: (New is bold and underlined, strikethrough is deletion)

Meetings

Locating Meetings

Al-Anon and Alateen meeting information can be obtained by contacting Al-Anon information services listed in local telephone directories and on the WSO Web Site, www.al-non.alateen.org. ~~or by calling t~~ The WSO toll-free meeting line number ~~call~~, 1-888-4AL-ANON (1-888-425-2666), is available between 8 a.m. and 6 p.m., Eastern Time.

A printed list of Al-Anon information services and offices worldwide is found in *Getting in Touch with Al-Anon/Alateen* (S-23). Many areas and information services post meeting information on their local Web sites, which are listed on the WSO site. (See p. 79, “Getting in Touch with Al-Anon/Alateen,” and p. 83, “World Directories of Al-Anon Family Groups.”)

MOTION #7 (71 YES, 26 NO, 0 ABSTENTIONS, 0 VOID) – CARRIED

That the WSC give conceptual approval for a major revision to the book, *Al-Anon’s Twelve Steps & Twelve Traditions* (B-8).

MOTION #8 (96 YES, 0 NO, 0 ABSTENTIONS, 0 VOID) – CARRIED

To amend the text on page 85 of the 2002-2004 Al-Anon/Alateen Service Manual, Policy Digest, “Symbols/Logos”:

Symbols/Logos

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

MOTION #9 (95 YES, 0 NO, 0 ABSTENTIONS, 0 VOID) – CARRIED

That future printings of the Legacies return to the text as originally printed.

(See Appendix.)

MOTION #10 (70 YES, 23 NO, 2 ABSTENTIONS, 0 VOID) – CARRIED

To approve a major change to the book, *How Al-Anon Works For Families and Friends of Alcoholics* (B-22), as follows:

To move the Twelve Concepts of Service to a prominent position, placed following the Twelve Traditions, adding a brief text similar to the current text for the Twelve Steps and Twelve Traditions.

MOTION #11 (10 YES, 86 NO, 0 ABSTENTIONS, 0 VOID) – NOT CARRIED

To amend the text on page 81 of the 2002-2004 *Al-Anon/Alateen Service Manual*, Policy Digest, “WSO Service Tools” as follows:

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 a Literature Committee and the 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.

MOTION #12 (93 YES, 1 NO, 1 ABSTENTION, 0 VOID) – CARRIED

That the WSC give conceptual approval for a major revision to the pamphlet *Al-Anon Is for Adult Children of Alcoholics* (P-52) to change this piece from Recovery CAL to a Public Outreach service tool.

MOTION #13 – (93 YES, 1 NO, 1 ABSTENTION, 0 VOID) – CARRIED

That the WSC give conceptual approval for major revision to the pamphlet *Al-Anon Sharings from Adult Children* (P-47).

MOTION #14 (87 YES, 7 NO, 2 ABSTENTIONS, 0 VOID) – CARRIED

That the WSC give conceptual approval to develop a piece on grief and loss as they affect the families and friends of alcoholics.

MOTION #15 – WITHDRAWN

To attach (for clarity, and because of their importance to our fellowship) a copy of the Legacies text corrections passed in Motion 9 of the 2003 World Service Conference, showing both as it is currently printed in 2003 and as determined by WSO staff research to have been originally printed.

THE ASK-IT-BASKET

ADMINISTRATION

1. What is the reason cell phone usage for Al-Anon information services (AISs) and other technology advances are not considered in the Handbook and guidelines for AISs?

Guidelines are the shared experience of our members. Please share your experiences on this subject with the Group Services Committee so they can consider new information when they prepare their next update.

2. Can the World Service Office (WSO) maintain a database of members (like most other non-profits), instead of groups?

We do maintain a database of individuals who have contacted the World Service Office, but policy prevents us from soliciting those members. We don't make this information available to anyone outside the WSO, including the areas.

3. With the large influx of newcomers referred to Al-Anon/Alateen by professionals, how do we assure that professional language, literature, and references not be used in Al-Anon/Alateen meetings?

We lead by example. We do not police Al-Anon/Alateen meetings. We encourage everyone to extend a warm welcome and to urge newcomers to keep coming back. Experience has shown that group study of the Groups at Work and Policy Digest sections of the *Service Manual* (P-24/27) and the pamphlet *Al-Anon Spoken Here* (P-53) heighten awareness.

4. Can we create a national meeting directory/international meeting directory that is extremely reliable and update very regularly and accessible through the Web?

We had one in print that we found couldn't be kept up-to-date. The WSO's toll-free meeting line (888-4AL-ANON) replaced the World Directory as a more timely resource than a printed publication. There are 26,000 groups around the world, staffed by volunteers. We depend on all of those people to keep the information up-to-date. We encourage each local entity to post and update its own meeting information. The "Getting in Touch with Al-Anon/Alateen" section of the Al-Anon Web site, <http://www.al-anon.alateen.org>, has links to area sites.

5. Now that the staff at the WSO is connected through the Internet to many Delegates and other Conference members, it would be very helpful for them to receive the information that is now sent in the "departmental" mailings electronically as well as in the mail. For example outreach projects, especially timely ones such as the Cooperating with the Professional Community (CPC) White Bison Sacred Hoop Journey. The information can

be forwarded to the coordinator or chairman in the targeted city and the appropriate service arm immediately without waiting for an assembly or without a costly trip to the copy stores and postage. We do still need the twice a year mailings, but sometimes the news is stale by the time we get it out. It would afford the Delegate an opportunity to follow-up on pending action as well as to disseminate the need for volunteers in any area in a more efficient/timely way. As a Delegate with a November Assembly, I received the October 2002 Board letter a month after the Board meeting and a week after our assembly in the third week of November. The Board letter has usually come one or two days before assembly and necessitated last minute rewriting of the Delegate's report to enclose timely information. It would be more efficient to be able to cut and paste.

E-mail delivery is now something the Delegates have a chance to arrange for themselves. It is in a trial stage. (Please see report on Electronic Communication.) Information needs to be available to all members at all levels of service, regardless of their computer skills or access.

6. It would be helpful to have known when to expect departmental mailings from the WSO. A timeline such as the one included in the 2001 Conference Kit deadlines would work. After three years, I've figured out that some important information comes after the Board week but an approximate schedule would be helpful to plan with the Coordinators at the local levels.

Area assemblies occur at different times throughout the year. Department mailings occur two to three times per year, when there is sufficient new information to report. If we can successfully deliver this information electronically to all Conference members, it might alleviate these problems.

7. Recent sharings on the Delegates on-line have emphasized the autonomy of the Area Chairperson to appoint Coordinators, set the agenda and call meetings. This gives one person the opportunity to disregard the other elected officers. One member described the Delegate as an "ambassador". This seems to undermine the Delegate's position with the Coordinators and area officers in terms of action and accountability for supporting the projects put forth by the committees of the Conference and the Al-Anon volunteer Trustees. The Delegate is the source of the most current information and the person who carries the area vote to the Conference.

A discussion needs to take place in the area world service com-

mittee or at the area assembly. In some areas, Coordinators are elected rather than appointed by the Area Chairperson—this is a matter of area autonomy. The Delegate is the liaison between the WSO and the area. The Delegate comes to the World Service Conference informed but not instructed by the area. The Delegate votes on behalf of Al-Anon as a whole.

8. Both the financial savings to Al-Anon and establishment of the Executive Committee for Real Property Management have resulted in no apparent conflict with the operating of the WSO and the decision to purchase property on a 15 years trial basis. At a recent RSS the Executive Director shared on this so clearly that it dispelled many doubts and clarified the process. How can we start the process to have an historical summary handout or article to give out on this within the membership? The historical timeline sheet of our work cooperating with dual members in Al-Anon and AA was very helpful. There are still groups withholding support for WSO because of mistaken beliefs about this issue.

A document on the study and trial period of property ownership was distributed to the fellowship in the mid-1990s. We will explore updating this document with further information.

9. What are the advantages of general liability and directors and officers insurance at the area level? Is this coverage recommended by WSO and should it include all entitles under the umbrella of the area?

The WSO cannot provide legal advice to the areas. Whether or not to have insurance is up to group autonomy. The WSO has coverage to protect Trustees and staff from personal liability or lawsuits against actions that they take in their role as Board members and staff.

10. Will the WSO provide support on federal financial reporting requirements?

No. Please see page 91 in the *2002-2004 Al-Anon/Alateen Service Manual* regarding incorporation.

11. Has there ever been any discussion as to whether or not a two-year term for a Group Representative would be more helpful than the current three-year term? Would a shorter term encourage more people to participate?

There has been discussion. This process is up to group autonomy. It is important that the group have a representative to bring its voice to the assembly.

12. This question is in regard to the July Board meeting's approval of the interim actions of the Executive Committee "designating several pieces of literature as service tools that may be translated and adapted by a General Service structure (GSO) for use within that structure." Why is it

necessary to change the designation of such pieces for translation purposes? Which pieces were involved, and what is the advantage of their being designated service tools? Is this circumvention of the Conference Approval process?

The purpose is to allow general service offices, specifically Spanish-speaking structures, the opportunity to adapt and translate service tools for use within their structures. All general service offices can participate. This is not circumvention of the Conference Approval process. The pieces include service tools and the Al-Anon guidelines. As these pieces are reprinted, there is the notation, "This piece may be adapted by a General Service structure and distributed within that structure."

13. It is noted from the 2002 World Service Conference (WSC) Members Follow-up Evaluation Survey, that some Delegates have little time allotted at area assemblies to report on the Conference decisions and actions. How can the WSO staff and volunteers better support the Delegates in getting sufficient time at area assemblies to give a complete report on the activities of the WSC?

It is up to the Delegate to ask for the tools, including time at the assembly, necessary to do his or her job. It is up to area autonomy as to whether time will be given.

14. On p. 55 of the 2002 Conference Summary in response to the Members Section question about technology, the answer says that "Having a computer is not a condition for serving." However, we were recently informed that Al-Anon Speaks Out is being changed from a printed format to a Web site PDF newsletter only. Why will we not be able to get Al-Anon Speaks Out any other way than by computer?

Professionals are the intended readership audience for the *Al-Anon Speaks Out* newsletter. The list of professionals wanting to be on a mailing list continued to drop. Since the vast majority of professionals have computers, the decision was made to place *Al-Anon Speaks Out* in PDF format on the WSO Public Outreach Web site to widen its outreach to professionals. A second objective was to widen the number of professionals that the newsletter is reaching by placing it on the WSO Web site. Because the majority of professionals rely on computers for communication and information, there are no plans to return to printing the *Al-Anon Speaks Out* newsletter.

With the newsletter posted on the WSO Web site, members can also access it twenty-four hours per day, seven days a week. They can photocopy the newsletter or send e-mail messages to inform professionals about it. If members do not have a computer, they usually know of a member who can download the newsletter for them. This is not related to the discussion on page 55 of the *2002 Summary* regarding a member's ability to volunteer for a service position.

15. Can Coordinators photocopy the Al-Anon Charter when they need to open a bank account and provide proof that Al-Anon is a non-profit organization in order to save on bank fees?

No. Photocopying the Al-Anon World Service Conference Charter would not be effective because the charter is an informal agreement between the Al-Anon/Alateen groups and their World Service Conference. It is an internal document and is not intended for group or service arm use for business purposes. Page 91 of the *2002-2004 Al-Anon/Alateen Service Manual* explains the Al-Anon Family Group Headquarters, Inc.'s (WSO) incorporation as a not for profit organization. However, the WSO's designation as a charitable organization does not extend to local groups or service arms in either the US or Canada.

16. In what ways can we as Delegates better support the Trustees and WSO staff?

Delegates already support the Trustees and staff when they communicate the appropriate information to the groups. They also support them when they carry the message that all leaders in Al-Anon are Al-Anon members who love the program and would never knowingly violate the Steps, Traditions, or Concepts of Service. Delegates can also assist area members by continuing to stress the "we" nature of our program, the high importance placed on volunteer input at all levels, and to encourage the study of the Concepts of Service so that members understand that a plan of delegated and ultimate authority runs through our entire program. Understanding the difference between the tyranny of the majority and the minority as discussed in Concept Five can also help members with a particular agenda to move forward once group conscience has been stated and the minority voice has been heard.

17. Does it mislead the public into thinking that Al-Anon endorses the United Way or that Al-Anon accepts money from any source when its name appears on the United Way roster? (Traditions Six and Seven). What does the United Way charge for their service?

Al-Anon does not lend its name nor endorse any outside entity. We do not pay the United Way any fee. We merely receive the contributions from our members who choose the United Way as a method to make regular donations. We have not been asked to be listed on a United Way contribution roster. We are listed as a resource for families and friends of alcoholics in a number of directories. (Also see Question No. 18.)

