

2022

WORLD SERVICE OFFICE
ANNUAL REPORT



Al-Anon Family Groups
Help and hope for families and friends of alcoholics

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GREETINGS & THANKS

Lynette K., Chairperson of the Board of Trustees (Trustee)

David B., Chairperson of the Executive Committee (At-Large Member)

Vali F., Executive Director

Our second year since the global pandemic that changed the world of Al-Anon meetings, World Service Office finances, and WSO capacity started with optimism and hope. In January, the Board of Trustees approved a refreshed Strategic Plan and confirmed the decision to hold the 2022 World Service Conference in person. Literature sales continued to be limited due to substantial supply chain issues and the gradual reopening of Literature Distribution Centers; however, members' generous contributions, including the response to the special appeal letter for individual members, allowed the WSO to continue to deliver services to Al-Anon members and trusted servants within the WSC Structure and across the worldwide fellowship.

Throughout the year, Al-Anon's Mission and primary purpose were fulfilled in many ways with:

- rollout of enhancements to the *Al-Anon Family Groups Mobile App*
- hosting of the 2022 International Al-Anon General Services Meeting (IAGSM) in London, UK
- successful, on-time completion of the Alateen recertification process across all eligible Areas

Making prudent use of Al-Anon resources, WSO Volunteers and Staff visited European locations near the London IAGSM. The visits strengthened connections and shared Al-Anon's message of hope with trusted servants building evolving and national structures, typically while relying upon smaller financial resources than enjoyed by Areas within the WSC Structure.

The 13-member Board of Trustees continued its Concept Nine focus on evaluating the trends, challenges, and opportunities that will shape Al-Anon Family Groups' future vision. Trustees nourished connections with Areas and the fellowship with visits to WSC Structure Area Assemblies, AWSC meetings, workshops, and by hosting the first in-person Road Trip! You and your Board Connect in two years. The Policy Committee, Al-Anon's second-largest group conscience, continued its discussions, bringing updated interpretations of Al-Anon's Twelve Traditions and Twelve Concepts of Service to the 2022 WSC for approval. The Executive Committee performed its oversight responsibilities, helping WSO Staff prioritize Strategic Plan initiatives as the need to implement solutions for electronic groups and Alateen electronic meetings expanded.

The work of the World Service Office, including the Board of Trustees, its Executive Committees, and WSO Staff, can only continue to be accomplished through member contributions and literature sales. We wish to express our deep gratitude to each member, group, Area, District, Al-Anon Information Service, and international structure who contributed in 2022, allowing contributions to exceed literature sales for only the third time since 1954. Your support allows the WSO to pursue Al-Anon's mission and primary purpose at a global level, truly making Al-Anon Family Groups a worldwide fellowship.

WHO WE ARE: VISION, MISSION, DOMAINS & STRATEGIC OBJECTIVES

VISION

Families and friends of alcoholics find hope and encouragement to live joyful, serene lives.



MISSION

Al-Anon Family Group Headquarters, Inc. is a spiritually based organization that helps the families and friends of alcoholics connect and support each other through barrier free meetings, information, and shared experiences.



DOMAINS & GOAL STATEMENTS

Members: AFG, Inc. connects and supports the friends and families of alcoholics.

Recovery & Service Tools: AFG, Inc. develops and publishes materials to share the collective experience of the families and friends of alcoholics.

Awareness: AFG, Inc. builds public and professional awareness of the Al-Anon program.

Financial Sustainability: AFG, Inc. encourages membership and organizational self-support by aligning resource allocation with its core purpose and strategic priorities.

Global Engagement: AFG, Inc. invests in each new generation of trusted servants to preserve our legacy and improve our structure and operations to meet the needs of the global landscape.



STRATEGIC OBJECTIVES

Members:

1. Provide access to the Al-Anon program for all
2. Advance support to underserved and diverse communities
3. Understand member and group needs

Recovery & Service Tools:

1. Create attractive, new content by gathering, processing, and disseminating pertinent information
2. Communicate the message of hope in a way that is current, appealing, and widely available
3. Reduce barriers to accessing information created by cultural and linguistic obstacles

Awareness:

1. Identify and reduce the effects of biases that may be preventing effective outreach
2. Validate the effectiveness of the Al-Anon Family Groups program in helping our members
3. Educate the public and professionals about who we are, what we do, and why
4. Build relationships with the media, governmental and non-governmental agencies, and professionals

Financial Sustainability:

1. Align resources to support the needs of the fellowship in accordance with Al-Anon's spiritual principles
2. Create opportunities for members to support AFG, Inc.
3. Improve transparency of the financial needs of AFG, Inc.
4. Manage risk to reputation, operations, and assets

Global Engagement:

1. Reinforce the process for passing experience on to incoming trusted servants using effective approaches for the new generation
2. Communicate leadership skills required for trusted servants and create development pathways
3. Collaborate globally to share knowledge and evolve our programs and communications

OUR INTENTIONS

Strategic Plan

In January 2022, as in the last several years, members of the Staff Strategic Leadership Team (SLT)¹, Board of Trustees, and Executive Committee gathered at the January Board meeting to agree on priorities for the World Service Office (WSO) and its Staff and Volunteers for the coming year. SLT presented a vision, referred to as the WSO Projects Landscape, which outlined Strategic Plan Strategies it proposed undertaking or carrying on in 2022 as well as major project initiatives not directly identified as Strategies. These initiatives included items such as planning for the 2022 International Al-Anon General Services Meeting (IAGSM) in London, United Kingdom and the Transforming Electronic Groups effort initiated by the 2021 World Service Conference (WSC) motion to recognize permanent electronic groups as Al-Anon Family Groups.

Strategic Plan Refresh

Lynette K., Chairperson of the Board of Trustees

David B., Chairperson of the Executive Committee

Debbie G., Chairperson of the Executive Committee (outgoing)

Vali F., Executive Director

Additionally, at the January meeting, the Board approved the final version of the Strategic Plan, which had been refreshed through a process beginning with a joint meeting of WSO Staff, Volunteers, and a consultant in July 2021. The Refresh included:

- Minor revisions of the Mission and relabeled Vision
- Development of five Domains which better define all the elements of work conducted by the Board of Trustees, Executive Committee, and Staff than the previous Goals
- New Goal Statements
- New Strategic Objectives, approved by the Board of Trustees in October 2021

So, in January, the only outstanding component of the Strategic Plan was the development of Strategies relevant to each Domain and Strategic Objective. As Strategies define the “how,” aka implementation work, while the Domains, Goal Statements, and Strategic Objectives define the “what,” aka vision, responsibility for Strategies development belonged to the SLT. Unlike the previous Strategic Plan process, the new format and approach provided for identification of Strategies that might span years and/or might not be ready for immediate implementation. Through this process, longer-term Strategies are captured and approved so they can be implemented when appropriate. The Board approved the final version, including Strategies and major initiatives, at its January meeting.

The Refresh process also raised awareness among all participants of the opportunity for Board Committees and work teams to use the Strategic Plan as a guidepost for prioritizing their work. Implementing this principle, for example, the Road Trip! Work Group Guideline, approved by the Executive Committee at its December 2022 meeting, included two Strategic Plan Domains and Goal Statements as part of its vision statement.

¹The Strategic Leadership Team consists of the three Directors, two Associate Directors and a Manager. Its primary purpose is to deliver the strategic priorities of the organization as defined by the Goal Statements and Strategic Objectives established by the Board of Trustees.

2022 Strategies Update

Staff Strategic Leadership Team

In 2022, SLT consisted of the Executive Director, Director of Finance & Operations, Director of Programs, Associate Director–Brand Communications, Associate Director–Community Relations, and the Publications Manager. Both the Associate Director–International and Director of Programs Emeritus also served on SLT for portions of 2022.

Unaware of Higher Power plans for the WSO at the January meeting, the members of the SLT presented a robust WSO Projects Landscape (listed below) which included its intention to implement Strategies and major initiatives spanning all five Domains.

Domain: Members

AFG, Inc. connects and supports the friends and families of alcoholics.

- Electronic Meeting Transformation
- 2023 International Convention with A.A. Participation (IC 2023)
- Alateen Electronic Group Feasibility

Domain: Recovery & Service Tools

AFG, Inc. develops and publishes materials to share the collective experience of the families and friends of alcoholics.

- New Daily Reader & Translation
- CAL Globally in All Languages
- WSO Guidelines Refresh
- Animations/Cartoons via Social Media

Domain: Awareness

AFG, Inc. builds public and professional awareness of the Al-Anon program.

- First Longitudinal Study
- Staff Speaking in Professional Capacity

Domain: Financial Sustainability

AFG, Inc. encourages membership and organizational self-support by aligning resource allocation with its core purpose and strategic priorities.

- SharePoint Implementation
- Al-Anon Family Groups Mobile App Premium Content Process Implementation
- Electronic Payments for Al-Anon Family Groups
- Member Guidance: Bequests

Domain: Global Engagement

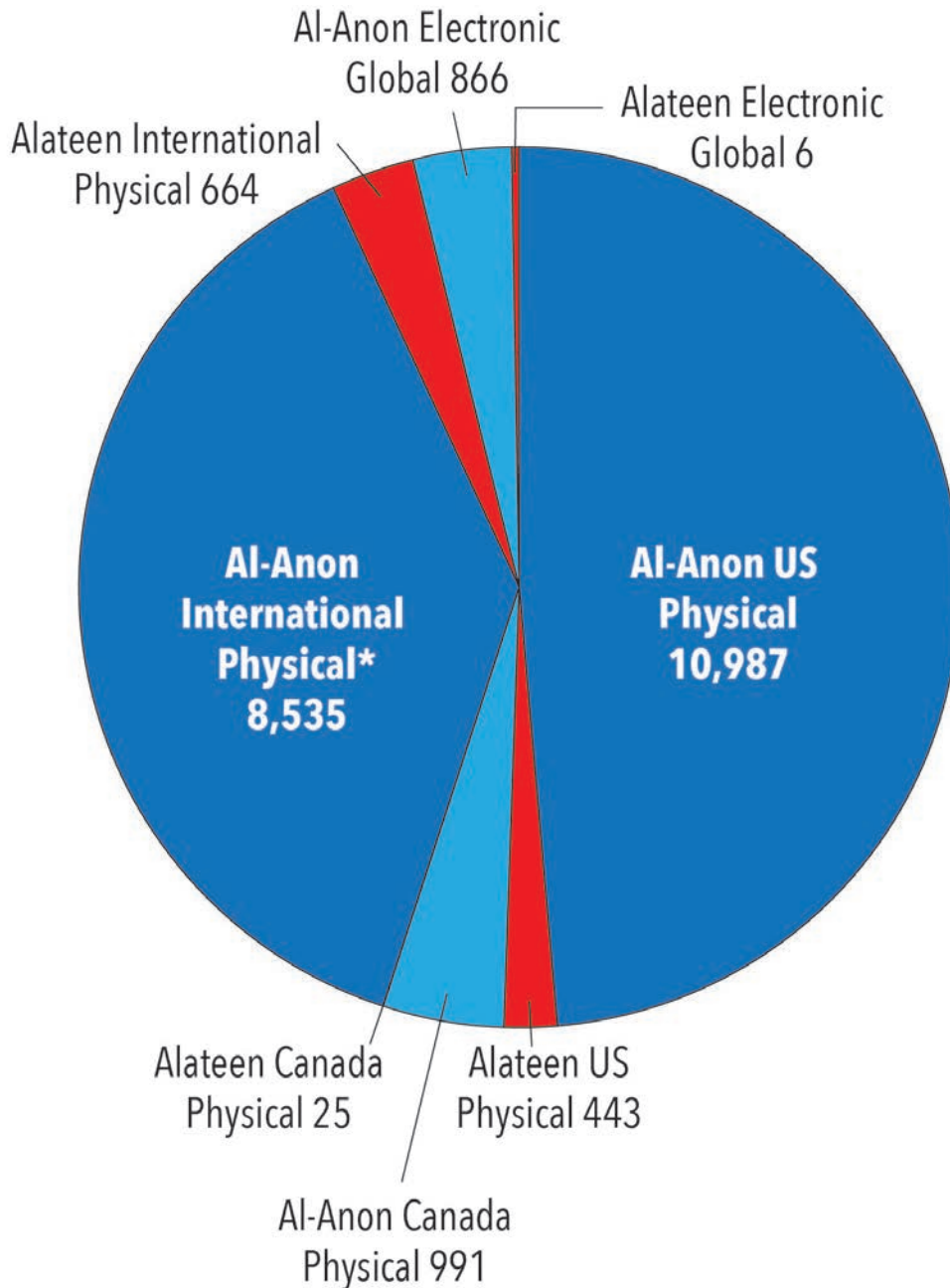
AFG, Inc. invests in each new generation of trusted servants to preserve our legacy and improve our structure and operations to meet the needs of the global landscape.

- Service Manual Translation
- IAGSM London

Details about each initiative are referenced in the upcoming Annual Report sections: Our Impact, Our Work, and Our Plans.

OUR IMPACT

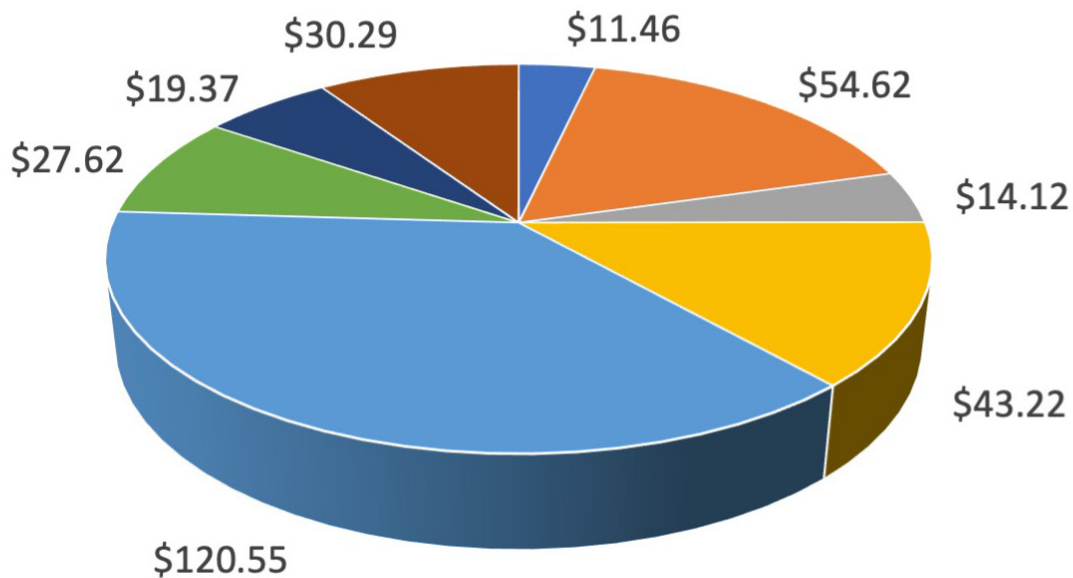
2022 Worldwide Al-Anon Family Groups Statistics



*The Al-Anon and Alateen International Group Count Survey was temporarily suspended in 2021. This service resumed in 2022, resulting in a more accurate group count.

Cost of WSO Services Allocated across WSC Registered Groups

Cost of Services Per Group \$321.25



- Volunteer Oversight
- Brand Communications
- Community Awareness
- Conference & Events
- Group Services
- International Support
- Translation
- CAL & Magazine Editing

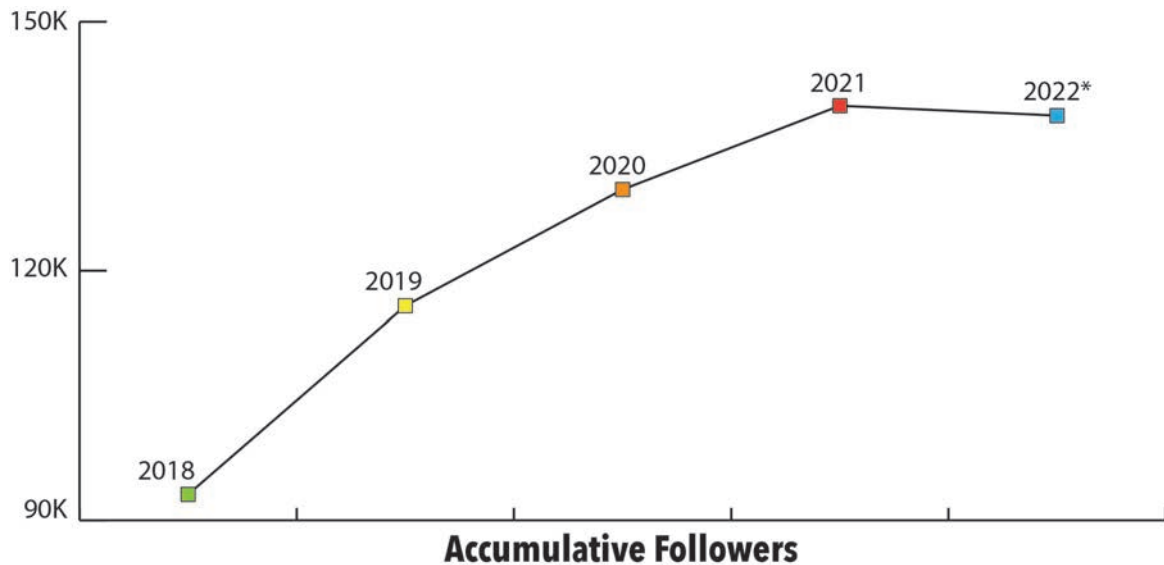
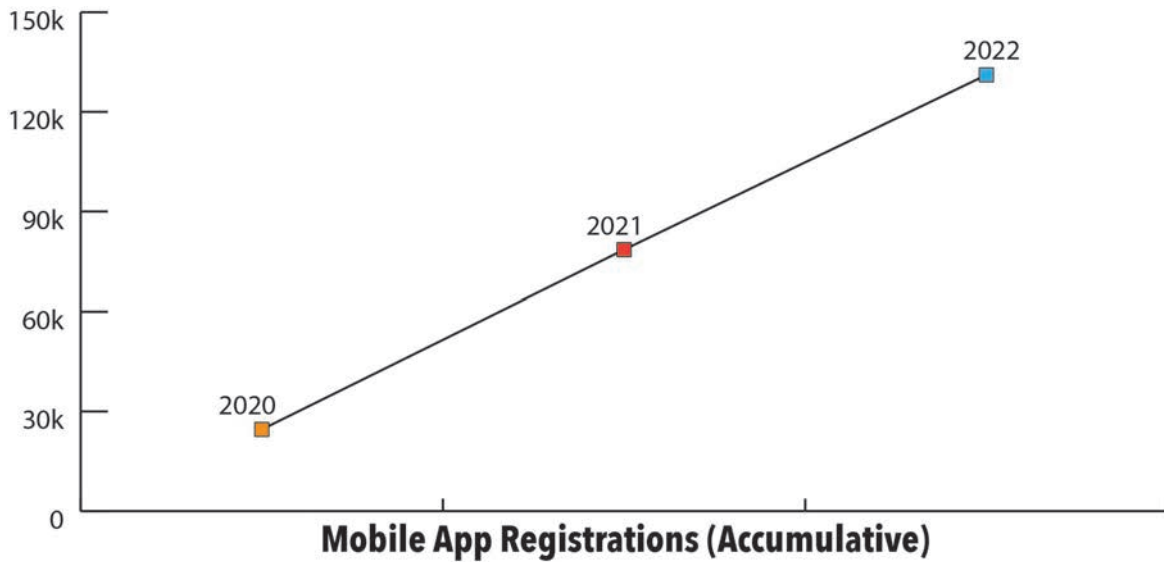
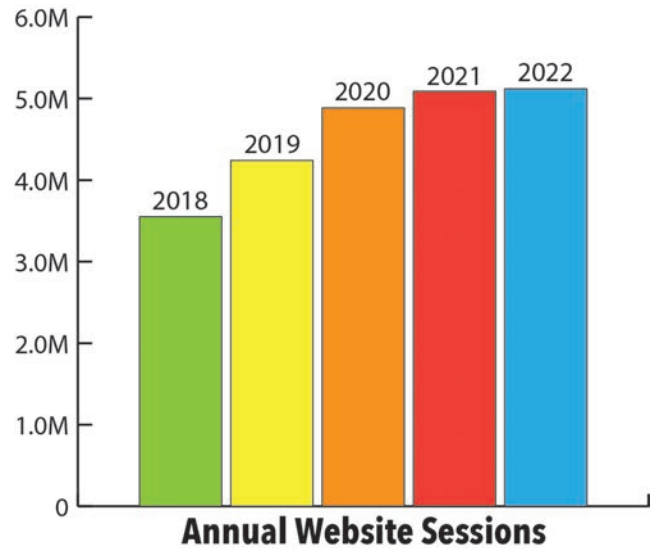
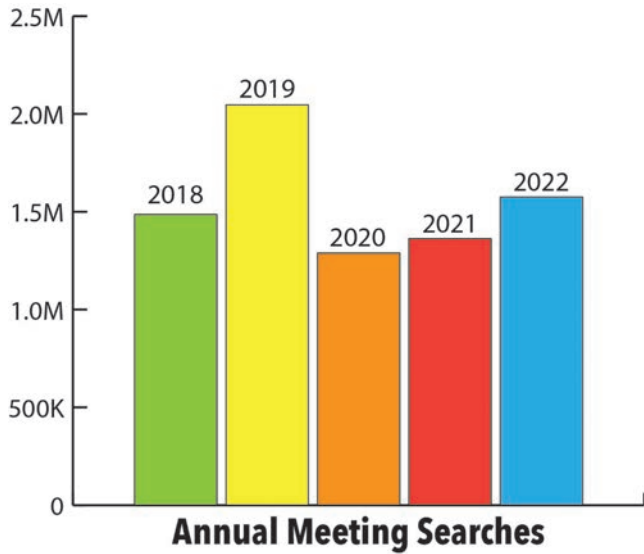
Groups by Language