18. Does Al-Anon endorse or lend its name to an outside enterprise when members use organizations such as United Way to contribute money to the WSO? (Tradition 6)

Many members work for companies that require that they make a contribution through the United Way. The pros and cons of this practice and whether the United Way is good or bad are outside issues and Al-Anon has no opinion about them. We only publicize that if our members are making such a contribution, they need to notify us in advance so that we can accept their gift. Members have

contacted us and asked how to designate their contributions through these programs. We are a 501 (c) 3 educational organization and can receive tax-deductible contributions in the United States. Please see page 91 of the *2002-2004 Al-Anon/Alateen Service Manual*. (We are also a registered charity under Canadian law to permit the Canadian members to deduct contributions to AFG Canada, Inc. as well.) When a number of members consistently request designating their contributions to Al-Anon, some United Way affiliates may list us as a donation recipient. We do not receive contributions from the United Way nor from nonmembers. In this instance, the United Way acts as a pass-through from the employer who deducts the contribution requested by the employee (member) and sends it to us. If the United Way charges a fee, that is understood and agreed to by the member. We have no control or agreement with United Way. The United States government has a similar program for its employees and we also receive contributions from members who work for the various branches of government. Any member can make regular direct contributions by completing the forms for monthly deduction from their checking account. See the Members Web site, www.al-anon.alateen.org/members, for the form.

19. Are outside contributions being accepted when a member makes a contribution to the Al-Anon Family Groups through a United Way payroll deduction plan and there are matching funds from the member's employer? (Tradition Seven)

Please see Question No. 18. As stated, we do not receive contributions from nonmembers, including matching contributions from employers. Should the United Way forward a matching contribution, it is returned with a thank you letter and an explanation of our Seventh Tradition. This is done for any nonmember contribution.

20. How do areas handle unauthorized transfer of funds from one bank account to another bank account?

Areas would handle unauthorized transfers from one bank to another in the same fashion as unauthorized withdrawals or thefts. Many areas require more than one signature in order to authorize payments, withdrawals, or transfers. Requiring more than one signature, and having more than two people with the ability to sign checks, make withdrawals, or transfers ensures that the area's funds will be reasonably used for the purposes intended. It also allows the area to continue to do business, should one or more members be unable or unwilling to write checks, make withdrawals, or fulfill their duties.

GROUP SERVICES

21. What can we do to educate the "old-timer" Al-Anons who dominate their meetings by intimidating the members on what we "do" or "don't" share that is not current with our policies? They speak of "old-time" Al-Anon or "pure" Al-Anon and postulate from the AA Big Book, etc.

More participation by the group's members can help. Some groups have regular meetings on the Traditions. Others address

this with a meeting on the “Three Obstacles to Success,” found in *Alcoholism, the Family Disease* (P-4). Other groups hold a group conscience meeting to discuss the problem openly.

If this doesn’t work, you can start a new group. Solving this problem is the responsibility of every member to keep Al-Anon “Al-Anon.” The reading on the First Tradition found in *Paths to Recovery* is also a good resource. Length of time in the program does not necessarily mean one has a strong program. Nor do all longtime Al-Anon members share these points of view.

22. How do the Area Coordinators function in the areas that have “restructured” with Action Committee Chairpersons and Coordinators?

It is up to area autonomy. For more information, please see Chosen Agenda Item No.1 within this *Summary*.

23. How can we, as a fellowship, be open to new ideas without breaking Traditions?

This year’s Conference theme is “Change! Create New Possibilities.” Our program is based on change—especially the idea that changed attitudes can aid recovery. Even the Serenity Prayer is about change; the courage to change the things we can—not to keep things the way they are. The Traditions do not limit or inhibit positive growth.

24. Processing records very quickly would help a lot (1 week not 2 months).

WSO staff processes the numerous changes as quickly and accurately as they can. Sometimes information received at the WSO is incomplete or illegible and additional information is required from the sender, resulting in a delay of the entire transaction.

25. Why Him and He for God and not It or something more neutral? Can that be changed? How long would it take? (gather info)

Yes, it is possible to change any language in the Steps, Traditions, and Concepts of Service. If the World Service Conference voted to poll all of the Al-Anon/Alateen groups in the world, it would take a favorable written vote by three-fourths of all groups to make such a change.

26. Some pages in the Group Binder are not Conference Approved Literature (CAL). We are told to use only CAL at our meetings? Could these passages be Conference Approved?

The Group Binder is a service tool. It can be used in meetings. Pages 80-85 in the *2002-2004 Al-Anon/Alateen Service Manual* clarify the definitions of CAL and service tools. Both kinds of Al-Anon materials are suitable for use and display at meetings.

27. Can a member of Al-Anon who is also a member of AA stand for Al-Anon/Alateen Convention Chairman?

This decision is up to the area’s autonomy, provided that this job would not lead to selection as the Area Delegate.

28. What are effective ways that Al-Anon can participate in area AA conventions?

The guideline, *Al-Anon/Alateen Participation in an AA Convention* (G-7) is available by sending a self-addressed, stamped envelope to the WSO, or on the Members Web site, www.al-anon.alateen.org/members.

29. What can we do to keep the AA focus (e.g. mentioning AA literature, AA based problems, stating they are alcoholics) out of Al-Anon meetings which have several dual members?

Consider leading a meeting on *The Al-Anon Focus* (P-45) or *Al-Anon Spoken Here* (P-53).

30. How do groups address the issue of dual membership when electing Group Representatives without violating anonymity?

Give members the requirements from the *Service Manual* before the elections and discuss them beforehand. Ask the members to take their own inventory in order to determine who is eligible.

31. Why don’t we have specific policies in place for ongoing issues such as: “double winners,” use of closing prayer chants, use of the Big Book, and have direct yes or no answers rather than leaving it to the autonomy of the groups?

Guidance on these matters is in our *Service Manual*. There are clear policies, but some people are unable to accept them. Al-Anon asks our groups for “obedience to the unenforceable.” Group autonomy is the highest level of responsibility in that it charges the group to balance its wishes against the benefits to Al-Anon and AA as a whole.

32. How do we exercise our right of appeal to the Board of Trustees in regard to minority opinion? Concept Five states: “The Rights of Appeal and Petition Protect Minorities and Assure that They be Heard.” What is the process of submitting an appeal? Who hears these appeals? What verifies that the appeals have been heard? Has a minority appeal ever been made?

A minority appeal comes to the Board of Trustees if it involves a decision made by the Board. The right of minority appeal is throughout the fellowship. However, since no one body exercises authority over another, the appeal process is only to the decision maker. There is no hierarchy of appeals, such as in a judicial system. A letter explaining the reason for the appeal including the opinion or viewpoint which you want the Board to consider is sufficient to create an appeal. After the Board reviews the appeal and makes its decision, the Chairperson of the Board notifies the person or group of the Board’s decision. Frequently, appeals are sent to the Board when the decision was made at the area level or by the Conference. In each case, the appeal is forwarded to the appropriate body. The Board has heard minority appeals over the years.

33. Would there be less fear being an Alateen Sponsor if they were called Alateen mentors?

It is difficult to know what it is about Alateen that scares some people, but for many it is probably something more than the name. The main purpose for having Al-Anon members in the room with Alateens is so the Alateens can have their own meeting. The term “mentor” might suggest that the adult would have even more responsibility than an Alateen Sponsor already has.

34. What are some of the different ways areas could exchange information in regard to Alateen guidelines for Conferences, assemblies, and other functions?

Contact the Group Services Department at the WSO. As a clearinghouse, the WSO can send copies of guidelines from other areas to an area that is considering developing such procedures.

35. How can we emphasize that in Al-Anon our primary focus is how not to be affected by someone's drinking—not for relationships?

Al-Anon has one purpose: to help the families and friends of alcoholics. This is done, as stated in the *Suggested Preamble to the Twelve Steps*, “. . . by practicing the Twelve Steps, by welcoming and giving comfort to families of alcoholics, and by giving understanding and encouragement to the alcoholic.” In following through with these actions, our relationships have an opportunity to heal and, as also stated in the *Preamble*, “. . . Changed attitudes can aid recovery.”

36. Newcomers may be misguided to our Al-Anon meetings with problems other than a loved one's drinking. In keeping with our Traditions, particularly One and Three, how do other Al-Anon group members share so that the newcomer may identify whether Al-Anon is for him/her?

By sharing our own experience, strength, and hope, we can offer newcomers the opportunity to see themselves and their loved ones in a new light. We place the focus on the effects of alcoholism, instead of the amount of alcohol consumed. We give others a chance to break through the denial that can prevent any of us from seeing clearly. Page 99 of the *2002-2004 Al-Anon/Alateen Service Manual* states, “Many individuals come to Al-Anon seeking help. If these individuals determine they have not been affected by a problem drinker, they may be informed of our Third Tradition, which states in part, ‘the only requirement for membership is that there be a problem of alcoholism in a relative or friend.’ They may also be informed of other sources of help.”

37. Define—“we should always cooperate with AA.” To what extent do we cooperate?

The *2002-2004 Al-Anon/Alateen Service Manual* on pages 93-96 defines the level at which we cooperate with AA. The Al-Anon guideline, *Cooperating with AA* (G-3) also supports those ideas.

38. There are members who like to use AA literature at Al-Anon meetings and workshops. Do we confuse others and ourselves of our separate Al-Anon identity when we are so closely linked to Alcoholics Anonymous, its members, and its literature?

Yes, since Al-Anon meetings are for sharing Al-Anon experience, strength, and hope. As our *2002-2004 Al-Anon/Alateen Service Manual* reminds us on page 84, “It is well to remember that all AA literature is written for and from the viewpoint of alcoholics and is not Al-Anon/Alateen Conference Approved Literature. Reliance on opinions expressed in AA or other publications can distort the Al-Anon approach, particularly for the newcomer. (See *Al-Anon Spoken Here* [P-53], *Why Conference Approved Literature?* [P-35], and *Alcoholism, the Family Disease* [P-4])”

39. When we refer to area officers, is the Delegate considered an area officer as well as the other officers but with a different role?

This is a decision determined by area autonomy and not by worldwide group conscience. The definitions of officers vary from assembly to assembly.

40. In the Service Manual we do not find a definition of the area officers even though they are mentioned in many places in the Handbook. But there is no definition of area officers: Officers of the Assembly. Al-Anon members who have completed their three-year terms as GR and DR and/or who are currently serving as DR, elected at a meeting of the assembly by the GRs for a three-year term. Al-Anon members who are also AA members are not eligible to serve as officers of the Assembly at the area level. Will a definition ever be in the Service Manual?

Probably not. Specific language is not always helpful since the *Service Manual* is written to allow for area autonomy. Each area determines what officers and Coordinators it needs and how they are chosen.

41. Can one person start an Al-Anon group?

Yes, but there should be at least two members in order to use the Al-Anon name and to register the group.

42. Why is the Conference theme chosen by the Board of Trustees instead of the Delegates at the preceding Conference?

The selection of the Conference theme is a function of the Conference Committee and is submitted to the Board of Trustees for approval.

43. Why is it okay for dual members of Narcotics Anonymous and Overeaters Anonymous to serve above the group level? Many of these members are also AA and Al-Anon members who use the Big Book.

Except for AA members, members of other Twelve Step pro-

grams may serve above the group level. If an Al-Anon member is an AA member and belongs to another fellowship, the person would be ineligible to serve by virtue of membership in AA. Our close relationship is with AA, as shown in our Traditions. We do not have a similar relationship with the other groups.

44. Why are there no Group Representatives (GRs) at Institutions meetings? Page 35 of the *Service Manual* says "Usually there is no GR at an Institution Group." Page 66 says "Institution Groups... Membership is transient; there are no GRs." This seems contradictory to me.

Families and friends of alcoholics attending an Institutions beginner's meeting are transient. They usually leave the facility after the alcoholic is discharged or their own contact with the organization concludes. After leaving the facility and receiving information about Al-Anon, they attend groups in their home community. While there are members who attend the meeting as part of their Al-Anon service work, they represent other groups who support/sponsor the Institutions group. Therefore, these groups do not have Group Representatives.

Some people confuse these beginner's groups with regular groups who meet at an institution. These groups do have a Group Representative.

45. Who monitors prejudice in Al-Anon communication of all types so we don't get off track at WSO?

Tradition One is a standard for everyone in Al-Anon to apply. All published communication from the WSO is reviewed by the staff, volunteers, Delegate and at-Large committee members when appropriate, and ultimately the Executive Director.

46. To help AA understand Al-Anon, one of our members feels that an Al-Anon/AA couples meeting be acknowledged and listed in Al-Anon meeting books. They feel AA will accept a couples meeting and list it in their meeting book.

This issue was discussed by our early pioneers. The guideline *Cooperating with AA* (G-3) was created in consultation with AA because of the confusion of some members. In accordance with Tradition Six, a couples meeting can be an open meeting of either AA or Al-Anon, but not of both at the same time.

47. A member has been bringing her 12-year-old daughter to our meetings. Recently that girl broke the anonymity of one of the members who is a teacher at her school. How should the group handle this?