Meeting Platforms

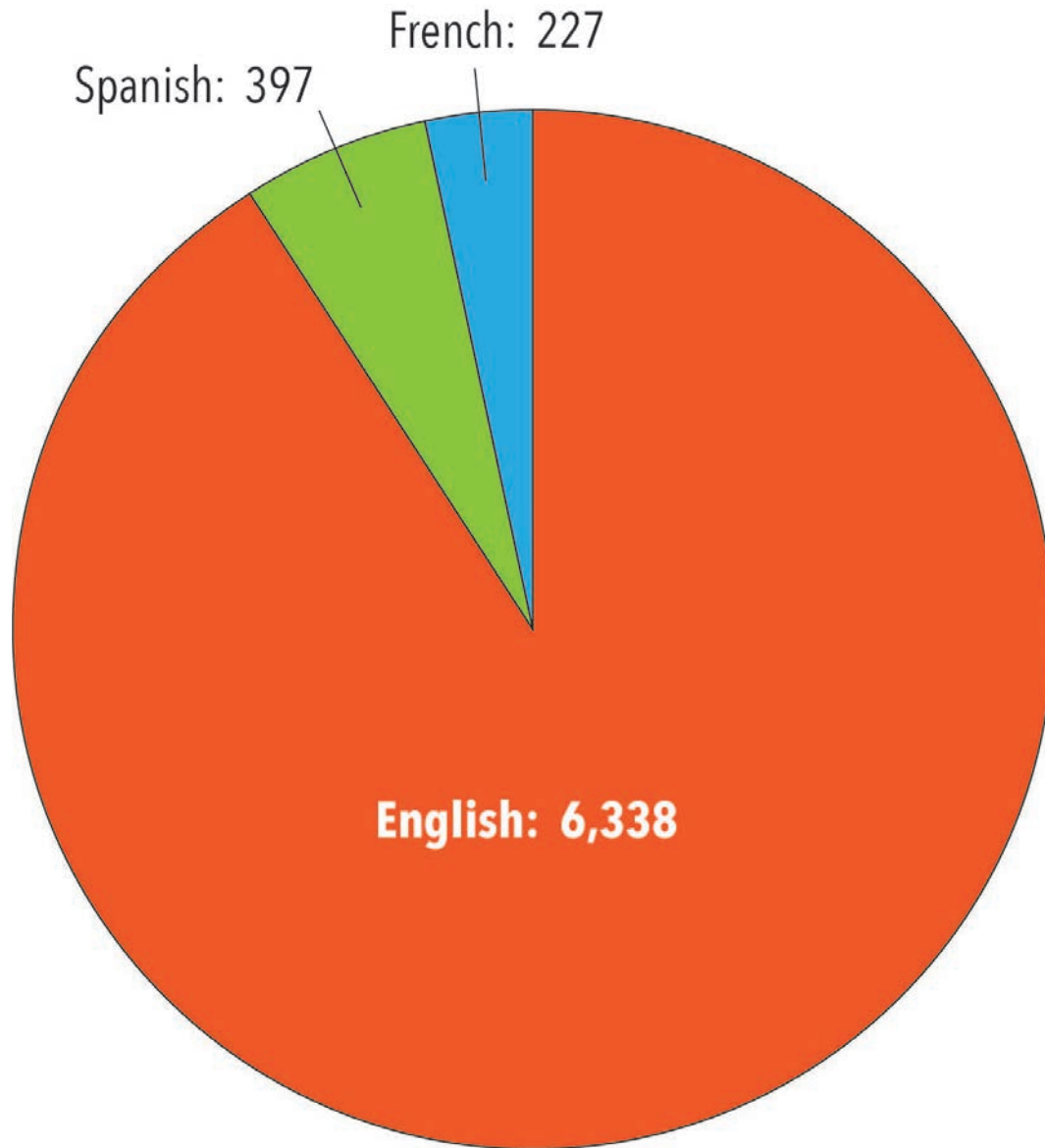


Digital Communications Connections



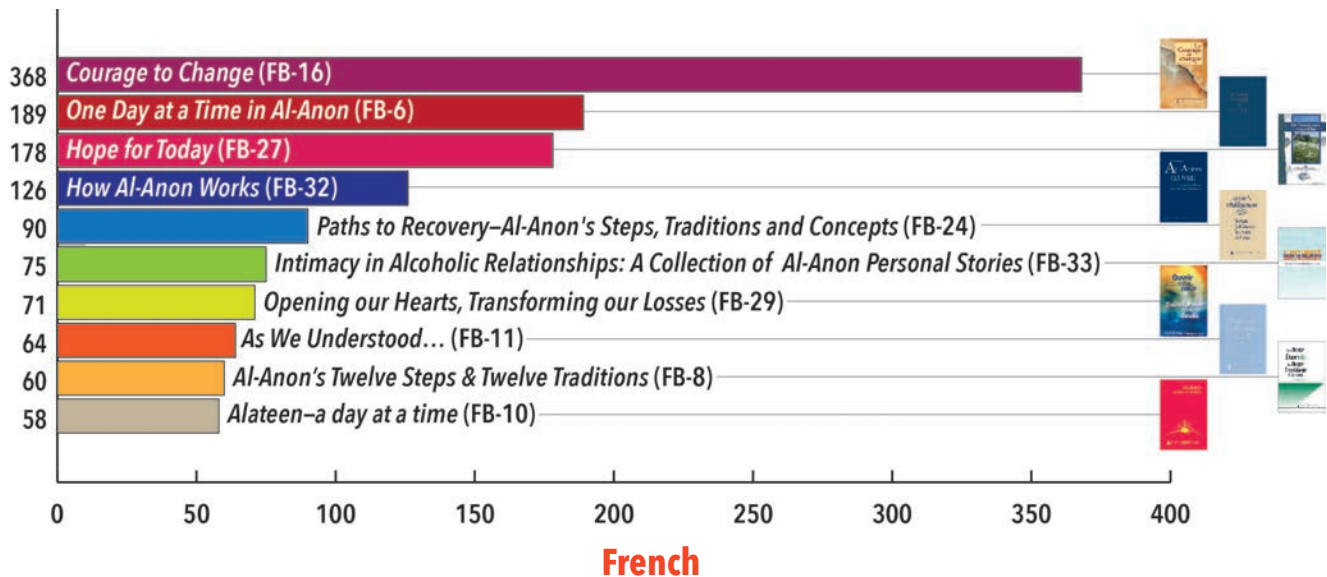
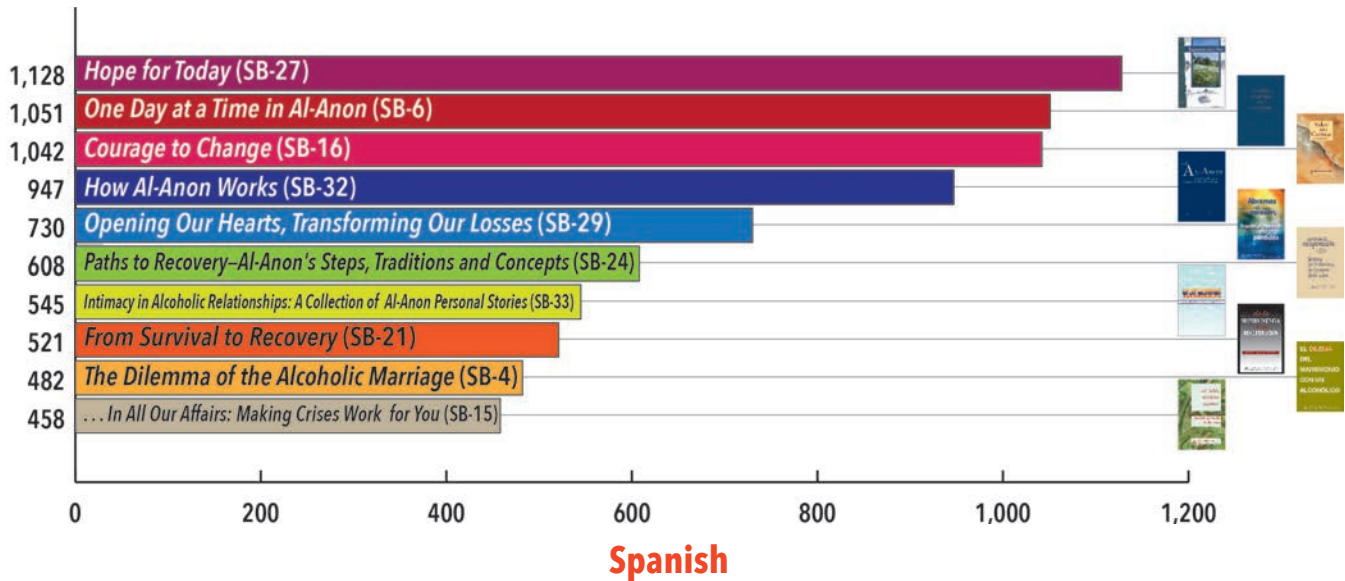
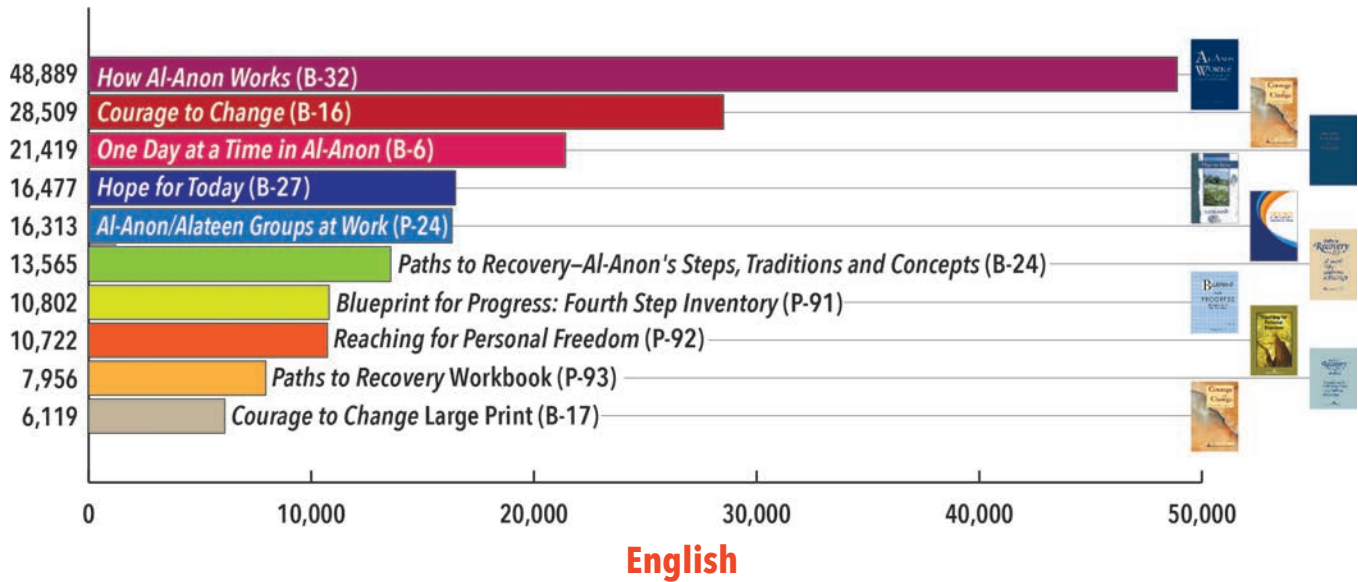
* No longer managing Alateen pages - removed 9,021 followers as a result

Meeting Line Statistics

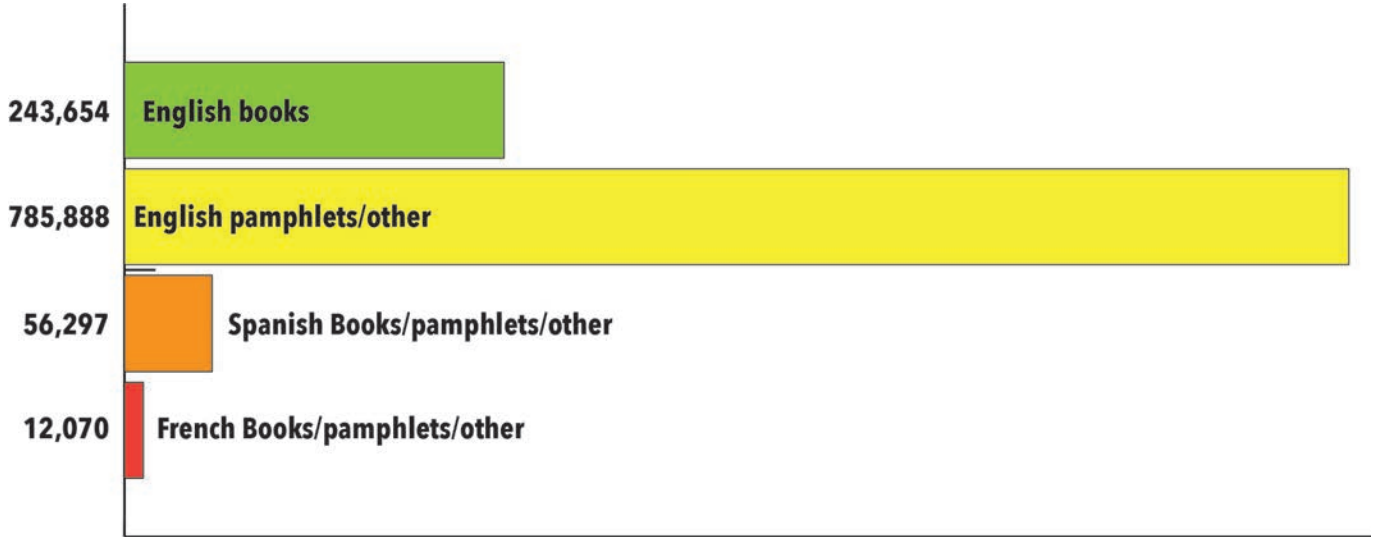


Total Calls on the WSO Toll-Free Meeting Line (6,962)

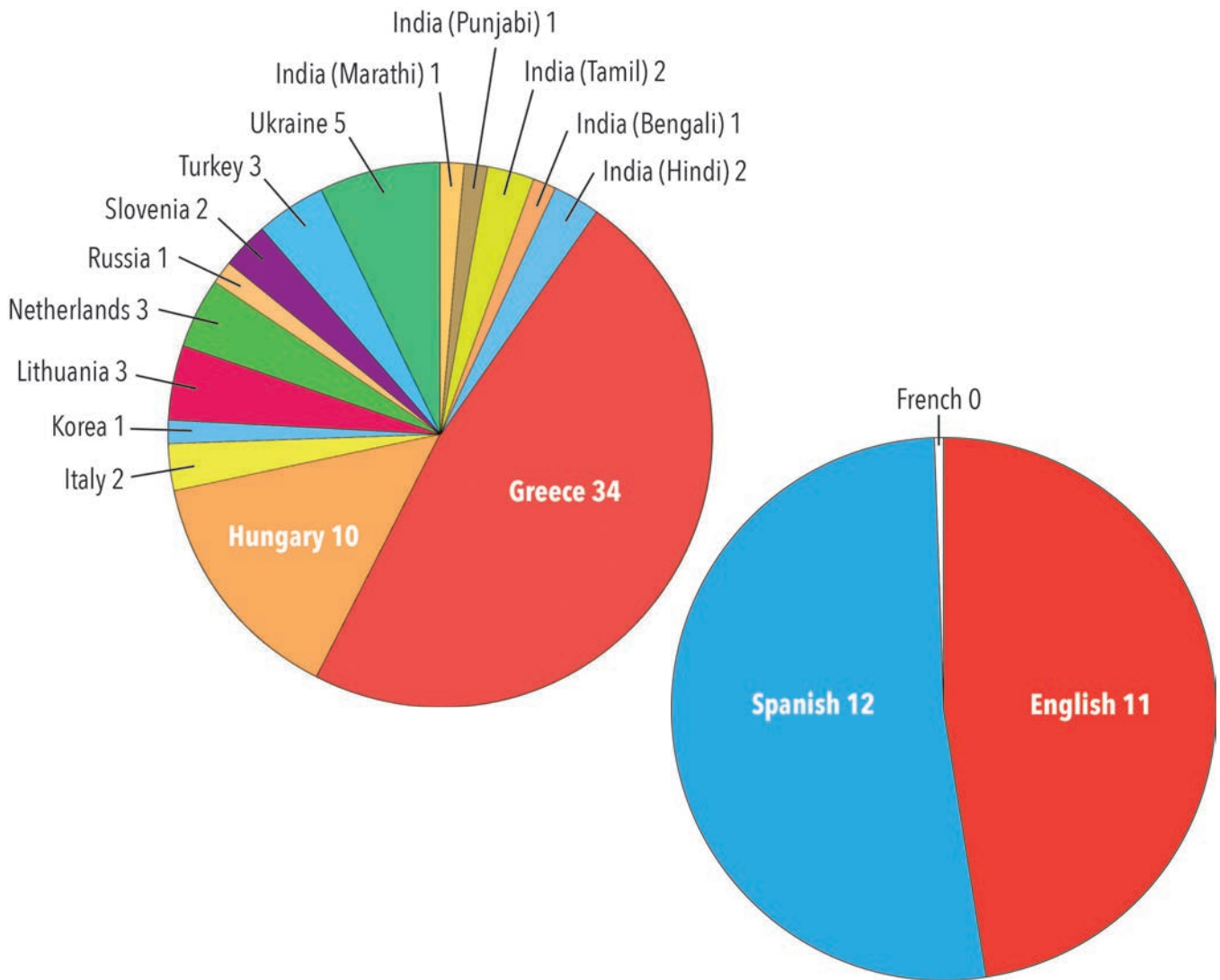
Top 10 Selling Books/Booklets of 2022



Conference Approved Literature Volume



Translation & Reprint Requests for Al-Anon Internationally



Translation Statistics

Routine publications and Board of Trustees communications

- *Le lien*, a French-language magazine compiled from *Forum* articles (six issues a year with an average of 7,500 translated words per issue)



- *Al-Anon y Alateen en acción*, a Spanish-language magazine compiled from *Forum* articles (six issues a year with an average of 7,500 translated words per issue)
- *Le Messenger* and *En Contacto* (one or twice monthly)
- Chairperson of the Board letter and Policy, Finance, and CLT Committee updates (quarterly)
- Appeal letter to members (quarterly)
- 2022 Highlights from the WSC (once yearly)
- 2021 Annual Report (over 20,000 translated words)

Special projects

- 2022-2025 *Al-Anon/Alateen Service Manual* (P-24/27) v2 updates
- New daily reader, *A Little Time for Myself*, translated into French and Spanish
- 2022 Longitudinal Survey and related communications
- 2023 Al-Anon International Convention Registration emails, receipts, and related communications



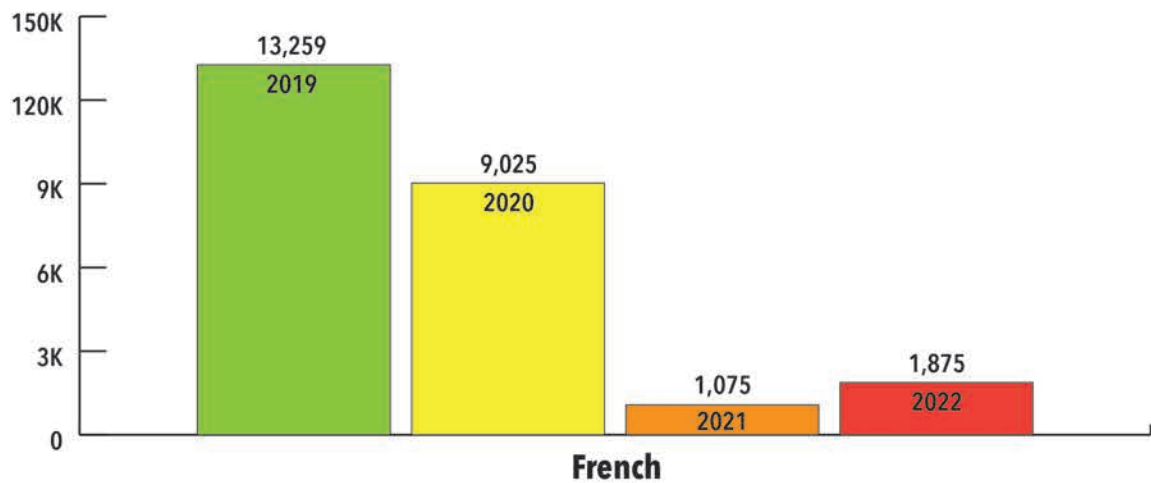
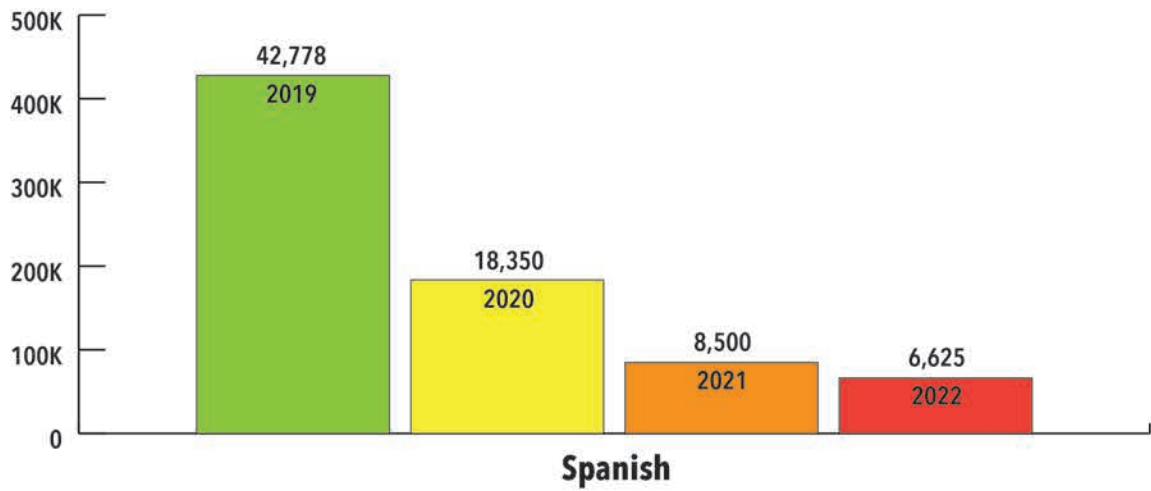
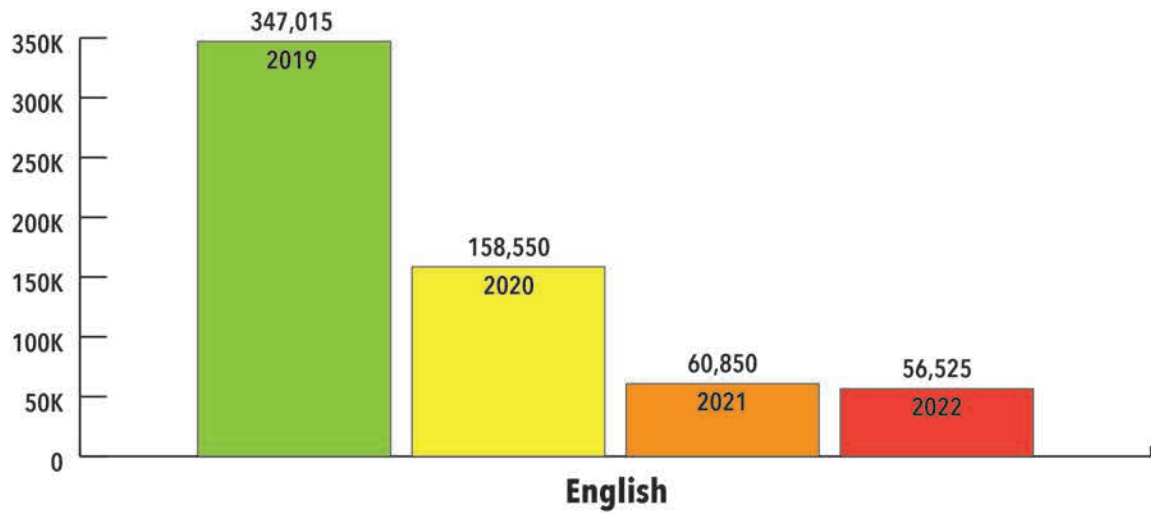
- Al-Anon Guidelines – Several outdated guidelines have been updated in French and Spanish and posted on the al-anon.org/guidelines web page.



Other items

- AFG Records – Update of all Al-Anon group forms (Registration, Update, and Instructions) for Al-Anon groups with physical and electronic locations (Al-Anon structure and international)
- Digital Communications – Various social media and *Mobile App* text updates
- Translation tools and resources – To help maintain consistency in vocabulary, styles, grammar, punctuation rules, and overall typography guidelines applied to our Al-Anon publications and communications, the Translation Team created individual WSO bilingual glossaries of commonly used terms and stylesheets for internal use. They are available to all our WSO bilingual Spanish and French Staff.

Al-Anon Faces Alcoholism



OUR WORK

Domain: Members

AFG, Inc. connects and supports the friends and families of alcoholics.

Understanding Our Groups' and Members' Needs

Sarah S., Director of Programs

Marsha W., Director of Programs Emeritus (retired)

Sue P., Associate Director–Group Services

Valerie Stump, AFG Records Manager (Non-member)

Al-Anon Members and Group Communication

The WSO's ability to serve the fellowship became more effective with the hiring of a new Group Services Specialist, Tracey S., on June 6, 2022. She supports email correspondence and conversations with members on issues relating to group concerns and policy interpretation while supporting the informed group conscience of the World Service Conference (WSC).

One of the greatest achievements for Group Services in 2022 was the ability to collaborate with other team members across several projects this year, including:

- Rotation of Service web conference calls with AFG Records
- Planning the Alateen and Spanish-speaking Al-Anon meetings for IC 2023
- Collaborating with Public Outreach to prepare the Day of Connecting program for IC 2023
- Building the "Expanding our Structure" presentation which focused on how we are incorporating electronic groups into our structure which was shared at the Twelve Step Organizations - Day of Sharing meeting hosted by AFG Inc.
- Cooperating with AFG Records on a Task Force identifying the current and future needs of the Online Group Records application.

Group Services receives ten to 12 calls daily in addition to email communications. Responses centered on providing guidance to groups in the following ways:

- Resolving group members confusion and concern regarding returning to in-person meetings, creating hybrid meetings (physical meetings which also allow members to attend on an electronic platform simultaneously), and deciding whether to continue to meet online while an in-person meeting occurs separately. Members were consistently encouraged to reach out for guidance through their links of service and to participate in discussions for support. There has been an abundance of discussions on what it means to be an Al-Anon group, the principle of unity, interpretation of the meeting registration policy, and the purpose of having accurate meeting information displayed to welcome newcomers.
- Navigating how to conduct informed group conscience discussions about returning to in-person meeting locations as restrictions were lifted. Many groups had attracted a new online membership while temporarily meeting online. Many of these online members did not reside within the geographic Area of the group location. This new online membership presented a dilemma to those groups deciding whether to return to meeting in-person. There were many members who shared about the challenge of deciding who had voice in these discussions. Group Services shared about the principles of unity and Al-Anon's primary purpose, as described by the Twelve Traditions, in offering guidance focused on talking to each other and reasoning things out. These members were encouraged to become involved in the conversations taking place at the Area level surrounding accepting electronic groups into the Area service structure following acceptance of the Global Electronic Area into the 2022 WSC.