Sadly, anonymity breaks happen with members of all ages, but a young person often needs more help in understanding this principle. The group could have a meeting on anonymity as a topic, using Conference Approved Literature as a resource for the discussion.

48. If a Delegate would like to mention the death of an active Al-Anon member in the past year,

when is the appropriate time at the World Service Conference to do this?

There is no time on the Conference agenda. A third-year Delegate could mention it in a three-minute talk or any Delegate could mention it at any time during personal conversations.

49. Why is it necessary for Delegates to use their area numbers as well as area name when speaking at the microphone during the Conference? It takes time and means nothing.

This will be referred to the Conference Committee.

50. Why do District Representatives not receive the *Service Manual*?

The WSO supplies one complimentary copy of the *Service Manual* to each registered group in the US and Canada, as well as to all other groups around the world that do not have a general service office. All other service members or service arms are supported by the groups they serve and can elect by group conscience to purchase copies of the *Service Manual* as needed. (Also please see the answer to Question No. 2 on page 50 of the 2002 *Conference Summary*.)

51. How does a group register to be a newcomer's group? Does it just have to register as an Institutions group or can any group be registered as a newcomer's group?

Any group may register as a newcomer's group by checking the "Beginners" box on the Al-Anon/Alateen Registration/Group Records Change Form (GR-1). A newcomer's Institutions group would indicate in "item 3" the type of group (Institution) and place a check mark in "item 5" to indicate that the group is for beginners/newcomers. If an institutions group is already registered all that is needed is a change form to let the WSO know that one of the features of the group is that it is a beginners' group. (Also please see the answer to Question No. 44.)

52. Does an Al-Anon member have to have been an Alateen Sponsor to become an Alateen Coordinator?

The role of the Alateen Coordinator is to coordinate by communicating. The Coordinator is the bridge whose enthusiasm can encourage the fellowship to bridge the gap of understanding and cooperation between Al-Anon and Alateen. The Coordinator is the link that starts from the group, to the district, to area, to WSO, and back again. Being an Alateen Sponsor is not a requirement per WSO policy; however areas may have their own requirements. Please see the guideline *Area Alateen Coordinators* (G-24) for additional information regarding duties.

53. How can you help others to accept assembly structure change?

The area successes with action committees are reported in the Chosen Agenda Item No. 1 and the "Sharing Area Highlights" sections of this *Summary*.

54. How can we help the newcomer to understand that our program works regardless of race/color, religion, and economic status?

At this year's Conference, it was pointed out we are diverse, but not different in the ways that alcoholism affected us. The discussions in Chosen Agenda Items No. 2 and 4 best reflect the ideas expressed. Having the *Al-Anon Is for . . .* series of pamphlets on the table at a meeting is another way to help newcomers understand.

55. We have lots of groups starting but many do not last beyond 3-6 months. How can we better serve groups to get them going?

District Representatives (DRs) can be instrumental in maintaining personal contact with new groups. The DR can provide them with ideas on how to let the fellowship and the public know about the new meeting (listing in the local meeting directory, posters, and newspaper announcements.) Established groups may adopt a group by making a commitment to attend the new meeting on a regular basis. This support can help the new group establish a core group and introduce the use of the Steps, Traditions, and Concepts of Service.

56. What can we do to make Al-Anon members more aware of what the area assembly and the area world service committee do? How do our donations fund these two levels of service? Some Al-Anon groups have decided not to participate by supporting or sending representation to area meetings. How do we encourage Al-Anon groups to participate beyond the group level?

Ask interested Al-Anon members to go to these meetings and encourage connection with the areas. Make certain the area assembly is open and interesting. The District Representative can be instrumental in bridging the communication gap.

57. Why are there some numbers missing in the panel numbers?

We think you mean "area numbers." Numbers were skipped to allow for additional areas to be added. For instance, Florida divided in 1988, and became Florida (North), Area 9, and Florida (South), Area 10.

If you meant "panel numbers," each Area Delegate is elected for a three-year term, so not all areas have a panel member each year.

58. How can we get more involved in service?

This is a perfect topic for the next area or district workshop.

PUBLIC OUTREACH

59. Why do people not come to Al-Anon, and why do some people come and leave? Can we survey outside the fellowship to answer these questions?

We could survey the general public about knowledge of Al-Anon, but it would be an expensive undertaking. Our Budget and Executive Committees and Board of Trustees would have to

decide if this would be the best use of Al-Anon's financial resources. Our resources might be more effective if we used them for Public Outreach. We do ask members, in the membership survey, about their reasons for leaving and why they came back.

60. Why can't the video and audio public outreach messages be provided for free? If they do their jobs, they will, in turn, pay for themselves with the influx of new people to the program.

The WSO sends 2,000+ radio and 1000+ TV public service announcements (PSAs) directly to stations in the US and Canada at the WSO's expense. We ask the Area Public Outreach/Public Information Coordinators to inform the areas of the process, and give districts/information services "how to" information on their options for trying to carry the PSAs to additional stations.

61. When developing new posters, do you consult with members before the final stage of making the posters? What is the process you follow? Members are asking if they can be involved by assessing what is in the making.

Al-Anon members are involved with the development of posters, as with all Al-Anon materials. The Public Outreach Committee provides input to the Public Outreach staff on ideas for posters. For the past several years, the posters have been coordinated with the annual public service announcement (PSA) campaign. Staff coordinates the poster with a graphic designer and the draft designs are reviewed by the Public Outreach Committee. Once that Committee approves, posters are reviewed by five members of the Policy Committee and the WSO Executive Director for adherence to Traditions and Policy.

62. We are told to leave *The Forum* and other literature in offices, public places, etc. Are we not supposed to get permission to leave our literature?

It depends on the location. As a matter of courtesy, it is a good idea to ask.

63. How do we attract the "significant others" of dual members to Al-Anon meetings?

Holding open meetings may be less intimidating to some potential newcomers. Planning an anniversary or other celebration for the group and encouraging all members to bring family members and friends is a good way to attract the "significant others" of all members to meetings. Also please see the answer to Question No. 58.

FELLOWSHIP COMMUNICATION

64. Why did the Conference not vote to approve changes to *Al-Anon's Twelve Steps & Twelve Traditions* (B-8) before sharing sheets were sent out to the fellowship? It seems like we put the cart before the horse.

According to procedures for revising CAL that the Literature Committees use, it is possible to remove or replace a story without

it requiring a Conference motion. That was the Committee's understanding when they sent out the sharing sheet. The Executive Committee reviewed the request to replace multiple stories and determined that this was a substantial rewrite requiring Conference approval. Once it was determined that a Conference motion would be necessary, the staff stopped distribution of the sharing sheet.

65. What is the appropriate format for e-mail, phone numbers for points of contact for Web page for special "upcoming" events?

The World Service Office does not publish e-mail addresses that appear to contain a last name. For safety reasons, we do not publish the names and/or phone numbers of Alateen members, nor do we publish the locations of Alateen events. It is up to each area to discuss how they will handle these situations.

66. Is it possible for a piece of literature that is out of print ever to become available again?

Yes, it is possible, but it would probably require a Conference motion.

67. What should be the guidelines for Al-Anon archives displays? Is it against the Traditions to have a pre-CAL section of the display that shares the history prior to CAL being developed?

We do not present displays to represent the time before Conference Approved Literature because there was no consensus from the fellowship. That is what created divisions within the fellowship that led to the need for Conference Approved Literature. The guideline *Area Archives* (G-30) can provide additional information.

68. Is it possible to get *How Al-Anon Works* and *Al-Anon's Twelve Steps & Twelve Traditions* in paperback for our jail meetings?

No. We currently have seven other softcover books available for use in correctional facilities and other institutions. The recent experience with *Courage to Change* in softcover for institutions use was not successful.

69. Could a consideration be given to creating a wallet card with the Al-Anon Declaration on it?

The *Al-Anon Declaration* card (M-8) is the size of a business card.

70. Concerning the pamphlet subtitled "For Al-Anon/Alateen Members Who Are Also Recovering Alcoholics" (*The Al-Anon Focus* [P-45]), could we reach more people by re-wording this to read "For Recovering Alcoholics Who Are Also Members of Al-Anon and Alateen"? This might attract more attention at AA Conventions and other places where Al-Anon literature is displayed.

We will forward this request to the Literature Committees. The Literature Committees and the Policy Committee must

approve any change of title. A good way to reach people is to hand them the pamphlet.

71. On page 84 of *Service Manual* under the heading "Reading Matter Outside CAL," can we change that to say, "...recommend reading matter other than Al-Anon publications" instead of "...other than CAL"?

The section cited (pages 80-85) includes explanation of both Conference Approved Literature (CAL) and service tools. See *Why Conference Approved Literature* (P-35) for more information about the use of Al-Anon publications at meetings. Any requests to change the Policy Digest section of the *Service Manual* should be sent to the Policy Committee.

72. Can we have *The Forum* translated into Spanish so the Spanish meetings could subscribe?

No, this is not financially feasible. The publication available for Spanish members is *Al-Anon y Alateen en acción*. This publication is produced four times a year and includes articles from *The Forum*. The publication is sent free to all registered Spanish groups within the World Service Conference structure and internationally. Additional group or individual subscriptions can be purchased by contacting the World Service Office.

73. Al-Anon logo: We have allowed vendors to make logo jewelry and sell it. If a member wants to make logo pins and sell at cost to members only, how can a member go about doing this that is legally acceptable?

Any individual (member or nonmember) who wishes to reproduce the Al-Anon/Alateen logo needs to submit a Request for Permission to Reprint form to the WSO. This form is available in the Media section of the WSO Web site, www.al-anon.alateen.org, or can be obtained from the WSO. This is how the WSO maintains Al-Anon's trademarks on behalf of the Al-Anon/Alateen groups. Al-Anon service arms and entities may use the triangle/circle logo without alteration for use on printed materials without contacting the WSO.

74. If a pamphlet must be produced to mean such a simple and obvious thing as: *Al-Anon Is for Men* (P-1), is it real and true that Al-Anon is also for men? If true, I believe we wouldn't have to mention it. Actually barely 15% of Al-Anon membership is male.

Outreach to diverse groups began with our early pioneers. The "Al-Anon Is for..." series of pamphlets reaches out to people who may question whether or not they belong in Al-Anon. The purpose is to extend a welcome, not to document our membership.

75. If a pamphlet must be produced to mean such a simple and obvious thing as: *Doubting Your Sanity?* (P-89), is it real and true that Al-Anon is for people who suffer, or ever suffered, a mental

illness (20-25% [sic] of the general population)? If true, I believe we wouldn't have to mention it.

When someone else's drinking is part of the problem, *Doubting Your Sanity* (P-89) extends an invitation for those family members to try Al-Anon. The intention is to extend a welcome.

76. If a pamphlet must be produced to mean such a simple and obvious thing as *Al-Anon is for Gays and Lesbians* (P-85)—it's been translated into French as "homosexuals"—is it real and true that Al-Anon is also for gays and lesbians? If true, I believe we wouldn't have to mention it.

Please see the answer to Question No. 74.

77. Diversity vs. Differences- it is fine to produce materials in trying to reach various ethnic groups in the community, but why produce pamphlets labeling individuals such as "Al-Anon Is for Gays and Lesbians" or "Al-Anon Is for Men"? Tradition Three does state that "the only requirement for membership is that there be a problem of alcoholism in a relative or friend" as well as Tradition Ten stating that "Our thousands of members are people of different race and color, with different creeds, politics, and viewpoints."* Why be so specific about gays and lesbians, and men? What will follow next? Eating disorder? Mental health?

[*Editor's note: Tradition Ten does not state this. This is a quote from the Tradition Ten descriptive text in The Twelve Steps and Traditions (P-17).]

Please see the answer to Question No. 74, 75, and 76.

78. A member in my area would like to suggest the idea of a new pamphlet entitled "Are You Grieving For An Alcoholic Loved One." This pamphlet could deal with all types of grief; grieving the loss of the person you once knew, grieving the loss of companionship and an intimate relationship, loss of your friend, as well as loss due to death—either by suicide or due to the effects of the disease of alcoholism. I am sure many people would make use of a piece of literature on this topic.

The 2003 World Service Conference gave conceptual approval for the development of a piece on grief and loss as they affect the families and friends of alcoholics. (See WSC Motion # 14.)

79. Could Puerto Rico be included in the translation process of Spanish literature in addition to the countries that presently participate?

Since the WSO is the Service Office for Puerto Rico, the staff at the WSO have the responsibility to coordinate and work with all Spanish translations in the World Service Conference structure. Only general service offices participate in this current trial.

80. Can we see a "Special Edition" or repeat of *Forum Favorites*, Volume 4?

There is still an ample supply of *Forum Favorites*, Volume 4 (B-9D). This book remains available while supplies last. One-year notice of discontinuance of all four volumes of *Forum Favorites* was given in 1998.