- Addressing questions about group funds and managing contributions for those groups which decided through group conscience to continue permanently with a hybrid or online format. Members were consistently redirected to the updated language found in the *2022-2025 Al-Anon/Alateen Service Manual (P-24/27) v2* related to service in electronic groups. Groups that split into separate physical and electronic groups realized the online group registered with the GEA was now its own entity responsible for managing their own Seventh Tradition. These were challenging conversations for all!
- Clarifying for groups which were meeting temporarily on electronic platforms during the pandemic and chose to continue meeting using a hybrid approach, how their meetings should be listed. In-person groups with an electronic component meeting together at the same day and time are designated as “groups with an electronic component,” also known as hybrid groups. These groups must register with a physical location. Groups with an electronic component that doesn’t meet concurrently with the physical meeting or meets separately are guided to register the electronic component of the meeting as a separate group.

Impression-Considerations in Returning to In-Person Meetings

David B., Chairperson of the Executive Committee

Like so many groups, when the pandemic hit in early 2020, my home group took a group conscience to decide what to do. There was another Al-Anon group in our District that met at the same time, and we decided to come together for a common meeting via a District videoconferencing account. This was a new concept for most involved, and there were lots of questions about how it would all work. The first week of the joint meeting, I was signed up to give the lead in my home group on Tradition One, so I agreed to speak on this to the combined groups.

What a fitting topic to discuss our common welfare and unity within Al-Anon in the face of all the changes that everyone faced at that time. Over the subsequent months, we adopted some of the format of each group’s meeting for the joint meeting, and we came to know and love each other in a special way as we shared. Again, through group conscience, members of my home group eventually decided to move back to a physical meeting, and the other group decided to create a meeting with an ongoing video presence along with physical attendance.

Some of my home group’s members came to prefer the video format and so remained with the now-hybrid group. Some of the other group’s members now periodically attend my home group to share with new friends they no longer regularly see. We have adopted the best from each other and found ways to meet the needs of the group as a whole—Tradition One in action.

Alateen Members and Groups

Electronic Alateen Group Feasibility Strategy

Alateen meetings taking place on the *Al-Anon Family Groups Mobile App* continue to attract and serve teen members, despite wide reports from Areas of the online fatigue facing teens. Reported attendance averages from four to 16 in any given meeting, with two to three newcomers at each! Certified Al-Anon Members Involved in Alateen Service (AMIAS) are rotating to serve the meetings serving Alateen on the *AFG Mobile App*. They are supported through a dedicated AFG Connects community as well as scheduled quarterly conference calls with Group Services Staff, in-meeting support, and test meetings on request.

Electronic meetings for Alateen were a topic of discussion at the 2022 International Al-Anon General Services Meeting (IAGSM) and garnered much interest. As a result, the Electronic Alateen Group Feasibility Strategy pilot project is expanding through cooperation with five other international General Service Offices. This greater collaboration is proving fruitful in gaining a better understanding of legal concerns with teens using online platforms and parental/legal guardian roles. The ability to offer help and support safely to teens on online platforms remains the primary concern.

Al-Anon Information Services

The 2022 Annual Update was mailed via postal service for the first time since 2019. A total of 155 registered and active Al-Anon Information Services (AIS), combined AIS/Literature Distribution Centers (LDC), and 134 stand-alone LDCs were part of the mailing.

- 90 responses (58 percent) have been received from the AIS and AIS/LDCs.
- 52 responses (39 percent) have been received from the LDCs.

Group Services has updated all records as per the Annual Update and continues to reach out to the service entities that did not respond. Time is needed to follow up with them to determine whether or not the service entities are active in order to update contacts and to verify incomplete information. There is ongoing follow-up for those entities that are in “No Mail” status to determine what activity is taking place.

Despite these service entities having access to AFG Connects, not much engagement or discussion has been observed. Group Services Staff have identified the need to create a process to invite discussion. To date, there have been no video-conference calls to offer support for these communities. This is set to begin in 2023 to orient trusted servants to the information available to them that may assist them in their service responsibility.

Inmate Correspondence Service

The challenge of this service continues to be the limited exposure to Al-Anon that the incarcerated population receives. Areas are encouraged to carry the message to local prisons and institutions through their Public Outreach Coordinator efforts. Areas may have funds to provide local institutions with CAL. Trusted servants are encouraged to bring in a meeting on wheels or establish another form of regular meeting. In addition to supporting those confined who have been affected by someone else’s drinking, Group Services also receives inquiries from inmates looking for either A.A., free literature, or to request free literature to be sent to family members (WSO does not send free literature and does not send information to third parties).

Staff-Member Connections

Welcome Newcomers

The Welcome Newcomers! Webpage (al-anon.org/series/welcome-newcomers/) has now replaced the previously available one-time email that was sent to newcomers upon their request. One benefit this new approach offers is that groups, particularly electronic groups, can guide newcomers to WSO’s free resources without their needing to provide the group member their personal email address. The webpage—available in English, Spanish, and French—has been live since June 2022 with announcements made to the fellowship through various communications platforms, including AFG Connects, Announcements and *In The Loop*. From January to May 2022, 3,276 emails were requested and delivered. Starting June 8, 2022 through the end of the year, the short link al-anon.org/welcome has driven 6,864 sessions leading to 8,262 views of the welcome newcomer page.

Meeting Information: 1-888-4AL-ANON

In 2022, WSO Staff answered 6,962 calls through the Toll-Free Meeting Information Line Service, which offers dedicated lines to serve English-, French-, and Spanish-speaking callers. The meeting information line is very often the first entry point for a newcomer or professional. During the pandemic, the WSO remained open with Staff on site to provide essential services, particularly answering the phone lines. The phone agents who answer the meeting information line do this in addition to their daily responsibilities. The AFG Records Manager facilitates quarterly meetings with the phone agents so they can share their experience, strength, and hope to better support these sensitive calls with grace and compassion.

Although WSO does not track how callers find the number, sometimes the source is provided during the call. One caller shared that he found it challenging to find information about Al-Anon online; however, when he heard a radio public service announcement, he pulled his car over and called right away. Another caller, affected by her daughter’s drinking,

shared that she was familiar with Al-Anon because her grandfather had attended Alcoholic Anonymous meetings in New York with the organization's founders.

WSO Reopens for Tours

In September, after a two-year hiatus, the WSO reopened its doors to members. To better serve members and provide appropriate staffing, a new online reservation system (al-anon.org/tourwso) was created to schedule tours. Guided by WSO Staff, tours are provided in English, French, and Spanish and booked anywhere from 24 hours to a year in advance. The 45-minute tour includes a glimpse into the day-to-day business as well as a peek into WSO Archives, a repository of Al-Anon records and ephemera.

Transforming Electronic Groups: Updating WSO Processes

Vali F., Executive Director

Valerie Stump, AFG Records Manager (Non-member)

Karen Wolff, Software Engineer (Non-member)

One System: Groups Meeting Electronically and Physically

The motion to create the Global Electronic Area was an historic event that will be celebrated for many years to come. Accomplishing the integration of groups meeting electronically into the WSC Structure, however, is a large undertaking. Improvements have been made to the database structure to accommodate the capture and use of additional information. Reports and queries, PDF and online forms, internal processes, and fellowship communications have all been evaluated for changes to reflect the inclusion of these groups into the WSC.

At year end, the WSO AFG Records Staff retained responsibility for maintaining the electronic group records for the Areas due to the effort required to update the Online Group Records (OGR) application. The OGR web application, used by trusted servants for many years to maintain their group data, is due for a technology and feature modernization. A Task Force was assembled, consisting of Area Group Records Coordinators (AGRCs), District Representatives, and WSO Staff, to gather requirements for the next generation of the Online Group Records application. All AGRCs and District Representatives were invited to provide input about their Area and District processes, experience with the current system, and suggestions for features to better support them in their roles. The Task Force was grateful to receive responses from 42 Area Group Records Coordinators and 195 District Representatives. This input will be invaluable as this system continues to evolve. The next generation OGR development is a multiyear undertaking.

Accompanying this technical work, WSO Staff spent time updating, translating, and communicating with the Areas about the registration and update forms for electronic, physical, and international groups. The WSO currently manages 12 different forms per language—that's 36 different forms. This is due in part to the fact we have both PDF and online versions, which are each significantly different due to their format. A key component of the form changes is that all registered groups are now provided clarity as to their license to use the Al-Anon name and use excerpts of copyrighted material during their meetings. This rollout eliminates the need for electronic groups to complete a separate copyright license. This is just another step toward ensuring consistency in process across all Al-Anon Family Groups, regardless of meeting location. Recognizing the burden of the many different forms, the decision was taken to eliminate the PDF version of the registration and update forms for electronic groups. Further streamlining of forms will occur in 2023.

Twenty-six geographic Area Delegates notified the WSO in 2022 that their Areas had voted to accept electronic groups and created policies/processes to support them. Staff refined and shared with these Areas the WSO process for submitting new Al-Anon group registrations and for groups moving from a physical location to an electronic one. Area trusted servants were informed that electronic groups registered with a geographic Area are not displayed on either al-anon.org meeting search. These groups have indicated they are not seeking a global membership, so they are not included in the electronic group search. Since the WSO forms do not include the ability to enter a geographic location for electronic groups which could be used to "pin" them, they are also not displayed on the meeting search.

The Transforming Electronic Groups Staff team discussed how to remedy this situation and created a plan to allow electronic groups registered in geographic Areas to submit a zip or postal code representing their local audience, which could be used to “pin” the group on the meeting search. Work to implement this plan was underway at year end. Meanwhile, Areas are encouraged to list these groups on the Area and local websites, so newcomers and members alike can find their meetings.

WSO Staff worked diligently in 2022 to develop a process, design the forms, and update backend technology to allow electronic groups in the Global Electronic Area (GEA) seeking to attract a local audience to transfer from the GEA into a geographic Area within the WSC Structure once the geographic Area approved incorporation of electronic groups into their service structure. The resulting new Group Area Transfer Request Form will become available in early 2023 and will be posted in the Electronic Meetings AFG Connects community. The revised process is designed to streamline this transfer in recognition of the groups in the GEA which only registered in that Area due to the lack of alternative. Staff will create a similar process for groups to transfer from geographic Areas into the GEA in 2023.

Archives: Engaging with Our History

Heather S., Associate Director–Community Relations

Collecting and Sharing Memories

The WSO Archive consists of digital records, audio recordings, and collectibles. The collection is the most comprehensive source of original documents relating to the history of Al-Anon Family Groups the fellowship as well as the administration and operations of the organization, Al-Anon Family Group Headquarters, Inc.

The Archive collection has significance beyond the fellowship. Because Al-Anon is one of the leading Twelve-Step mutual support programs, the collection represents meetings and recovery activities worldwide. The records about the work and programs at the Clearinghouse are an invaluable reference source and provide context and perspective for the WSO's future programs and initiatives.

Some items gifted to Archives in 2022 include a selection of cassette recordings and books, inscribed by Al-Anon co-founder Lois W., which belonged to Alice B., former Chairperson of the Literature Committee responsible for compiling the sharings to create the book *One Day at a Time in Al-Anon* (B-6); the Ohio Area 2022 Road Trip! Book; selected copies of *The Forum*; and other pieces of original correspondence.

The Archives Request for Research (AR-9) form, located on the Al-Anon website, generates inquiries from both members and the general public. A member shared that his group, which is fortunate to have many men, didn't know *The Stag Line*, a pamphlet published for men in 1962, existed and felt it would be very much appreciated by group members, many of whom are Al-Anon history oriented. Although WSO no longer distributes full versions of *The Stag Line*, the thorough research provided is a recovery resource for the group. A university professor inquired about the selection of Ralph Waldo Emerson quotations in *One Day at a Time in Al-Anon* (B-6) for a future Ralph Waldo Emerson Society publication.

As a result of internal restructuring this past spring, the Archivist and the Community Relations team worked together to explore creative ways to share elements of the collection with the fellowship. To celebrate American Archives Month in October, a “pilot” campaign limited to Staff was conducted to raise awareness about the WSO collection. Each week of the month, each member of the team shared a personal favorite from the collection with Staff via email.

Area Archives as Links to WSO History

While attending an Area Assembly, the Associate Director–Community Relations saw the Area's 60th anniversary materials that the Archive Coordinator had displayed. One of the items on exhibit was the original 1996 letter that the Director of Programs–Emeritus had written to the Area resigning as Area Chair to accept her position at WSO. The letter was read at her retirement celebration in November.

Digital Communication: Connecting Members

Sarah S., Director of Programs

Scot P., Associate Director—Brand Communications

Al-Anon Family Groups Mobile App

The *Al-Anon Family Groups Mobile App* community continued to grow this past year, with over 130,000 downloads. Thirty-seven Al-Anon groups call the *Mobile App* home, hosting over 100 Al-Anon meetings each week. Significant updates were made to the *Mobile App* to improve accessibility, security, and navigation and increase engagement. Staff, together with the development team, created a more visually appealing homepage with large buttons so members can more easily navigate to their favorite sections of the *Mobile App*, including meetings and the social newsfeed. Members can now also add meetings to a “favorite meeting” list and set a reminder to be notified when meetings are about to start. The social newsfeed was modified to give more space to allow members to browse others’ sharings and to offer more ways to engage through comment replies and reactions. For first-time users in the *Mobile App*, Staff included new welcome screen links to videos demonstrating how to use the app and other important resources. These updates went live in September. Staff then began tracking engagement levels and found that the monthly baseline is roughly 23,000 users logging in each month, with 761 users creating a total of 2,000 newsfeed posts, which garner approximately 8,750 comments.

Mobile App Town Hall Meetings

The World Service Office (WSO) extended an invitation to all members using the *Mobile App* to attend a town hall meeting so the WSO could understand any wants and needs members had that may improve the user experience. We asked members to share their successes and challenges with the app.

The team created a robust agenda for each meeting that included, but was not limited to, the following:

- Celebrating the *Mobile App* two-year anniversary
- Clarifying the role of the WSO as the administrator of the *Mobile App*
- Clarifying the difference between Group Services questions and technical questions
- Providing *Mobile App* statistics to explain our rapid growth
- Providing app updates for 2023
- Explaining member responsibilities in *Mobile App* meetings
- Encouraging Seventh Tradition participation

The meeting ended with a question-and-answer session. Many members prepared and sent questions in advance. All three sessions were well-attended. Attendees appreciated the chance to share their experience with the *Mobile App*. Members requested that the WSO host town hall meetings biannually. The team will resume planning for the next town hall meeting in 2023.

Planning the 2023 International Al-Anon Convention with A.A. Participation

Vali F., Executive Director

Suzanne M., Associate Director—Conference

IC2023: The Convention Reimagined

In 2022, the IC2023 Planning Team continued its focus on ensuring Al-Anon members attending the International Convention feel included in celebrating recovery through a memorable, familiar, and yet reimagined experience. To this end, the Team, working with the convention management consulting firm (Consultant), reimagined participation to include a virtual component. The virtual component will include simulcast Big Meetings and daytime sessions in all three languages, as well as offering a recorded version for playback during convenient local time zone hours. Borrowing from our friends at Alcoholics Anonymous (A.A.), the Team decided to create a Thursday night party to kick off the Convention with music and dancing, along with other quieter activities for those interested in Al-Anon Family Groups and A.A. history.

The Consultant suggested to the Planning Team the idea of kicking off the Convention with a Big Meeting, rather than waiting for the conclusion of the first day's sessions before participants get together to share the Serenity Prayer with 3,000-4,000 fellow Al-Anon members. Staff agreed this proposal aligned with our goal of encouraging as many members participating virtually as possible to attend live. So, the Friday evening International Big Meeting, including the Language of Love Parade, will now occur first thing Friday morning to start the Convention with energy, excitement, and "New Hopes."

Based on the 2018 experience, the WSO again invested in an app to generate social engagement, provide program session information, and offer the ability to create meetings and meetups on demand. Having the app allowed the WSO to consider, and ultimately decide, to forego printing of a Convention program for the event. This decision will allow the Planning Team to be more responsive to session demand as we get closer to the event, as printed programs must be sent to the vendors long in advance, particularly with current supply chain issues.

Also reimagined for IC2023 is the program speaker selection process. Staff wish to offer members interested in speaking the ability to volunteer for the specific session(s) in which they are interested. This minimizes participant schedule conflicts and supports our principles of self-support and self-care.

Overall registration response has been very positive and WSO Staff and Volunteers are very much looking forward to the "New Hopes, New Friends, Renewed Recovery" the event is bound to deliver.

IC2023: The Program

With the goal of connecting and supporting the friends and families of alcoholics, the IC2023 Planning Team has continued exploring ways to reimagine the open daytime Al-Anon meetings on Friday and Saturday.

- In addition to the various *types* of sessions—Book Study, Next Pick, Panel, Speaker, Writing Workshop, and Workshop—attendees will be able to choose from an added layer of *personal interests*: Back to Basics, Legacies, Literature, Meeting Topic, and Relationships.
- Consistent with our theme of New Hopes, the Team created "Many Voices"-themed sessions to offer a greater sense of equality and belonging. Speakers for these sessions will be members who are willing to share their experience, strength, and hope from the perspective of the following Al-Anon communities: Adult Children, Men, LGBTQIA+, Parents/Grandparents, People of Color, and Young Adults.
- Alateen members will have six meetings during IC2023, two of which will be open to all attendees in English and one of which will be open to attendees speaking Spanish.
- French- and Spanish-speaking members will have sessions throughout the day on Friday and Saturday, including an opportunity to hear longtime French- and Spanish-speaking members share concurrently with the Trailblazers Breakfast on Route 66!, which is available in English. The Trailblazers Breakfast on Route 66! celebrates trailblazers throughout Al-Anon's history, including those still trailblazing today, as these members share a piece of their story.
- A.A. will offer open daytime meetings at a hotel just across the street from the Convention Center—all attendees are welcome.

IC2023: The Day of Connecting

Continuing with the theme of reimagination, the Associate Director—Community Relations led a Day of Connecting Task Force to revisit and refine the 2018 program. The Task Force included WSO Staff, WSO Volunteers, and Past Delegates. The program was presented to the Board of Trustees at its October 2022 meeting and enthusiastically approved. The reimagined program includes an opening and closing general session to which all participants are invited. Another new addition will be a lunch, included in the Convention ticket price, during which a member of the local professional community will share their experience with Al-Anon Family Groups.

Domain: Recovery & Service Tools

AFG, Inc. develops and publishes materials to share the collective experience of the families and friends of alcoholics.

Literature: Collecting, Editing, and Maintaining Our Member Sharings

Tom C., Associate Director–Literature

Carol C., Magazine Editor

Conference Approved Literature (CAL)

During 2022, the WSO Staff and the 15 members of the Literature Committee received 20 more requests for the development of new pieces of literature or revisions to existing pieces. Although the Committee did not bring any recommendations to the 2022 Conference, it did agree to recommend to the 2023 Conference the development of an in-depth piece about sponsorship and service sponsorship. The Committee discussed several other ideas and began answering the Knowledge-Based Decision-Making questions regarding the need for a piece about members' relationships with finances in Al-Anon recovery. Work also continued on the three projects that were given conceptual approval by the 2021 Conference, which are detailed below.

While the development of new material is important, so is bringing attention to already existing literature. In addition to the monthly "CAL Corner" department in *The Forum*, several newsletter and magazine notices put the focus on Al-Anon literature throughout the year, including the June "Inside Al-Anon Family Groups" article in *The Forum* on "Where CAL Comes From." The magazine continued the new "CAL on..." department, featuring memorable quotations on specific topics. April's issue included "CAL on Obedience to the Unenforceable" and June's featured "CAL on Conference Approved Literature."

Area Literature Coordinators are essential in sharing news and information about literature to local members. Updates are regularly posted on the Literature Coordinator community of AFG Connects, where Coordinators also share their ideas with one another on writing workshops and other ways to encourage Area members to take an interest in CAL.

For members' convenience, the WSO once again provided 20 quotations in English, French, and Spanish for service arms to use in fundraising calendars without having to seek written permission. This service reduces work for trusted servants as well as WSO Staff.

A Little Time for Myself—A Collection of Al-Anon Personal Experiences

Al-Anon's next daily reader, our first in 21 years, will be introduced at the 2023 Al-Anon International Convention in Albuquerque, New Mexico. This year's work focused on completing the index, design, and translation into French and Spanish. The English version went to the printers in July, and French and Spanish went there in November.

Alateen Just for Tonight Bookmark

Having received over 100 sharings from Alateen members for the new bookmark, in July the literature Committee graded all sharings to determine which ones to include in the bookmark. In August the Committee reviewed a first draft including the highest-rated sharings, and by November had unanimously approved a final draft. The next steps are reviews by the Director of Programs, an Alateen Task Force, a Policy Task Force, and the Executive Director.

Impression—Creating Conference Approved Literature

Mary W., Chairperson of Literature Committee (At-Large Member)

One of the highlights in my Al-Anon journey has been volunteering on the WSO Literature Committee. It has been an honor to work with other Literature Committee Volunteers and the WSO to contribute in a small way to the process of producing Conference Approved Literature. The Literature Committee discusses ideas submitted by our fellowship and, after thorough discussion, can make recommendations to the World Service Conference (WSC). One of the recent approved projects was the development of a *Just for Tonight* Alateen bookmark. After developing a writing guideline and asking Alateen members to submit their writings on the topic, we waited to see if the idea was something that the Alateen fellowship would support.

Over a hundred writings were submitted, and it was a gift to read what our Alateen members wrote. I was inspired by their courage, bravery, and ability to put their thoughts and feelings onto paper. I am grateful for all the Al-Anon Members Involved in Alateen Service who supported our Alateen members in this project. The voices of today's Alateen members helped me connect to my own youth. I smiled, I healed, and I am hopeful. I am especially grateful that the principles of the program are universal, regardless of our age. I can be comforted knowing that the gifts of this program will continue for the next generation so others can continue to heal from the family disease of alcoholism.

New Introductions to *ODAT & Dilemma*

The introduction to *One Day at a Time in Al-Anon* (B-6), which was given conceptual approval by the Conference in 2021 and completed the CAL process in 2021, was included in the latest printing of the book in October. As had been mentioned in discussion at the 2021 Conference, Literature Distribution Centers with previous stock of the book without the new introduction were given the opportunity to receive a limited quantity of free stickers of the introduction. *These stickers were not intended for members with earlier printings of the book. A free downloadable version of the introduction is available on the website at al-anon.org/b6 and is sized for placement in previously purchased books.*

The new foreword to *The Dilemma of the Alcoholic Marriage* (B-4) completed the Conference approval process in early 2022, having been reviewed by the Literature Committee, the Policy Review Task Force, and the Executive Director. It is included in the latest printing of the book, and a free downloadable version of the foreword is available on the website at al-anon.org/b4.

The 2021 Conference motion for the Dilemma foreword also included development of "a booklet of gems from this book, possibly including some new material." In January, new members of the Committee were invited to add their ideas for what should be included as gems to those previously provided by the Committee in 2021. Approaches to the booklet were discussed by the Committee during the year, and in December a first draft of the booklet was sent to the Committee for its review.

Recovery Magazines—*The Forum, Le lien, Al-Anon y Alateen en acción*

The Forum continues to provide help and encouragement to families and friends of alcoholics as the monthly magazine of Al-Anon Family Groups. *Le lien* and *Al-Anon y Alateen en acción* are the bimonthly French and Spanish magazines, which use translated excerpts from *The Forum*. All magazines feature sharings from members in a variety of relationships with alcoholics and are meant to provide recovery in meetings and between meetings. The Publications Team designs *The Forum* from the manuscript developed by the Magazine Editor each month. The Designer uses stock photography as well as member photos. The content drives the design, with the cover story often setting the theme.

Each month, At-Large members of the *Forum* Editorial Advisory Committee (FEAC) evaluate 50 member-submitted sharings and make recommendations for publication. The Committee also meets quarterly via web conferencing to discuss the status of the magazine and address any concerns readers may have. In 2022, FEAC members took first steps toward formulating an electronic survey about *The Forum*. No survey has been conducted since 2010 and never electronically.

Building on the milestone first-ever web conference call for *Forum* Coordinators, which took place in 2021, three such web conference calls were held in 2022. Dozens of *Forum* Coordinators from throughout the U.S. and Canada joined these calls and shared experience, strength, and hope on getting *The Forum* to members and encouraging submission of member sharings.

To make the online submission process inclusive of Spanish- and French-speaking members, in 2022, all writing and submission guidelines were translated, as were the online submission forms and related webpages. Because the WSO does not currently have the resources to translate member submissions, they must still be accompanied by an English translation; however, the submission process itself is now accessible in English, Spanish, and French.

Impression – Reading the Monthly Sharings

Meg U., Chairperson of the Forum Editorial Advisory Committee (At-Large Member)

I felt very honored to be asked first to join the *Forum* Editorial Advisory Committee (FEAC) and then to serve as its Chairperson. Having been a longtime subscriber to *The Forum*, it has been a privilege to be able to give back to the Al-Anon program in this way. The FEAC is a group of five Al-Anon members from across the United States and Canada and a WSO Staff Liaison. We meet online a few times a year and stay connected through the wonders of technology. It has been a pleasure meeting and working with the members of the Committee and with the talented and helpful Staff.