81. Can we make CAL references to HP gender neutral, especially in the Steps and Traditions?

Gender-specific sharings from our members are left as-is, unless they quote a Step or Tradition. As stated on page 144 of the *Service Manual*, it is possible to make changes to any of Al-Anon's three Legacies provided that three-quarters of the groups worldwide vote in writing to approve such a change. (Also please see the answer to Question No. 25.)

82. Copyrights: A group's group conscience voted to have tape cassettes with music and songs played during meeting time. At our AWSC meeting it was said that this is considered outside publications as music and songs also have copyrights and are not part of Al-Anon. One member wants to know if it is prejudicial to copyright to listen to tape cassette at meetings. The answer given was that it would be if members would want the tape copied over and over again. It is still not part of Al-Anon. Please comment.

While we are not sure what the group's intent is to play a musical cassette, the tape would be outside material. See page 82 of the 2002-2004 Al-Anon/Alateen *Service Manual* regarding the suggested practice of using only Al-Anon Conference Approved literature and service materials at Al-Anon/Alateen meetings, conferences, and conventions.

83. Is there too much literature being published or is our literature becoming too focused?

In recent years, several books have been discontinued because of a 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.

(Also please see the answer to Question No. 53 on page 55 of the 2002 *Conference Summary*.)

INTERNATIONAL

84. How do countries outside the US and Canada participate in the World Service Conference? Why are they not allowed to vote?

Other countries can participate. Each year they receive an invitation to participate with voice but no vote. The International Al-Anon General Services Meeting (IAGSM) allows each structure in Al-Anon to share common problems and discuss possible solutions. While the World Service Conference is the senior Conference, it exercises leadership, not authority, over other general service structures. They vote at their own Conferences and have input through the International Coordination Committee.

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 54 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, sexual orientation, 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, including the authorization to print the new daily reader, *Hope for Today* (B-27/28), in regular print and a smaller number in large print. Our consignment policy regarding the sale of new books was expanded to permit consignments to Literature Distribution Centers (LDCs) any time in the first six months of publication. Translation of *From Survival to Recovery* (SB-21) into Spanish was approved. *Purpose and Suggestions* (CP-13), *This is Al-Anon* (CP-32), and *A Guide for the Family of the Alcoholic* (CP-7) were translated into Simplified Chinese.

It was decided to discontinue *Al-Anon Speaks to You the Professional* (P-58) and *A Member's Guide* (P-34). On the recommendation of both Literature Committees, approval was given to discontinue *Sexual Intimacy and the Alcoholic Relationship* (P-77).

Approval was given for the annual production of a PSA.

The Board approved a trip to Costa Rica, Venezuela, and Argentina by the Executive Director and the Translation Services Manager. We also accepted an invitation from the World Health Organization to attend and present at the First Addiction Institute held in Beijing, China. While in Asia for this event, the Executive Director and the Associate Director of Membership Outreach–International networked with the structures in Japan and Korea.

Approval was given to produce an expanded September Recovery Issue of *The Forum* in 2002 and for the Public Outreach staff to continue participation in the 2002 September Recovery Month planning sessions.

The invitation from the White Bison organization for staff to attend the Fire Starter meeting and the Circles of Recovery Conference was accepted. The purpose is to expand our outreach efforts to Native Americans.

An Ad Hoc committee of the Board reviewed the Annual report and proposed that it be presented in a different format.

The Board began necessary revisions to text of the Twelve Concepts of Service and a review of the bylaws of AFG, Inc. and of AFG (Canada) Inc.

The Board approved the Budget Committee motion to have the equalized expense for the 2003 WSC remain at \$1,000 (US). The projected cost for a Delegate to attend the 2003 WSC is \$1,612 (US). The theme, **Change! Create New Possibilities**, was approved for the 2003 WSC.

The process for the site selection for the 2008 Al-Anon International Convention was reviewed, and the bid questionnaire was sent to all Delegates.

On the recommendation of the Nominating Committee, the Board agreed not to fill the vacancy created by the death of Wilma K., Trustee at-Large.

On a trial basis, the Long Range Study Panel meets as part of the Board and not as a separate entity.

The motions of the 2002 WSC, which included acceptance of the new committee structure, were given Board approval.

From the "Talking With the Delegates" session at the 2002 WSC, Alateen was selected as the first topic to be pursued by the Board. Extensive discussions were begun on maintaining the viability of Alateen. No conclusions were reached, and discussions are continuing.

General Service Office structures (GSOs) were offered the ability to host, at cost and in conjunction with the WSO, a Web site including an e-mail address. Our current policy of selling to GSOs was expanded by offering them an electronic copy of books and pamphlets for use for printing only. Certain service tools have been designated as being available for translation and adaptation by a GSO for use within that structure, including the *2002 IAGSM Summary*.

All nominees for Trustee at-Large (TAL), 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

It was agreed to donate the WSO's inventory of Russian literature to the Russian Service Committee.

The Committee approved the attendance and participation of staff at the American Society of Addiction Medicine (ASAM) and the Substance Abuse Librarian Information Service Conference (SALIS).

Follow-up mailings to Conference attendees at the Community Anti-Drug Coalitions of America Conference (CADCA) and to the American Society of Addiction Medicine (ASAM) were approved.

Approval was given for print and distribution of 30,000 copies of the *2002-2003 Service Plan*.

The following at-large committee members were approved:

Alateen Advisory Committee

Alateen:

Dana S.	second one-year term
Erica F.	first one-year term
Elizabeth P.	first one-year term
Rebekah J.	first one-year term

Al-Anon Member

Ninette E.	first one-year term
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Transitioned Al-Anon

Melanie L.	first one-year term
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Sponsor

Tracy K.	second one-year term
Roger V.	second one-year term

Archives Advisory Committee

Jenny G.	fourth one-year term
Elizabeth D.	third one-year term
Elise M.	third one-year term

Forum Editorial Advisory Committee

Buck D.	fifth one-year term
Bill S.	fourth one-year term
Loretta J.	second one-year term
Judene G.	first one-year term
(served four years on Archives)	
Mary Jo P.	first one-year term

International Coordination Committee (ICC)

Doreen D.	second one-year term
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Literature I Committee

Walter H.	third one-year term
Brenda Sue D.	first one-year term
Elizabeth H.	first one-year term
Marlene O'D.	first one-year term

Literature II Committee

Jay DeV.	first one-year term
Dorena P.	first one-year term
William H.	first one-year term
Virginia L.	first one-year term

Outreach to Professionals Advisory Committee

Theresa M.	sixth one-year term
Patricia W.	fourth one-year term
Mary G.	second one-year term
Lyn D.	second one-year term
Donna M.	second one-year term

Public Outreach Committee

Khayriyyah A.	sixth one-year term
Fran G.	fourth one-year term
Kay T.	first one-year term
Audrey S.	first one-year term
Larry D.	first one-year term

The Executive Committee gave approval to:

- an Al-Anon family recovery luncheon to be held in Ottawa for Canadian members of Parliament, national associations, and international embassies.
- archival preservation of films, public outreach posters, and early AFG scrapbooks.
- changing *Al-Anon Speaks Out* from a printed format to a Web site PDF newsletter only, effective in 2003.
- extend the project, "Let's Be Friendly with our NCADD Friends."
- a new book cover for *Alateen—Hope for Children of Alcoholics* (B-3).
- the committee guidelines.
- the updated WSO Style Sheet dated April 2002.
- mailings to participating area contacts for Spanish-speaking groups.
- reallocate monies from the Public Outreach Special Projects budget to cover the additional printing and postage costs for the distribution of the 2002 September *Forum* issue for the fellowship orders.
- a half-price group subscription offer to *The Forum* for groups in the US and Canada.
- the Guide to Copyrights and Trademarks with clarifications.
- a combination sale of *Lois Remembers* (B-7) and *The Al-Anon Family Groups—Classic Edition* (B-5) to sell at a price of \$15.00 per set.
- produce 500 sets of the Legacy posters (Twelve Steps, Twelve Traditions, Twelve Concepts of Service, and the General Warranties of the Conference) on Yupo paper at a cost not to exceed \$5,000 and to sell the set of four posters for \$20.
- the sale of the 2003 *Conference Summary* at \$3.00 per copy, including shipping and handling.
- LDCs posting their order blanks and selling Al-Anon literature on their Web sites with the following statement: "Members are encouraged to use the services of their local LDC when ordering Al-Anon material."
- allocate \$16,500 in the 2003 budget for the Al-Anon/Alateen Membership Survey.
- reproduce the edited version of the American Medical Review video to sell at a cost of \$5.00 per tape.
- inform the Delegates that only one bid from each area will be accepted for the 2008 International Convention.
- continue the *Service Plan* for one more year.

Goal One: Identify At Least Two Diverse Segments Of The Population And Develop Methods Of How To Reach Them Both Within And Outside The Fellowship.

COMMUNICATION SECTION

Caryn J., Director

Native American/Aboriginal and African American/Black Populations.

OBJECTIVE: Attain 25 new professional contacts for the *Al-Anon Speaks Out* mailings from individuals visiting the WSO booths at conferences in the US and Canada targeted to these communities.

FIRST QUARTER: No activity in Canada (first exhibit is in May). Received 50 business cards from Black Administrators Child Welfare (March 2002).

SECOND QUARTER: Thirteen Delegates provided members to serve as coordinators of Al-Anon activities in 16 cities participating in the 7,000 mile, Native American Sacred Hoop Journey III. Report backs and suggestions were received from members participating at the various locations.

THIRD QUARTER: Fifty-seven professionals requested to sign up for *Al-Anon Speaks Out* subscriptions at the National Indian Health Board, "Healing Our Spirit Worldwide," in Albuquerque, NM.

FOURTH QUARTER: No exhibits targeting minorities this quarter, however several exhibits reached a potential of all communities.
ANNUAL: The section exceeded all goals in the US. The WSO contacts made at the Canadian Public Outreach luncheon in Ottawa may result in possible exhibits in Canada for 2003.

OBJECTIVE: *The Forum* – Publish one article on outreach to each population.

FIRST QUARTER: “We Have a Challenge Before Us,” an article about outreach to Native American/ Aboriginal/First Nations communities, appeared in the January 2002 *Forum*, p.19.

SECOND QUARTER: No activity this quarter

THIRD QUARTER: No activity this quarter.

FOURTH QUARTER: No activity this quarter.

ANNUAL: Not all writers identify themselves in every article they write, so there are more articles written by these two populations than it may appear. The Forum Editorial Advisory Committee and the staff try to achieve a balance of subjects and points of view in each issue of the magazine.

OBJECTIVE: Articles, public service announcements, or advertisements in two outside publications for each population.

FIRST QUARTER: Al-Anon/Alateen discussed in two articles of *Well Nations Magazine*, March–April 2002 issue.

SECOND QUARTER: Al-Anon/Alateen is discussed in White Bison, Inc.’s on-line *Wellbriety* magazine for Native Americans, including a reprint of the January “Inside Al-Anon” article from *The Forum*.

THIRD QUARTER: Al-Anon/Alateen is honored in the Albuquerque, NM section of the White Bison, Inc.’s on-line *Wellbriety* magazine covering the Sacred Hoop Journey III.

FOURTH QUARTER: An ad was placed in *Well Nations Magazine* as a follow-up to our Hoop Journey participation.

ANNUAL: The success of the objective is in our advertising outreach to the Native American community in the US. Staff will continue to research avenues of placing advertisements or printed PSAs in diverse magazines in 2003 for Canada for the African American/Black communities.

OBJECTIVE: Produce and distribute within/outside the fellowship one new public outreach service tool for Native Americans/Aboriginal populations, minimum initial distribution of 3,000.

FIRST QUARTER: A Project Proposal was submitted and approved by the Executive Committee for development of a service tool. Text has been drafted and will be reviewed by the Public Outreach Committee at the 2002 WSC.

SECOND QUARTER: The Public Outreach Committee approved the text of the new service tool at the 2002 WSC. The pamphlet is in production and should be available in July.

In keeping with the 2002 WSC Motion #16 and the consensus taken, a plan is in development to create an ad hoc committee on African-American/Black outreach to provide advice and guidance to the Public Outreach Committee.

THIRD QUARTER: Production and initial distribution of *Al-Anon’s Path to Recovery—Al-Anon is for Native Americans/Aboriginals* (S-67), a service tool pamphlet, was completed. Distribution included the three remaining cities (Minneapolis, MN; Rapid City, SD, and Denver, CO) of the Sacred Hoop Journey III. Announcements of this new piece were published in the newsletters of the National Association of Children of Alcoholics and the National Council on Alcoholism and Drug Dependence. The National Clearinghouse of Alcohol and Drug Information distribution center was sent an introductory supply of pamphlets. The Associate Director of Public Outreach–Professionals met with the US government’s National Clearinghouse of Alcohol and Drug Information (NCADI), Manager of the Regional Alcohol Drug Awareness Resource (RADAR) Network Center Development to discuss how to inform the 600 local RADAR offices about the new pamphlet. Additional announcements were sent to the US government agency’s Substance Abuse and Mental Health Services Administration (SAMHSA).

FOURTH QUARTER: Reprinting the second printing of *Al-Anon’s Path to Recovery – Al-Anon is for Native Americans/Aboriginals* (S-67) begins (10,000 distributed to date). Copies of the service tool are distributed to Aboriginal organizations at the Canadian Parliament Hill Luncheon in Ottawa, ON.

The African-American ad hoc committee has completed two assignments from which a draft service tool will be written and reviewed by the Public Outreach Committee in the first quarter 2003.

The American Medical Review (AMR) included an interview with an African-American member. Both the on-air and expanded versions should be “attractive” to this population.

ANNUAL: Distribution of the new service tool has exceeded all initial expectations, and it has been reported to the WSO that the tool is being used in both the US and Canada. The ad hoc committee’s work for a new outreach service tool to African American/Black (US/Canada) is in its final stages. The AMR video will be available to the fellowship by March for showing.

OBJECTIVE: Document ten new hyperlinks (and/or listing as a resource) to the WSO Web site from agencies and/or related organizations.

FIRST QUARTER:

- Join Together, Boston, MA, added Al-Anon as a resource in the “Take Action” section of its Web site, www.jointogether.org.
- National Association for Children of Alcoholics (NACoA), new resource tool booklet, “Helping Children and Adolescents in Families Affected by Substance Use,” lists Al-Anon (and Alateen) Web site.

SECOND QUARTER:

- Partners in Behavioral Health Sciences (PIBHS), AR Web site, requested permission to hyperlink to the WSO Web site.
- Toughlove affiliate, Cupertino, CA, www.angelfire.com/wv/soundsw/ToughLove/resources.htm, hyperlinked to the WSO Web site.

THIRD QUARTER:

- Crisis Management International <http://www.cmiaatl.com/resources.html>.
- Parenting Is Prevention, www.parentingisprevention.org.
- US government’s National Institute of Health agency’s Medline Spanish resources search, www.search.nlm.nih.gov/medlineplus/spanish/health/PARAMETER=al-anon&spell=spell&x28&y=5.
- Businesses of Ottawa, www.cityofottawa.com, lists Al-Anon Family Group Headquarters (Canada) Inc.
- Radio Delilah, www.radiodelilah.com, syndicated radio program.
- Entertainment Industries Council, www.eiconline.org.
- World Wide Web Resources for Social Workers, www.nyu.edu/socialwork/wwrsw/
- listed in the LegalMedicalWeb.com Search engine at <http://legalmedicalweb.com>. under Alcoholism/Support Groups.

FOURTH QUARTER: No activity.

ANNUAL: Documentation evidences we exceeded this goal for 2002. The WSO is not always informed when links are created by other agencies and organizations. There may have been more hyperlinks established than reported in this report.

OBJECTIVE: Place PSAs with 20 Black or Indian targeted TV/Radio stations in the US and Canada.

FIRST QUARTER: Eleven English “Silence” radio PSAs sent to Canadian ethnic/aboriginal stations.

SECOND QUARTER: Vendor distribution lists will be received by the end of June. Ethnic stations will be identified and additional stations targeted.

THIRD QUARTER: First PSA distribution of “Corner” to 550 TV and 1600 radio stations completed. Planning is underway to make the 2003 PSA more ethnically inclusive, and thus more attractive to ethnic stations.

FOURTH QUARTER: The first radio distribution of “Corner” included 49 “Urban” and “Ethnic” stations. Four returned the reply cards indicating that they would air the PSAs. An additional 100 Urban/Ethnic stations will be included in the second distribution.

The script for the 2003 PSA titled “My Life” includes African-American, Caucasian, Native American, and Hispanic actors, both male and female, portraying spouse, child, parent, and friend of alcoholics. This will have more of an impact on ethnic TV stations.

ANNUAL: We met and achieved our goal in 2002 and plan to continue to reach out through these newly identified resources. Based on the direction of the 2002 WSC, the Communication Section clearly understands its charge to identify and reach out to underserved populations. It is our plan to articulate more outreach in 2003 to the African American/Black communities in the US and Canada. Native American/Aboriginal outreach will continue much as that demonstrated in 2002. Additionally, while the focus of 2002 was on these two communities, additional outreach will begin to other communities.

MEMBER SERVICES SECTION

Mary Ann K., Director

OBJECTIVE: Better understanding between the WSO, Board, and staff at the General Service Offices (GSOs) of Central and South America, Japan, and Korea.

- Meet in Costa Rica with members from Guatemala, Honduras, Panama, Nicaragua, Costa Rica, Venezuela, Colombia, Argentina, Uruguay, and Chile.
- Meet with Japanese and Korean Al-Anon Board members in Tokyo, Japan, and Seoul, Korea on the way to Beijing, China.

CRITERIA: Measure the volume of correspondence in 2002 compared to 2001. Set up individual objectives and criteria for each project.

THIRD QUARTER: Correspondence with Central and South American structures:

- 400 messages in 2001
- 890 messages in 2002 (January to August)

FOURTH QUARTER: Correspondence with Central and South American structures:

- 400 messages in 2001
- 175 messages in 2002 (September to December)

ANNUAL: During the trip from February 22 to March 5, 2002, the Executive Director and the Translation Services Manager met with members from the following countries: Costa Rica, Guatemala, Honduras, Panama, Nicaragua, Venezuela, Colombia, Argentina, Uruguay, and Chile. This generated an increase in correspondence from 400 messages in 2001 to 1,065 in 2002. New translation revision procedures were initiated, as well as new contracts for developed AI-Anon structures, to sell CAL to new and evolving structures. Signed contracts now allow Colombia to sell material to Peru and Ecuador. The goal of the contracts is assistance to smaller structures, not profit for larger structures.

The participation and presentations of the Executive Director and Associate Director of Member Outreach–International at the First Addiction Institute in Beijing, China, sponsored by the World Health Organization (WHO), focused on how AI-Anon helps families and friends of alcoholics. Copies of *Guide for the Family of the Alcoholic* (CP-7), *Purpose and Suggestions* (CP-13), and *This is AI-Anon* (CP-32) were produced in Simplified Chinese and distributed as ongoing support for the professionals in the field of addiction who were in attendance. On the way to Beijing, the WSO staff members visited the GSOs in Tokyo, Japan and Seoul, Korea and met with members of their Boards of Trustees.

OBJECTIVE: Encourage GSOs who have never sent representation to the International General Service Meeting (IAGSM) to attend this next meeting in Virginia Beach.

- Through conversations of encouragement during the trips to Central and South America, Japan, and Korea, explain the benefits of attending an IAGSM, and follow up with correspondence.

CRITERIA: *Attendance by one structure that has never attended the IAGSM before or has not attended in the past ten.*

THIRD QUARTER: Colombia is to attend the IAGSM for the first time. Costa Rica last attended in 1992.

FOURTH QUARTER: Colombia attended the IAGSM for the first time.

ANNUAL: Attendance at the IAGSM was encouraged in February during the staff trip to Central and South America. Colombia attended the IAGSM for the first time. After a ten-year absence, Costa Rica sent representation.

OBJECTIVE: Carry the AI-Anon message to China.

- Participate in the First Addiction Institute held in Beijing, China, sponsored by the World Health Organization (WHO), with presentations, AI-Anon meetings, and dialogue with staff at hospitals.

CRITERIA: *Increase the number of Chinese-speaking registered groups in China from zero to two and the number of English-speaking groups in China from two to four.*

THIRD QUARTER: In China, one Chinese-speaking group already exists. The English-speaking group in Beijing meets twice a week but is only registered as one group. There is also an English-speaking meeting in Shanghai.

FOURTH QUARTER: Registration forms were sent to English-speaking contacts working with the Chinese AI-Anon group.

ANNUAL: While in Beijing, the WSO found two active Chinese AI-Anon groups. Registration forms were sent to the English-speaking AI-Anon members who began the group and continue to assist. There is one English-speaking AI-Anon group in Beijing meeting twice a week.

OBJECTIVE: Encourage the Lone Members to utilize additional AI-Anon resources, specifically the on-line meetings.

- The summer issue of the *Lone Member Letter Box* will include a page listing on-line meetings. An article encouraged participation in on-line meetings and a request to share the experience.

CRITERIA: *Consider as a success three responses sent in by Lone Members.*

THIRD QUARTER: The listing of on-line meetings was sent in August.

FOURTH QUARTER: Five responses were received. Three were able to find meetings on-line, and two reported they have no computer.

ANNUAL: The Lone Member Service has a two-fold purpose: to connect members who cannot attend meetings to the program and to encourage Lone Members to initiate a meeting or to join an established AI-Anon group.

One issue of the *Lone Member Letter Box* introduced the idea to the readers to connect themselves with on-line meetings to gain additional support. Three Lone Members responded increasing their Al-Anon activities by joining these groups. Two members did not have a computer.

OBJECTIVE: Educate those attending the US North Central Regional Service Seminar (RSS) about the use of the *Conference Summary* as a tool, and encourage its use in the fellowship.

- Hand out last year's *Conference Summary* as samples at presentation.
- Arrange to have consignment of the 2002 *Conference Summary* available for sale.
- Track the number of specially created *Summary* order forms with the RSS logo given out at the RSS.

CRITERIA: Consider 30 *Conference Summaries* sold at the RSS successful. This is ten percent of the estimated attendance.

THIRD QUARTER: Thirty-four *Conference Summaries* were sold by the LDC at the US North Central RSS. Additional sales from that seminar will be tracked during the next quarter.

FOURTH QUARTER: The *Conference Summary* was put up on the member page of the Web site.

ANNUAL: The presentation at the US North Central RSS on how to use the *Conference Summary* at an Al-Anon meeting generated the sale of 34 *Summaries* at this event. In November, the 2002 *World Service Conference Summary* was posted on the member page of the Al-Anon Web site.

OBJECTIVE: Encourage the use and development of all alternate service positions within the fellowship. Ask for alternates to send in stories to *Area Highlights* and *Inside Al-Anon Xtra*.

- Begin the outreach to alternates at the 2002 WSC during the Group Services Committee meeting.
- During each RSS in 2002, have some acknowledgement of the value of the alternate position.

CRITERIA: Consider 25 stories sent in by alternates a success.

FIRST QUARTER: Encouraging alternates is to be added to the agenda of the Group Services Committee meeting at the WSC.

SECOND QUARTER: This item did not get on the Group Services Committee agenda at the WSC and was not addressed at the Canada East RSS. Articles scheduled for October *IAX* and winter *Area Highlights*. Discussion with upcoming RSS chairpersons will include this idea at the next event.

THIRD QUARTER: No action this quarter.

FOURTH QUARTER: Two members serving as alternates shared their stories.

ANNUAL: Two members serving in alternate positions shared their stories. Encouraging the use of an alternate for all service positions was initiated in 2002 and is to be an on-going goal for 2003.

OBJECTIVE: Educate the English-speaking membership in areas with potential French- and Spanish-speaking members about the tools available for their use.

- Determine the number of group binders and amount of Spanish and French literature sold on order forms copied on colored paper specifically for the RSSs in Canada East and the US Southwest.

CRITERIA: Increase the sales of French and Spanish binders and literature by ten percent over the previous quarter.

FIRST QUARTER: Colored flyers for the French Group Binder (FM-59) have been sent to the Host Committee. The March 2002 S-16 order form is to be copied and sent to the RSS Canada East. Benchmark sales for French Group Binders and French literature sales are to be taken March 31st in preparation for the comparison after the RSS during the second quarter.

SECOND QUARTER: Thirty-five French Group Binders sold through March 31st. Twenty-one additional French Group Binders sold up to June 15th. Tracking of sales at the RSS was not possible because colored flyers were not used to track all the sales resulting from RSS discussion.

THIRD QUARTER: Five French Group Binders were sold in the third quarter (61 year-to-date). Twenty-three Spanish Group Binders were sold in the third quarter (65 year-to-date) prior to the US Southwest RSS, which is to have Spanish translations. After the RSS, the numbers will be tracked.

FOURTH QUARTER: With the sale of only one French Group Binder, the quarter did not see an increase of ten per cent, however, with six Spanish Group Binders (SM-59) sold in this quarter, a ten per cent increase was realized.

ANNUAL: Seventy-one Spanish Binders and 62 French Binders were sold this year. The bulk of the sales were in conjunction with the RSSs where translations in French and Spanish were available.

OBJECTIVE: To encourage long-time members never involved in service to become involved.

- Use the term “back benchers” to have members identify themselves as part of this group. Introduce the term at the WSC; use it in articles for WSO publications and letters to groups encouraging attendance at RSSs.