Every month we read a group of sharings that have been submitted by Al-Anon members around the globe. We evaluate each sharing to ensure that it is consistent with Al-Anon principles, and to offer our thoughts on how each one impacts and inspires us.

I have found reading a few sharings every day is a wonderful way to complete the assignment. It is a little like having my own personal Al-Anon meeting every day in my house as I read the experience, strength, and hope of fellow members. Daily, I am inspired by and in awe of their wisdom, creativity, and resilience. Serving on the FEAC has definitely been a boost to my recovery, and I have found much joy in being a member. Thank you, Al-Anon!

Alateen Talk

Production of *Alateen Talk* remained behind schedule in 2022 because of the continued effects from the pandemic, time required to support the transformation of electronic groups, and the open Group Services position, which was not filled until June. After careful consideration, including an evaluation of current subscription statistics, which sadly do not include any individual Alateen member subscriptions, Staff decided to recommend to the Executive Committee discontinuation of the newsletter in its current format.

The WSO and its Staff remain committed to providing a newsletter that is relevant to and written by teens, in a format that will be inviting to them. The WSO has established a Task Force to explore options. Many Staff hands currently contribute to the publication, and all remain dedicated to creating the next generation of *Alateen Talk*.

Translation

Niketa Williams, Director of Finance & Operations (Non-member)

Colette Norman, Translation Manager (Non-member)

WSO Guidelines Refresh

In 2021, the WSO commenced a multiyear Strategic Plan Strategy to progressively review and update all WSO Guidelines, which are the shared experiences of Al-Anon and Alateen members on diverse topics. The primary aim of the Strategy was to honor the WSO commitment to make these Guidelines available in all three languages. An added benefit was that the process included updates to these sought-after, member resources, many of which required updates to reflect the evolving Al-Anon Family Groups experience.

In 2022, Staff continued to use a phased approach, selecting first those WSO Guidelines requiring minimal changes in all three languages. Staff across many Teams collaborated to successfully update ten WSO Guidelines, complete translation on each, and post them in all three languages throughout the year.

In July 2022, the Guidelines Refresh Strategy was temporarily put on hold as part of a broader WSO workload balancing decision. Staff will gradually continue to translate, refresh the designs, and post those Guidelines for which revisions were already completed and approved in English as time allows. Revisions will be posted within a year of refresh.

Members can find WSO Guidelines relevant to their needs in English, Spanish, or French and download them for free under the Members menu at al-anon.org or by visiting al-anon.org/guidelines.

Publications: Publishing Recovery and Service Tools

Niketa Williams, Director of Finance & Operations (Non-member)

Suzanne M., Associate Director–Conference

Suzette McKinney, Publications Manager (Non-member)

Our Newest Audiobook: *Opening Our Hearts, Transforming Our Losses*

We continue to evaluate options for electronic media offerings to meet the increasing needs of our fellowship. In 2022, we published *Opening Our Hearts, Transforming Our Losses* (B-29) as an audiobook. The audiobook was professionally recorded and digitally mastered. The book is offered on a variety of electronic platforms, including library formats. Members can find the link by visiting the Online Bookstore at al-anon.org and selecting “Digital Products.”

2022-2025 Al-Anon/Alateen Service Manual v2

The posting of the *2022-2025 Al-Anon/Alateen Service Manual* (P-24/27) v2 in August afforded our English-, French-, and Spanish-speaking Al-Anon members with amended text approved by the 2022 World Service Conference (WSC). This included an update to the “Social Networking” portion of the “Digest of Al-Anon and Alateen Policies” and broadened Al-Anon World Service Conference Charter language related to non-geographically based Areas being part of the WSC Structure. The updated *Manual* also contains a revised WSC Structure graphic that conveys the links of service of the WSC Structure so effectively that some Areas have printed posters and even a full-sized banner of the graphic to share with their members! Supply chain issues continue to plague the delivery of all literature, the *Service Manual* was no exception. At year end, further delays pushed delivery of the printed version into 2023.

eBooks - Plans & Awareness

At the beginning of 2022, the Board of Trustees charged the Executive Director and WSO Staff with building a plan for all Conference Approved Literature sold as printed books begin being offered as ebooks. The Director of Finance & Operations and her team evaluated costs and researched vendors. Staff also researched the volume of WSO ebook sales generated from countries outside the WSC, which appeared to be quite small. Based on that research, Staff recommended to the Finance Committee and Board of Trustees a plan to roll out these ebooks, which the Board of Trustees approved in July. With that decision, Staff began the work involved in preparing the books for rollout in the late summer. This process included electronic-appropriate indexing and several other activities.

The magnitude of that effort, thankfully, provided the necessary delay for WSO Staff and Volunteers to join international structures at the International Al-Anon General Services Meeting (IAGSM) in London, where the WSO discovered the potential challenges created by the decision. Like the WSO, and in keeping with the Seventh Tradition, international structures rely upon only two sources of revenue to support their operations and efforts to achieve the primary purpose: member contributions and literature sales. Many Al-Anon international structures are English-, Spanish-, or French-speaking, and they rely upon reprint permission from the WSO to publish in any format; today those permissions are limited to print format. The structures, therefore, recognized the WSO decision to publish ebooks in English, Spanish, and French as potentially posing a risk to their literature sales. What the WSO discovered through conversation was that what appeared as small volumes of ebook sales in the context of WSO literature sales had the potential to represent significant volumes for some structures.

As a result of this discussion, the ebook rollout was temporarily paused so additional research and discussion could occur to create a mutually beneficial solution. More will be revealed in 2023.

Warehouse: Distributing Literature & Al-Anon Tools

Niketa Williams, Director of Finance & Operations (Non-member)

Camille Peters, Associate Director—Customer Service & Shipping (Non-member)

Suzette McKinney, Publications Manager (Non-member)

Supply Chain Challenges

The printing industry continues to face the challenges of paper shortages and diminished production capacity. Timelines, while still much longer than pre-pandemic levels, have shown stability over the past year. Production scheduling for literature is now somewhat more manageable to forecast. WSO Staff continues to source new suppliers and work closely with vendors to replenish literature. The updated ordering procedures have led to fewer backorders.

Domain: Awareness

AFG, Inc. builds public and professional awareness of the Al-Anon program.

Digital Communications

Scot P., Associate Director—Brand Communications

Heather S., Associate Director—Community Relations

Public Service Announcements

The 2021-2022 PSA campaign ran from August 3, 2021 to August 7, 2022. It received approximately 210,900 total airings (TV and radio), yielding an estimated 1.1 billion gross impressions with an ad equivalency of \$19 million. The PSA based on the *20 Questions* pamphlet (S-17) continues to receive a high number of airplays. For the 2022-2023 PSA campaign, only the *20 Questions* PSA will be distributed; this campaign is off to a slow start due to the timing of political campaigns taking up much of the TV/radio inventory.

Longitudinal Study

The Longitudinal Study is a five-year study of members who opted in for additional surveys during the 2021 Membership Survey. Those members participated in the first year of the study in September. Approximately 50 percent of the members responded, and data is currently being analyzed. This is a closed study to those members who initially opted in. In order to maintain the integrity of the data, it's important to survey the same members in each year of the study; adding new members into the study would add new variables, which may impact the validity of any insights gained. The goal of this study is to measure the impact of Al-Anon recovery over time.

Impression – Debut of the First Spanish-Speaking Member Interview

Sally K., Member of the Board of Trustees

I have been given the privilege of viewing the first Spanish-speaking interview to be used as a PSA. It is encouraging to see how the WSO is moving to include a more global outlook by creating the interview in Spanish. I am reminded of the impact that Al-Anon has globally.

As I observe, I realize that, although the culture and language portrayed in the video is different than mine, Al-Anon members all struggle with the effects of alcoholism. I feel the pain and desperation of the member being interviewed as she explains how living with alcoholism has almost destroyed her life. I relate to her hopelessness because I felt the same before reaching out to Al-Anon. It is encouraging to realize that Al-Anon will be helping the Spanish-speaking community by the awareness created through this video.

As the video reaches the end, the speaker explains how much Al-Anon has changed her life. She now has hope and encouragement from other members. She has the Al-Anon tools available to bring sanity back into her life. I realize that even though our stories are not exactly alike, our language is different, and we probably live in different countries, I relate to the speaker as if she were in my Al-Anon group.

WSO has made Al-Anon available to many Spanish-speaking members with this video through public outreach and technology. I am grateful to be a part of the worldwide fellowship of Al-Anon.

Community Relations

Heather S., Associate Director–Community Relations

Scot P., Associate Director–Brand Communications

Building Relationships with the Recovery Community

In June, the Associate Director–Community Relations attended a joint conference of the Association of Recovery in Higher Education Conference, the Association of Recovery Schools, and the Association of Alternative Peer Groups held at Virginia Commonwealth University. In addition to staffing a booth in person for one day of the conference, the conference’s mobile app was utilized to create a “virtual” booth. The nearly 600 in-person and virtual attendees included college staff, students, and other recovery industry professionals. Quite a few people were pleasantly surprised to see Al-Anon’s presence; two people shared that they had Al-Anon meetings (non-registered) on their campuses, and one person had no clue that Al-Anon had paid Staff.

Through in-person activities and virtual events, the Associate Director–Community Relations networked with medical and healthcare professionals, community service agencies, educators, and administrators, as well as other leaders in the recovery industry.

In-person

- Mental Health in the Workplace Forum Hampton Roads Chamber Event
- Eastern Virginia Medical School (Art Therapy and Counseling MS Program)

Virtual

- 2022 Second Annual Engagement in the Black Community: A Virtual NAADAC Summit
- Incorporating Peer Recovery Support Services in Medication Assisted Treatment and Recovery
- Women’s Global Recovery Roundtable on International Women’s Day
- “Does ‘Sober’ Mean ‘White?’”: Collegiate Recovery, Racial Justice and Decolonization
- Braiding Western Treatment Modalities and Indigenous Approaches for SUDs: Sweetgrass Method
- Helping Families Recover from Addiction: A Webinar with Jean Heaton
- Recovery Month Stakeholders Quarterly Meeting

The numerous professional connections established have supported the creation of a pipeline of prospective professionals for future interview projects and established opportunities to grow public outreach in communities beyond the traditional professional networks.

Domain: Financial Sustainability

AFG, Inc. encourages membership and organizational self-support by aligning resource allocation with its core purpose and strategic priorities.

Human Resources: Recruiting, Growing, and Retaining Staff

Vali F., Executive Director

Niketa Williams, Director of Finance & Operations (Non-member)

In 2022, WSO Staff turnover was 13.3 percent² which represents an increase from 2021. However, turnover reflects the retirements of two long-term Staff members: the Director of Programs Emeritus, who served the WSO for 26 years, and the Maintenance Technician, who supported the WSO for 14 years. Staff planned a separate retirement celebration for the Director of Programs Emeritus to recognize her willingness to stay beyond her original April retirement date to lead several key initiatives through Staff transition.

As in 2021, the WSO continued to operate with fewer Staff members than historical average, both as the result of budget constraints and positions held open based on pending increased literature sales. Despite the shortages, Staff worked collaboratively to ensure the AFG, Inc. Mission was fulfilled. As the year progressed, several new and existing Staff positions were filled, including Programs Project Specialist, Administrative Assistant, Group Services Specialist, and Associate Director–International. At the end of 2022, only two positions remained open at the WSO.

Employee engagement continues to remain a priority at the WSO. The Staff participated in a summer picnic, which created an opportunity to connect and relax during this busy time of year, as well as in the year-end holiday party. The WSO Sunshine Club held fun events, celebrated birthdays, and ensured coffee pod availability as a means of fundraising. At year end, a discussion was brought to the Staff Management Team (SMT)³ regarding the role of Sunshine Club at the WSO. Over the course of several years, the list of Sunshine Club responsibilities had informally expanded. SMT plans to revisit the Sunshine Club definition in 2023. In the meantime, new Club officers were elected as usual.

The Accounting Manager led a Task Force of Staff members from different levels within the organization to update the WSO Employee Manual. The Task Force reviewed all sections of the Manual, proposed changes, identified topics requiring further discussion, and highlighted opportunities to update the Manual to encourage recruitment. The revised Manual was reviewed by the Executive Committee at its September 2022 meeting and, in accordance with operating practice, has been sent to legal counsel for review prior to publication to Staff.