CRITERIA: *In the introductions at 2002 and 2003 RSSs, have each Regional Trustee (RT) use the term “back benchers” when they ask for a show of hands of how many Group Representatives (GRs), District Representatives (DRs), and former “back benchers” are present.*

FIRST QUARTER: No report this quarter.

SECOND QUARTER: At the RSS Canada East, the chairperson didn’t use the term “back bencher” when questioning the audience. The common understanding of the term in Canada is not used as described above, and it was considered too confusing and too political to be helpful. However, the chairperson did ask how many members present had never volunteered to do any service beyond their group activities. Five members identified themselves. This question will be asked with the same wording for the upcoming RSSs and then discussed at the RSS Committee meeting for possible tracking in the six-month evaluation form.

THIRD QUARTER: No mention of “back benchers” was made at the US North Central RSS. However, the question “Have you taken on any new or additional service since the RSS? If yes, what is it?” are questions on the six-month evaluations of the 2002 RSS.

FOURTH QUARTER: No mention of “back benchers” was made at the US Southwest RSS.

ANNUAL: Using this term to indicate support for active service workers was not successful. However, six months after each RSS, an evaluation is being sent to determine the long-term impact of the RSS on the individuals attending the RSS.

Goal Two: Expand The Image Of Al-Anon By Involving Others.

COMMUNICATION SECTION

Caryn J., Director

Use of coordinators/other trusted servants:

OBJECTIVE: Place 20 literature racks in US National Council on Alcoholism and Drug Dependence (NCADD) affiliate offices with the help of coordinators, AISs, and members.

FIRST QUARTER: Nine literature racks were sent to NCADD affiliates in five areas. Six area Public Outreach Coordinators to date have informed the WSO that their areas plan to participate in the project.

SECOND QUARTER: One NCADD affiliate accepted both the literature rack and literature. Another NCADD affiliate declined the literature rack but accepted the literature. One NCADD affiliate purchased nine additional racks and received a start-up supply of literature for each one.

THIRD QUARTER: Thirty-one NCADD affiliates and 40 Al-Anon member contacts from 15 areas are participating in the Public Outreach Pilot project.

FOURTH QUARTER: The first survey of 48 Al-Anon members serving as contacts for the WSO Public Outreach Pilot Project to a total of 32 NCADD affiliates began with some initial responses reflecting high enthusiasm and success with this project. (Note: Some contacts are past Delegates and area Public Outreach Coordinators)

ANNUAL: Responses to this project exceeded our goals. The trial project continues through June 2003. A report will be submitted to the Executive Committee on what went well and what can be improved, for analysis, and if similar projects are initiated in the future.

OBJECTIVE: Achieve a 50% response from area coordinators telling the WSO their CPC/Institution projects for 2002 (as requested in the March 2002 coordinator mailing).

FIRST QUARTER: No responses received from Public Outreach Coordinators to date from the March 2002 coordinator mailing.

SECOND QUARTER: One response from an area PO/CPC/Institutions Coordinator was received using the mailing form sent in the Public Outreach Coordinator mailing. Four additional letters were received from Coordinators about various CPC and Institutions outreach activities.

THIRD QUARTER: No additional responses were received to the March request. With the August mailing to all Public Outreach Coordinators, a questionnaire was sent to Delegates asking them to consult with their Coordinators and detail their area Public Outreach structure and comment on projects being used in their areas.

FOURTH QUARTER: Two-thirds of area Delegates returned the Public Outreach questionnaire, detailing their area Public Outreach structure and highlighting Public Outreach projects. A compilation report is being prepared.

ANNUAL: The Public Outreach staff appreciates the responses from the area Delegates and will use the data for the development of future projects.

OBJECTIVE: Achieve a goal of selling 20,000 *Forum* magazines via bulk rates for September Recovery Month to be used in outreach to professionals.

FIRST QUARTER: The September *Forum* bulk order form was prepared and printed—it is to be distributed in the second quarter.

SECOND QUARTER: To date, 11,000 advance orders for the September issue have been processed at the WSO. Order forms were distributed to Public Outreach Coordinators for the second time in the April Public Outreach update and to all trusted servants in the summer *Area Highlights* mailing.

THIRD QUARTER: A total of 61,000 copies of the September *Forum* were purchased by members for distribution to professionals.

FOURTH QUARTER: Seventy-seven survey cover letter responses from 600 members who ordered bulk quantities of the September *Forums* reported how they distributed their copies to various types of professionals and facilities.

ANNUAL: Achievement of this goal by 40,000 copies is an accomplishment shared by the entire fellowship. Members of the fellowship generally understood and accepted the deadlines for ordering the extra copies. Communiqués for 2003 will include ideas generated from the survey input submitted in 2002.

OBJECTIVE: Achieve a goal of 500 new subscriptions to *The Forum* for/to professionals.

FIRST QUARTER: As of March 10, 2002, 149 have been sold.

SECOND QUARTER: As of June 10, there are 146 additional subscriptions for a total year-to-date of 295. (This total does not include the 1,818 Canadian subscriptions purchased for professionals by a foundation.)

THIRD QUARTER: As of August 10, there are 154 additional subscriptions for a total year-to-date of 449.

FOURTH QUARTER: As of the end of December, 514 subscriptions are entered for 2002.

ANNUAL: In 2002, over 2,300 professionals received *The Forum* as the result of Public Outreach efforts in both the US and Canada.

OBJECTIVE: Increase local PSA distribution by 15 percent.

FIRST QUARTER: The second distribution of “Silence” was completed this quarter. The 2002-2003 PSA “Corner” is on schedule to ship in July (radio) and late August (TV). The May area coordinator mailing will focus on encouraging PI/PO distribution of PSAs.

SECOND QUARTER: The 2002-2003 PSA “Corner” is on schedule to ship in July (radio) and late August (TV). A mailing in late June to PI/PO Coordinators with a distribution list and “how to’s” will place special emphasis on local efforts of distribution. Vendor final report on “Silence” is due in the third quarter.

THIRD QUARTER: Accumulated backorders prior to PSA stock arriving totaled 104 for radio and 36 for TV. These are fewer early orders than in 2001. A special mailing to area Public Outreach/Information Coordinators in August gave detailed “how to” instructions.

FOURTH QUARTER: Member activity with PSAs has leveled out. Fourth quarter sales of TV PSA tapes are slightly less than in the fourth quarter 2001.

ANNUAL: This appears to be a difficult Public Outreach project for areas to achieve. Tentative plans for 2003 are to distribute more TV PSAs directly to stations and focus member involvement on radio and print distribution, which is easier to accomplish and less costly.

OBJECTIVE: Enlist five (5) past trusted servants (Delegates and Trustees) to assist with Public Outreach work in their areas in cooperation with the current Delegate and Public Outreach Coordinator.

FIRST QUARTER: A past New York (S) Delegate is serving as a contact and coordinator for English and Spanish speaker presentations at Family Justice, NY.

SECOND QUARTER: A past New Jersey Delegate served on the panel of a September Recovery Month Web cast, speaking as a family member in recovery. Al-Anon was referenced as a resource for recovery. The Web cast is archived on the US government’s Substance Abuse Mental Health Services Administration Web site.

Two New Jersey and one North Carolina past Delegates are serving as local Al-Anon contacts for the “Friendly With Our NCADD Friends” project.

Two Montana past Delegates staffed the Al-Anon display table and supported a one-year Al-Anon member who coordinated Al-Anon's presence at the opening events of the Sacred Hoop Journey III.

Past Arizona and New Mexico Delegates are serving as the Al-Anon contacts for the Sacred Hoop Journey III Native American/Aboriginal Outreach Project in Tucson, AZ and Albuquerque, NM.

THIRD QUARTER: Two past Delegates from New York (N) and Florida (N), respectively, and the Florida (N) area chairperson, who resides in a neighboring district, are cooperating with a district to serve as speakers and presentation resources to an NCADD affiliate. The past New Mexico Delegate gave an Al-Anon presentation at White Bison, Inc.'s national Circles of Recovery Conference in Billings, MT.

Two past Delegates are serving on the Public Outreach African-American Outreach Ad hoc Committee.

FOURTH QUARTER: One past Delegate (and current Regional Trustee) staffed the Al-Anon booth at the Family Services Canada Conference in Saskatoon, SK.

ANNUAL: Achieving this goal was easy and fun. Past trusted servants appreciated the opportunity and newer members expressed gratitude for the guidance they provided. The Section will continue to draw on the resources of these members in the future.

MEMBER SERVICES SECTION

Mary Ann K., Director

OBJECTIVE: Create a Public Outreach activity in which every Alateen group could participate.

- For Alateen Focus Month, suggest that two members of the group and one Sponsor call for an appointment with the administrator or clergy who maintains the facility where the group meets.
- Develop a half-sheet insert for *Alateen Talk* focused on the steps needed to make this happen, and use the other half to report back to the group on how it went, and then send that to WSO.
- Give an Alateen book which has been signed by all the group members to the administrator at the end of the visit. Tell the administrator about the Alateen program.

CRITERIA: Consider 30 replies or two percent response a success.

FIRST QUARTER: Project scheduled for summer *Alateen Talk*.

SECOND QUARTER: No report this quarter.

THIRD QUARTER: This idea is included in the fall issue of *Alateen Talk* mailed to the groups. No responses received yet.

FOURTH QUARTER: This project did not generate any responses at this time.

ANNUAL: The lack of response in the first two months after this idea was sent to the Alateen groups indicates that this was not a successful idea.

OBJECTIVE: Evaluate the use of the *Service Plan* by Delegates, DRs, and GRs.

- Distribute the *Service Plan* as an insert with other WSO publications.
- Target articles in WSO publications about the use of the *Service Plan* by those who sponsor others, those who look for meeting topics, and those service members who need more volunteer help.
- This year's *Service Plan* has an evaluation as a part of it with members' roles listed in the evaluation.

CRITERIA: Consider 100 responses, or five percent response, a success.

FIRST QUARTER: The Executive Committee has given the support for the text of the 2002-2003 *Service Plan* and the project approval that details a new distribution of the *Service Plan* to groups and individuals through WSO newsletters.

SECOND QUARTER: Three copies of the *Service Plan* were given to Conference members at the WSC. A mailing of the *Service Plan* was to be included with the *Conference Summary* distributed in August. Each Delegate was to receive enough *Service Plans* for members of the area world service committee (AWSC). Due to the number of Delegate requests early in May, the Executive Committee approved a separate Delegate mailing to meet the requests to have the *Service Plans* available for spring assemblies rather than wait for the August mailing.

THIRD QUARTER: The *Service Plan* was mailed with the June *Inside Al-Anon Xtra* and the fall *Area Highlights* issues. The evaluation of the plan was included in it. To date, we have received three responses. An additional copy is scheduled for the winter issue of *Area Highlights*.

FOURTH QUARTER: The *Service Plan* was mailed with the winter issue of *Area Highlights*. Twenty-one written responses were received this quarter along with a copy of the translation and adaptation done by the Swedish members.

ANNUAL: Twenty-four written responses described how the plan was used at groups and districts. A translation and adaptation was received from members in Sweden. Notification from the French in Canada said that they are in the process of translation. The calls and notices in the area newsletters were not tracked.

OBJECTIVE: Support General Service Offices (GSOs) by sharing the WSO anticipated mailing schedule.

- Send a timeline indicating material to be sent to all GSOs during a calendar year.
- Ask GSOs to send an e-mail or fax when the material is received.

CRITERIA: Consider at least four responses from each GSO a success.

THIRD QUARTER: This has not been completed yet.

FOURTH QUARTER: No action was completed this quarter.

ANNUAL: While the mailing schedule was not sent, on-going communication with the GSOs has improved. The Spanish-speaking GSOs have been responding consistently by e-mail and fax to material sent to them in the latter part of the year. All 11 Spanish GSOs now have e-mail addresses. Responses from other GSOs continue to be intermittent.

OBJECTIVE: Encourage participation of all Spanish-speaking GSOs in the translation of Spanish Conference Approved Literature.

- By letter, invite all Spanish-speaking GSOs to take part in the review process of the book, *From Survival to Recovery: Growing Up in an Alcoholic Home*, (B-21) and explain the process.

CRITERIA: Responses from at least five GSOs to join the project.

THIRD QUARTER: Seven structures have asked to join this translation project: Argentina, Colombia, Costa Rica, Mexico, Spain, Uruguay, and Venezuela.

FOURTH QUARTER: Six structures have participated in this translation project: Argentina, Colombia, Costa Rica, Mexico, Spain, and Uruguay.

ANNUAL: After the staff trip to Central and South America, GSOs were invited to participate in the translation revision of the next Spanish book printed. Six structures – Argentina, Colombia, Costa Rica, Mexico, Spain, and Uruguay – have sent in suggestions for the first phase of this project.

Goal Three: Expand The Image Of Al-Anon By Evolving Ourselves.

COMMUNICATION SECTION

Caryn J., Director

OBJECTIVE: Expand media outreach by cultivating dialogue with 15 national media (medical reporters, network community relations, etc.).

FIRST QUARTER: A PSA was sent to NBC Community Relations. They called to clarify their public service policy. A follow-up letter and viewing copy were sent. They have approved the PSA for New York and Burbank Videotape Libraries (for 18 months). We will have to purchase specially formatted tapes for them.

SECOND QUARTER: CBS in New York approved airing the “Silence” PSA. TeleQuebec in Canada also added “Silence” to their PSA rotation. *People* magazine writers in Virginia and Florida requested specific information about teenage alcoholics. After explaining Al-Anon/Alateen’s purpose and the offer of cooperation on future projects, the writers were referred to AA. Larry King Live featured an interview with Betty Ford, who mentioned Al-Anon. A letter was sent to Larry King producers as a thank you, inviting further cooperation with Al-Anon. A project approval was presented to the Executive Committee to authorize production of a segment on Al-Anon for the American Medical Review. The segment will air on PBS stations nationally, and WSO will receive masters of the tape for Public Outreach use.

THIRD QUARTER: Copies of *Hope For Today* (B-27) were sent to ABC, CBS, and NBC morning show book reviewers with an invitation to review. Former Texas Governor Ann Richards mentioned Al-Anon in an appearance on Larry King Live. Staff assisted a reporter with Health Scout News.com news wire service in locating professionals to speak about the family disease.

FOURTH QUARTER: Al-Anon/Alateen posters were sent to *Guiding Light* producers for set dressing. Staff worked on the script with the producers of the Lifetime series *For the People* for an episode in which the lead character will attend Al-Anon meetings. The ABC Network picked up the “Corner” PSA.

ANNUAL: Fourteen contacts were made, some to the same organization, but different divisions. Additional resources for this type of outreach were gathered by the Associate Director of Public Outreach—Media in November and will be utilized in 2003.

OBJECTIVE: Get the Al-Anon/Alateen name in at least 15 national publications in the US and ten (10) in Canada.

FIRST QUARTER: A *Washington Post* columnist wrote accurately about Alateen in a March 1st column. A thank you letter elicited the response that WSO staff had been very helpful. The Alateen name and WSO toll-free number was published in the *Junior Scholastic Magazine*.

SECOND QUARTER: *Wellbriety Magazine* had two separate articles that referenced Al-Anon. *Amethyst*, the newsletter from NCADD, had an article on Al-Anon. *NACoA Network* presented a front-page article on the new book *Hope for Today* (B-27) and announced our new PSA. The *Living in Recovery* premier issue listed Al-Anon as a resource and a quote cited from our membership survey. NACoA included Al-Anon references in their new booklet titled *Helping Children and Adolescents in Families Affected by Substance Abuse*. Faith Partners has a new pamphlet that lists Al-Anon as a resource. A new book about an alcoholic marriage titled *Last Call for Alcohol* by Susan Erling Martinez lists Al-Anon as a resource.

THIRD QUARTER: An article appeared in *Modern Maturity*, the June 2002 issue, “Too Much Time In A Bottle” by Terry Hargrave, PH.D. An article in *Rosie* magazine, August 2002 issue, “The Slugger’s Wife,” was an interview with Charisse Strawberry. Al-Anon was mentioned, and the article was a poignant description of life with an active alcoholic. Staff assisted a reporter for *Glamour* magazine in finding couples in recovery to interview. A request was made to list Al-Anon as a resource. An Executive Committee member passed on the name of a novel that includes Al-Anon in the story line. A copy was ordered, and the writer will be thanked.

FOURTH QUARTER: “Zip 20049” Letters to Editor column in AARP’s *Modern Maturity*, November 2002 issue, contained a reply from a member acknowledging Al-Anon’s role in her life. *People* magazine mentioned Al-Anon in an article on the syndicated radio personality, Delilah. The November issue of *Oprah* magazine included mention of Al-Anon in a list of holiday “Dos and Don’ts” (attending Al-Anon was a “Do”!). Both “Dear Abby” and “Annie’s Mailbox” featured referrals to Al-Anon and Alateen this quarter.

ANNUAL: Several of the publications mentioned above reach extensive audiences in both the US and Canada. We are pleased with the results of our efforts and goal achievement, especially in the US; however, in 2003, we will continue to seek additional contacts in Canada.

OBJECTIVE: Attend three Conferences where the WSO booth is present and combine with presentations to attendees.

FIRST QUARTER: Three events are scheduled for the second quarter.

SECOND QUARTER: Attendance at the American Society of Addiction Medicine Conference including a presentation to attendees in April 2002. Attendance at the Substance Abuse Librarian Information Conference including presentation to attendees and a take-one table of literature in April 2002. White Bison, Inc.’s Sacred Hoop Journey III events (how to form Al-Anon groups and utilize Al-Anon as a resource and an Al-Anon display table) in July 2002 included the WSO table cover, complimentary literature, and presentations (Billings, MT; Spokane, WA; Seattle, WA; Portland, OR; Oakland, CA; Los Angeles, CA; San Diego, CA; Tucson, AZ; and Phoenix, AZ).

THIRD QUARTER: White Bison, Inc. Sacred Hoop Journey III, “Honoring Al-Anon as a Warrior,” and participation as a panel member regarding domestic violence, Albuquerque, NM. White Bison, Inc. national “Circles of Recovery Conference,” Billings, MT.

FOURTH QUARTER: No activity.

ANNUAL: We were able to meet and exceed the goal for this objective because of the cooperation from the areas participating in the Sacred Hoop Journey III. Responses from presentations at these events have been positive, and we have experienced follow-up interaction from attendees.

OBJECTIVE: One new marketing strategy for *The Forum*— Implement a “bill me” feature for subscriptions.

FIRST QUARTER: One meeting was held between Fellowship Communication and Business Services to discuss strategy for implementation.

SECOND QUARTER: No activity this quarter.

THIRD QUARTER: No activity this quarter.

FOURTH QUARTER: Six responses were received from a special Public Outreach offer that appeared in the November *Forum*, providing one free poster and five back issues of *The Forum* for ordering subscriptions for professionals at a reduced rate.

ANNUAL: The November *Forum* offer did not meet our expectations and will not be repeated.

The “bill me” feature was placed on hold in mid-2002 based on the development and implementation of the shopping cart feature for the WSO Web site. Members may now order *Forum* subscriptions on-line.

OBJECTIVE: One new marketing strategy for literature for both inside and outside of the fellowship.

A. Inside—Issue *Courage to Change* (B-16) on CD.

FIRST QUARTER: Competitive bids were received for analysis. Study of the project has eliminated the idea to publish via CD format.

SECOND QUARTER: No activity this quarter.

THIRD QUARTER: A report submitted to the Executive Director regarding a WSO electronic publishing strategy from the three staff members who attended the Electronic Publishing School in Charlottesville, VA, provides recommendations for future publishing alternatives.

FOURTH QUARTER: *Al-Anon Speaks Out* was posted in PDF format on the WSO Web site.

ANNUAL: The concept of placing a single publication in a CD format is on hold while we study options for an electronic publishing strategy for the future.

OBJECTIVE: One new marketing strategy for literature for both inside and outside of the fellowship.

B. Outside—Advertise Al-Anon's new book in a national professional magazine.

FIRST QUARTER: No activity this quarter.

SECOND QUARTER: The ad for *Hope for Today* (B-27/28) ran in the June/July issue of *Counselor*. Few calls have been received at the WSO.

THIRD QUARTER: Copies of *Hope for Today* (B-27/28) were sent to five national magazines and nine national newspapers (six US, three in Canada) with an invitation to review. Literature was selected for review by the Child Welfare League of America (CWLA) staff so that an outreach project can be developed and approved to CWLA affiliates.

FOURTH QUARTER: Hazelden marketed *Hope for Today* (B-27/28) in their winter 2002-2003 catalogs. Listings of *Hope for Today* (B-27/28) were also sent to *Books in Print* and *Publishers Weekly*.

ANNUAL: The strategy used to achieve this goal is consistent with our past efforts. Measuring the success of such efforts is most difficult, but we continue to believe that the consistency of our efforts offers our name and message much credibility to the publishing industry.

OBJECTIVE: Commit to participating in one Public Outreach project that is a new experience. Seek approval, plan, and implement one project.

FIRST QUARTER: A project is approved to participate in the Sacred Hoop Journey for American Indians in 19 cities and 12 areas with 100 per cent area participation. Another Project Proposal is approved to study outreach to the entertainment industry and to study the feasibility of a Canadian lunch for Parliament, embassies, and ambassadors as part of National Drug Week and in cooperation with the Canadian Centre for Substance Abuse.

SECOND QUARTER: Native American/Aboriginal Outreach project was launched and coordinated in 16 cities (13 areas) through cooperation with the Sacred Hoop Journey III.

THIRD QUARTER: A Canadian Public Outreach luncheon for Members of Parliament, embassies, and national associations, received project approval and is in the final planning for the scheduled date of November 21, 2002.

FOURTH QUARTER: The Canadian Public Outreach luncheon occurred in Ottawa, ON. Seventy-one attendees included six Canadian Members of Parliament (MP) and eight representatives of MP offices, one Senator and three Senate office representatives, one ambassador and three representatives from four embassies, executive directors or staff from 27 national organizations, and nine Canadian Centre on Substance Abuse staff.

ANNUAL: The achievement of two major projects approved, planned, and implemented this year required assistance from the fellowship, volunteers, and staff in both the US and Canada. Carrying Al-Anon's message for both of these projects and populations was new and met our goals.

MEMBER SERVICES SECTION

Mary Ann K., Director

OBJECTIVE: Connect our recovery to a practical demonstration of gratitude and a sense of celebration.

- Create a short presentation on the birthday plan as an expanded agenda item at the Group Services Committee meeting at the WSC. Encourage presentation of the plan in the areas.

CRITERIA: *Compare the number or amount of birthday contributions for 2001 and 2002 to determine any impact.*

FIRST QUARTER: A background presentation with history has been prepared for the Group Services Committee meeting at the WSC on the birthday plan.

SECOND QUARTER: A presentation was done at the Group Services Committee meeting during the WSC. Delegates asked to have enough copies of the birthday envelopes for distribution to their area world service committee (AWSC) members. Copies of the birthday envelopes were included with the May mailing of the *Service Plan*.

2001 Total contributions in birthday envelopes	281	\$ 8,317.45
2002 January contributions in birthday envelopes	50	1,445.00
February contributions in birthday envelopes	16	359.00
March contributions in birthday envelopes	28	616.70
April contributions in birthday envelopes	41	1,355.33
May contributions in birthday envelopes	24	1,493.00

THIRD QUARTER: Copies of the birthday envelopes were part of the Group Services Committee presentation. On August 31, 2001, birthday contributions were \$4,639; on August 31, 2002, they were \$9,700.

FOURTH QUARTER:

2001 Total contributions in birthday envelopes	281	\$ 8,317.45
2002 year-to-date contributions in birthday envelopes	373	\$13,670.18
June contributions in birthday envelopes	23	
July contributions in birthday envelopes	23	
August contributions in birthday envelopes	49	
September to December contributions	279	

ANNUAL: The Group Services Committee highlighted the birthday plan for contributions at their meeting during the WSC and enough additional birthday plan envelopes were sent to every Delegate to distribute at their AWSC meetings. Several Delegates requested additional envelopes.

2001 Total contributions in birthday envelopes	281	\$8,317.45
2002 year-to-date contributions in birthday envelopes	373	\$13,670.18

OBJECTIVE: Establish a quality control plan to measure and verify accurate Group Records.

CRITERIA: *Fifty percent accuracy for 2002.*

FIRST QUARTER: No report this quarter.

SECOND QUARTER: Details of a quality control plan, using the Delegates and Group Record Coordinators, were discussed with the Group Services Committee, and updates are to be given in subsequent quarterly reports.

THIRD QUARTER: Delegates and Group Records Coordinators were given details of how to measure the accuracy of group records. No report to date.

FOURTH QUARTER: The check on the Group Records staff entries using information from the Delegates and Group Records Coordinators indicated a 98 percent accuracy rate.

ANNUAL: As a result of the feedback from the Delegates and Group Records Coordinators, several procedural changes have been made to the meeting information in WSO's database. This additional information should make it easier for the members calling on the toll-free line to find a suitable meeting. Tests conducted on WSO data entry revealed a 98 percent accuracy rate.

BUSINESS SERVICES

David Zach, Director of Business Services

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. These 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 then 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 2002 Preliminary Budget to the Board of Trustees. With Board input and consideration, the 2002 budget was adopted. At a special meeting of the Board of Trustees prior to the 2002 WSC, the Board revised the budget for presentation to the Conference.

In July, the Committee revised the 2002 Budget based on the first six months' revenue and expense figures. 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.

Two full days in November and one in December were spent developing the Preliminary 2003 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 2003 was readied for presentation to the Board of Trustees.

AL-ANON/ALATEEN INTERNATIONALLY

Beyond the borders of the US/Canada, many service workers are active in carrying the Al-Anon message. The following is this year's summary of their activities and interaction with the WSO.

AFRICA

South Africa: www.alanon.org.za The General Service Office launched its new Web site, and their goal is to include listings of all Al-Anon/Alateen groups in Eastern and Western Africa on this site.

EUROPE

Belgium (Flemish-speaking): The General Service Office produced a new *Service Manual* of their structure.

Belgium (French-speaking): <http://members.lysoc.fr/alanon.befr> The General Service Office now has e-mail and a Web site.

Commonwealth of Independent States (formerly Russia): The Russian Service Committee in Moscow received reprint permission for the first time. Members on the Committee are working closely with the WSO as the structure continues to develop.

Denmark: www.al-anon.dk Concern about the low numbers of Alateen meetings was expressed, and WSO was asked whether an e-mail group is appropriate. Because of safety issues surrounding Alateens, the WSO is not registering any Alateen on-line meetings at this time. Alateens in Denmark are encouraged to attend on-line Al-Anon meetings.

Finland: www.al-anon.fi The General Service Office indicates they are happy to have as a part of their Conference Approved Literature, a Finnish edition of *From Survival to Recovery: Growing Up in an Alcoholic Home* (B-21), their first book with an adult child focus.

France: <http://assoc.wanadoo.fr/al-anon.alateen.france/> In June, the 40th anniversary of Al-Anon in France was celebrated with fireworks to honor the occasion. In August, the General Service Office completed all documents to renew their status as a recognized organization for the families and friends of alcoholics. Finally, the General Service Office participated in a public outreach program for the French Society on Alcohol, an organization comprised of the most famous professors in the country doing research on alcoholism.

Germany: www.al-anon.de The International Al-Anon General Services Meeting (IAGSM) Delegate advised their structure nominated Trustees at the Conference for the first time. The 2002 Conference provided traditional approval to the Board of Trustees motion that registered Alateen sponsors (Al-Anon members) are required to attend Alateen meetings at all future Alateen Conferences.

Hungary: Members have been translating materials and are working with the WSO to complete the criteria necessary for granting first time permission to print.

Iceland: www.al-anon.is A national Alateen Committee, with four members and a chairperson, was given the charge to raise awareness about Alateen. The next task involving Alateen is to begin translating and printing literature for the groups and sponsors.

Italy: www.al-anon.it The General Service Office designated the year as "Operation Alateen". All groups, districts, and areas were invited to organize special events, workshops, and meetings with a goal to support the growth of Alateen in Italy. An Alateen member was invited to attend the National Service Conference.

Netherlands: The Literature Committee completed the translation of the *Twelve Concepts of Service*, which is now in their *Service Manual*. In 2002, the Conference approved its own *Service Manual* for the first time.

Norway: www.al-anon.alateen.org/norway The General Secretary reported that group contributions rose 30 percent after mailing *Trinn for Trinn* (*Step by Step*), the Norwegian bimonthly newsletter, to each group.

Poland: All members at the General Service Office created a newsletter to support their public outreach efforts in Eastern Europe.

Spain: At Spain's Fifteenth National Conference, members heard about the successful Fourth Regional Service Seminar. At Portugal's request, Spain has also worked closely with them to help form a sound structure.

Sweden: www.al-anon.a.se Members translated the 2002-2003 *Service Plan* and sent it to all their groups and will use it as a workshop during their April 2003 Service Conference. Also, the General Service Office budgeted and met their reserve fund goals and will move to a larger office in 2003.

Switzerland (French-speaking): www.al-anon.ch The General Service Office reports that the Web site is in French as well as in Italian for the members in Switzerland that speak both languages.



Switzerland (German-speaking): www.al-anon.ch A new computer and software for the General Service Office has helped the staff work more efficiently.

UK & Eire: www.hexnet.co.uk/alanon The General Service Office now has access to a disclosure service provided by the Criminal Records Bureau to do background checks for Alateen Sponsors.

ASIA

China: At the invitation of World Health Organization, the Executive Director and Associate Director–International attended the First Addiction Institute in Beijing in September. Three CAL pamphlets were produced in simplified Chinese for the trip.

India: The translation committee for the national language, Hindi, is working consistently on various projects currently, *Courage to Change* (B-16), in the Hindi language. The Al-Anon information services have been very busy.

Japan: The General Service Office reports that Al-Anon groups are growing in Japan. Committee members and staff focus on fostering the spirit of Al-Anon Family Groups all over Japan. The Eleventh Al-Anon Service Conference of Japan was held in March, and two WSO staff members visited the GSO in August on their way to China.

Korea: The General Service Office indicates they are working towards registration with the Korean government so that Al-Anon is recognized as a registered organization for the families and friends of alcoholics. The General Service Office moved to a new location which two WSO staff members were able to see during their visit and discussions with the Korean Board of Trustees.



AUSTRALIA/NEW ZEALAND

Australia: www.al-anon.alateen.org/australia Part of the GSOs effort to make Al-Anon more visible, a TV announcement was aired nationally, and their Web site has been expanded to include meeting information for all states in Australia.

New Zealand: The General Service Office moved in 2002 to smaller, more financially feasible quarters. The new location is next to the Auckland AA Information Office, which they believe has helped to improve their overall cooperation relationship with AA.

NORTH, CENTRAL, AND SOUTH AMERICA

Argentina: www.alanon.org.ar The General Service Office reports training workshops were conducted as a way of supporting volunteers doing service. Participants in these workshops were district service members and Conference Delegates.

Brazil: www.al-anon.org.br In November, the General Service Office held their traditional Open House, and members attending expressed their gratitude to staff and volunteers for the services and support throughout the year.

Colombia: www.geocities.com/alanoncolombia For the first time, the General Service Office sent a Delegate to participate in an International Al-Anon General Services Meeting. Additionally, the National Conference approved the first Regional Service Seminar to take place in 2003.

Costa Rica: The General Service Office reports the structure had their sixth National Conference in October 2002.

Guatemala: The General Service Office hosted a Service Meeting. Members attending were from Costa Rica, Mexico, Nicaragua, Panama, and other Central and South American countries with developing structures.

Mexico: The General Secretary advised that the Regional Service Seminar in Vera Cruz was successful. They were happy to send two Delegates to the 2002 IAGSM.

Uruguay: The General Service Office indicated their Conference voted to purchase office space.

Venezuela: www.retoaventura.com/al-anonvenezuela The General Service Office advised that their Annual Conference in September was successful.



Current Printing

THE TWELVE STEPS

1. We admitted we were powerless over alcohol—that our lives had become unmanageable.
2. Came to believe that a Power greater than ourselves could restore us to sanity.
3. Made a decision to turn our will and our lives over to the care of God *as we understood Him*.
4. Made a searching and fearless moral inventory of ourselves.
5. Admitted to God, to ourselves and to another human being the exact nature of our wrongs.
6. Were entirely ready to have God remove all these defects of character.
7. Humbly asked Him to remove our shortcomings.
8. Made a list of all persons we had harmed, and became willing to make amends to them all.
9. Made direct amends to such people wherever possible, except when to do so would injure them or others.
10. Continued to take personal inventory and when we were wrong promptly admitted it.
11. Sought through prayer and meditation to improve our conscious contact with God *as we understood Him*, praying only for knowledge of His will for us and the power to carry that out.
12. Having had a spiritual awakening as the result of these Steps, we tried to carry this message to others, and to practice these principles in all our affairs.

THE TWELVE TRADITIONS

1. Our common welfare should come first; personal progress for the greatest number depends upon unity.
2. For our group purpose there is but one authority—a loving God as He may express Himself in our group conscience. Our leaders are but trusted servants; they do not govern.
3. The relatives of alcoholics, when gathered together for mutual aid, may call themselves an Al-Anon Family Group, provided that, as a group, they have no other affiliation. The only requirement for membership is that there be a problem of alcoholism in a relative or friend.
4. Each group should be autonomous, except in matters affecting another group or Al-Anon or AA as a whole.
5. Each Al-Anon Family Group has but one purpose: to help families of alcoholics. We do this by practicing the Twelve Steps of AA *ourselves*, by encouraging and understanding our alcoholic relatives, and by welcoming and giving comfort to families of alcoholics.
6. Our Al-Anon Family Groups ought never endorse, finance or lend our name to any outside enterprise, lest problems of money, property and prestige divert us from our primary spiritual aim. Although a separate entity, we should always cooperate with Alcoholics Anonymous.
7. Every group ought to be fully self-supporting, declining outside contributions.
8. Al-Anon Twelfth Step work should remain forever nonprofessional, but our service centers may employ special workers.

Original Printing*

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8. Al-Anon Twelfth Step work should remain forever non-professional, but our service centers may employ special workers.

* All future printings of the Steps, Traditions, Concepts of Service, and General Warranties of the Charter will revert to the original printed text as per Motion #9 of the 2003 World Service Conference.

Current Printing**THE TWELVE TRADITIONS, cont.**

9. Our groups, as such, ought never be organized; but we may create service boards or committees directly responsible to those they serve.
10. The Al-Anon Family Groups have no opinion on outside issues; hence our name ought never be drawn into public controversy.
11. Our public relations policy is based on attraction rather than promotion; we need always maintain personal anonymity at the level of press, radio, TV and films. We need guard with special care the anonymity of all AA members.
12. Anonymity is the spiritual foundation of all our Traditions, ever reminding us to place principles above personalities.

THE TWELVE CONCEPTS OF SERVICE

1. The ultimate responsibility and authority for Al-Anon world services belongs to the Al-Anon groups.
2. The Al-Anon Family Groups have delegated complete administrative and operational authority to their Conference and its service arms.
3. The Right of Decision makes effective leadership possible.
4. Participation is the key to harmony.
5. The Rights of Appeal and Petition protect minorities and assure that they be heard.
6. The Conference acknowledges the primary administrative responsibility of the trustees.
7. The trustees have legal rights while the rights of the Conference are traditional.
8. The Board of Trustees delegates full authority for routine management of the Al-Anon Headquarters to its executive committees.
9. Good personal leadership at all service levels is a necessity. In the field of world service the Board of Trustees assumes the primary leadership.
10. Service responsibility is balanced by carefully defined service authority and double-headed management is avoided.
11. The World Service Office is composed of standing committees, executives and staff members.
12. The spiritual foundation for Al-Anon's world services is contained in the General Warranties of the Conference, Article 12 of the Charter.

GENERAL WARRANTIES

In all its proceedings the World Service Conference of Al-Anon shall observe the spirit of the Traditions:

1. *that only sufficient operating funds, including an ample reserve, be its prudent financial principle;*
2. *that no Conference member shall be placed in unqualified authority over other members;*
3. *that all decisions be reached by discussion, vote, and whenever possible, by unanimity;*
4. *that no Conference action ever be personally punitive or an incitement to public controversy;*
5. *that though the Conference serves Al-Anon, it will never perform any act of government, and that, like the fellowship of Al-Anon Family Groups which it serves, it shall always remain democratic in thought and action.*

Original Printing**THE TWELVE TRADITIONS, cont.**

9. Our groups, as such, ought never be organized; but we may create service boards or committees directly responsible to those they serve.
10. The Al-Anon Family Groups have no opinion on outside issues; hence our name ought never be drawn into public controversy.
11. Our public relations policy is based on attraction rather than promotion; we need always maintain personal anonymity at the level of press, radio, films, and TV. We need guard with special care the anonymity of all AA members.
12. Anonymity is the spiritual foundation of all our Traditions, ever reminding us to place principles above personalities.

AL-ANON'S TWELVE CONCEPTS OF SERVICE

1. The Ultimate Responsibility and Authority for Al-Anon World Services Belongs to the Al-Anon Groups.
2. The Al-Anon Family Groups Have Delegated Complete Administrative and Operational Authority to their Conference and its Service Arms.
3. The Right of Decision Makes Effective Leadership Possible.
4. Participation is the Key to Harmony.
5. The Rights of Appeal and Petition Protect Minorities and Insure That They be Heard.
6. The Conference Acknowledges the Primary Administrative Responsibility of the Trustees.
7. The Trustees have Legal Rights While the Rights of the Conference are Traditional.
8. The Board of Trustees Delegates Full Authority for Routine Management of Al-Anon Headquarters to its Executive Committees.
9. Good Personal Leadership at All Service Levels is a Necessity. In the Field of World Service the Board of Trustees Assumes the Primary Leadership.
10. Service Responsibility is Balanced by Carefully Defined Service Authority and Double-Headed Management is Avoided.
11. The World Service Office is Composed of Selected Committees, Executives and Staff Members.
12. The Spiritual Foundation for Al-Anon's World Services is Contained in the General Warranties of the Conference, Article 12 of the Charter.

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