Operations: Managing Operations

Niketa Williams, Director of Finance & Operations (Non-member)

Michael Rodriguez, Building & Office Manager (Non-member)

Balancing Technology with Cybersecurity

Recognizing the need for better cybersecurity and network protection, the WSO enhanced its cybersecurity protection by increasing services with the current managed service vendor. A strong cybersecurity program helps the organization defend itself against data breaches and protects sensitive information. Those enhanced services included monthly cybersecurity training for Staff and Volunteers, multi-factor authentication, spam and phishing protection, and 24-hour network monitoring. The vendor continues to provide managed IT services for the organization including backup and disaster recovery.

² Note: The turnover percentage starting in 2020 is not comparable to previous years' calculations, as the WSO Human Resources Staff members applied an industry-standard calculation method beginning in that year.

³ The Staff Management Team at the WSO consists of all Managers, Associate Directors, Directors, and the Executive Director. It meets monthly to prepare the Staff Meeting agenda and bi-monthly to improve its management skills and Staff communication.

WSO Staff Well-Being and Safety

In 2022, Staff continued to use remote capabilities during the first half of the year and practice social distancing. As the world continued to open and restrictions were lifted, the decision was made to reopen the office to visitors, on an appointment basis only. Meanwhile, to ensure Staff safety, doors into the office and warehouse sections of the building remain closed and require a security code for entrance.

Continuing to enhance safety at the office, the WSO is subscribing to an emergency broadcasting solution that uses text and voice to contact all employees immediately with prepared or ad hoc messages. This software solution will allow Staff to be alerted in the case of any onsite emergency as well as any office closures related to weather or operations.

Legal: Protecting Al-Anon's Name

Vali F., Executive Director

Sarah S., Director of Programs

Anne P., International & Legal Specialist

Trademark and Copyright Protection on the Internet

Often, organizations and concerned others, including members themselves, display items or use Al-Anon's trademarked name without realizing that doing so is a violation of both Al-Anon policy and federal law. To support the identity and integrity of Al-Anon, the Copyright & Trademark Protection Task Force was established and charged with creating an informative PowerPoint presentation to explain the importance of protecting Al-Anon's trademarked name and intellectual property. The final presentation will be shared with WSC Structure Delegates. The Delegates will be encouraged to share the presentation with their Area trusted servants to educate the fellowship.

Impression – Our Awakening Understanding about How We Each Can Contribute to Protecting the Al-Anon Name

Jean L., Member of the Board of Trustees

As an Al-Anon member, I want to carry the message as described in Step Twelve. As we move toward electronic forms of outreach, it can be easy to forget my responsibility to protect Al-Anon's name. I can get confused about what I can and cannot do with regards to reaching out to others about our program.

I wonder if it would be beneficial for Al-Anon if I share Al-Anon information and describe the help I've received on Facebook or start an Al-Anon page for my friends to post local events? It seems so harmless. Although my intention may be good, I realize that this type of outreach would violate the principle of anonymity described in Traditions Eleven and Twelve.

Working last year on the Social Media section of the "Policy Digest" in the *Service Manual* has given me a deeper understanding of the importance of keeping a consistent outreach message and defining the roles of each member in carrying the message. I do not want the Al-Anon name and message to be diluted by individual personalities or harmed by implied affiliations. Every member does have a role to play to carry the message. As an individual, I can share social media posts from service arms if I do not reveal my membership. And, of course, I am responsible for supporting our service arms who create social media pages and content for public outreach.

The Al-Anon name is especially important to our fellowship, and I must use care to protect it.

International Copyright Protection and Accessibility

International Standard Book Number (ISBN) Revelation

While working through the translation and reprint process, the International Team realized that not all structures that currently have licenses to translate and print CAL reference two ISBN numbers on the copyright page of the publication. In order to protect the AFG, Inc. copyright, each book or booklet must reference the ISBN for both the English version and the translated version.

The team is working with structures to confirm that CAL books and booklets currently being translated (and past publications) reference two ISBNs: the original English version and the translated version. If the materials have already been printed without both ISBNs referenced, Staff provide the appropriate ISBN and provide instructions for structure trusted servants to update the copyright page.

For the structures currently translating and printing, the team works with the Translation Team to provide the ISBNs after approval of the translated materials and before publication. The Request for Permission to Translate and Print form (A-17) is in the process of being updated to reflect the new process.

Registered Trademarks

In 2016, the WSO began an effort to restore registration of Al-Anon trademarks to AFG, Inc. Prior to that time, through misunderstanding of legal roles, trademarks were erroneously being registered as belonging to AFG international structures. Discussion with attorneys clarified that the appropriate process is for AFG, Inc. to retain ownership through registration, then permit international structures to use the registered trademarks. Between 2016 and 2021, all but one of these registrations were restored to AFG, Inc. Unfortunately, due to a combination of the trademark office backlog and the pandemic, the Iranian registration remained outstanding. In 2022, the WSO was excited to learn that the Iranian Patent and Trademark Office had reached an affirmative decision on registering the Alateen and AFG logos and Al-Anon trademarks. These three registrations were initiated on April 19, 2017.

All trademarks are subject to periodic renewals. In the case of Iran, these registrations will be subject to renewal on December 12, 2027. Most, though not all, country trademarks are set on a ten-year renewal cycle. This year marked the renewal period for three United States trademarks. The US renewal process is more elaborate than some, requiring Staff to collect an example of use of the trademark in each format, such as booklet, book, etc., and provide these to the Patent and Trademark Office. This process was underway at the year's end.

Through the work of the WSO International Team, Staff determined it was time to initiate the filing process for Kazakhstan to register the Al-Anon, Alateen, and AFG logo trademarks for the first time. This process began on June 22, 2022. International trademark registrations can take months and even years to complete. Each structure requires different documentation to validate ownership of the trademark. Staff work with AFG's trademark counsel, who works with local counsel to understand and deliver the requirements.

Domain: Global Engagement

AFG, Inc. invests in each new generation of trusted servants to preserve our legacy and improve our structure and operations to meet the needs of the global landscape.

Coordinating the World Service Conference

Suzanne M., Associate Director—Conference

Yadi McCoy, Event Logistics & Training Specialist (Non-member)

Chris Baker, Meeting & Travel Planner (Non-member)

Nancy S., Chairperson of the Conference Leadership Team for 2022 WSC (Trustee)

Debbie P., Chairperson of the Conference Leadership Team for 2023 WSC (Trustee)

Subsequent to the virtual World Service Conferences (WSCs) held in 2020 and 2021, the 2022 Conference members gathered together in person in Tarrytown, New York for the 62nd WSC, during which the WSC approved a motion to widen its circle to include a 68th Area! This was an epic demonstration of the Board's Mission Statement, "Al-Anon Family Group Headquarters, Inc. is a spiritually based organization that helps the families and friends of alcoholics connect and support each other through barrier free meetings, information, and shared experiences," as well as the Conference theme, "Enhancing Our Recovery through Abundance, Unity, and Understanding." Following the motion to admit the Non-Panel Global Electronic Area, 87 voting members and other attendees carried out Al-Anon's business meeting, which is held each year in April.

In addition to discussing and voting on routine motions such as the Annual Report and the Finance Committee Report, the Conference passed a motion to amend language in the Al-Anon World Service Conference Charter to include non-geographically based Areas as part of our WSC Structure, and voted to amend the Social Networking portion of the “Digest of Al-Anon and Alateen Policies” to clarify what individuals, groups, and service arms each may do in relation to creating and/or tailoring social media for public outreach.

During the Conference, members took a morning trip to visit Stepping Stones in Katonah, New York, which is the birthplace of the Al-Anon Clearing House and the home of Al-Anon’s Cofounder Lois W. and A.A.’s Cofounder Bill W.

Impression – Historic Moment: Admitting the Global Electronic Area to the World Service Conference Structure

Nancy S., Chairperson of the Conference Leadership Team (Trustee)

Today, when I tell you, “I’m a grateful member of the worldwide fellowship of Al-Anon,” it has a very different and much more personal meaning to me than it did a few years ago.

After I became a member of the Board of Trustees for Al-Anon in 2020, I had the honor to watch, listen, and consider the work required to transform electronic meetings into Al-Anon groups, including inviting the groups to form an Area and elect a Delegate.

In 2021, I was named Conference Chairperson for the 2022 WSC. During the process of planning for Conference, I realized that I would be the one bringing the motion to admit the newest Area to Conference! What an honor! It would be the first motion of the Conference so that the Delegate could have voice and vote. As I prepared for Conference, I made sure to read through my first-day script several times to be able to get through it without too many tears when I announced what I hoped would be the results of the first motion of Conference—the one to create a 68th Area. As I read the voting results, I did shed a few tears out of gratitude and joy as we welcomed the Global Electronic Area and its Delegate to fully participate at the 62nd World Service Conference. At that moment, I felt connected to the pioneers of Al-Anon’s past, as well as the pioneers of our present—enlarging the circle of (virtual) chairs to include “anyone, anywhere,” as we state in the Declaration.

Impression – Creating Statements to Interpret Al-Anon’s Traditions and Concepts

Jeri W., Chairperson of the Policy Committee (Trustee)

The responsibility to create, change, interpret, and make policy recommendations for our fellowship is one that the Policy Committee takes on in a loving and patient manner. I get to be part of something in which the primary purpose of Al-Anon/Alateen is ever-present: making sure we provide clarity in all we do with the spiritual guidance of our Traditions and Concepts. They are the guiding lights that keep us focused on why we are all together trying to answer a question, make the distinction between a policy and a procedure, and provide a source of information for the newcomer as well as those of us who have been around a while.

What I love about the “Digest of Al-Anon/Alateen Policies” is that it is ever-changing, just like our fellowship. It is a source of current knowledge as well as a springboard to our future. With this ongoing work, we become a part of the global engagement that is represented in our Strategic Plan.

This year the Policy Committee has been working on creating or revising text in the “Digest of Al-Anon and Alateen Policies” related to Local Services, Announcing Events, Registering Multiple Groups, Choosing A Group Name, and Social Media. At the 2022 World Service Conference, the members voted to approve the Social Media section, and it is included in the *2022-2025 Al-Anon/Alateen Service Manual (P-24/27) v2*.

As a Trustee and Policy Committee member, I look at those 56 pages differently than I used to. What I see is cooperation, respect, participation, the minority view, equality, singleness of purpose, trust, and perseverance, but primarily *love*. I hope today or in the future you will see those spiritual principles as you study what has been provided to all of us.

Supporting the WSC Structure and its Trusted Servants

Sarah S., Director of Programs

Suzanne M., Associate Director–Conference

Scot P., Associate Director–Brand Communications

Heather S., Associate Director–Community Relations

Supporting Trusted Servants across the WSC Structure

Throughout the year, the Board continued its commitment to hold virtual presentations of the Chairperson of the Board (COB) Letter and accompanying three updates from the Chairpersons of the Finance Committee, the Policy Committee, and the Conference Leadership Team, as these presentations increase the speed with which the COB Letter is made available to the Delegates in English, French, and Spanish.

The Conference Leadership Team crafted a series of messages to revitalize information that may have made its way to the “bottom of the box” that guides Area Delegates and Al-Anon members who are considering standing for the position of Area Delegate. Some items detail Al-Anon policy with regard to elections; most of the communication relates to preparing for Conference, which documents are confidential, who attends Conference and in what role, etc.

The AFG Connects communities remain a vital communication platform for members in service. Participants use the communities to share their Al-Anon-related successes, challenges, provide constructive feedback, and ask questions of fellow service members. As you might imagine, there have been numerous posts regarding permanent electronic groups in several different communities!

Public Outreach Coordinators

As part of the ongoing commitment to the PO Coordinators, biannual meetings are offered to share experience, strength, and hope. Up to 40 percent of the 71 Area Public Outreach Coordinators, (including three Cooperating with the Professional Community Coordinators, one French Public Outreach Coordinator, five Institution Coordinators, four Public Information Coordinators, and nine Spanish Public Outreach Coordinators) participated in the virtual meetings facilitated by the Associate Director–Community Relations and Associate Director–Brand Communications. Members of the Public Outreach Committee have been invited to attend these calls in “listen only” mode to better inform them in their efforts at the committee level. At the August meeting, coordinators shared successes and challenges and exchanged many great ideas. Sharing topics included getting a committee together or having an alternate to help with the work, producing contactless public outreach materials using the WSO templates from the website, and challenges attracting teens back to Alateen since the pandemic.

In the fall, the Associate Director–Community Relations was invited to participate in two Area assemblies, both in Areas where the Public Outreach Coordinator position was vacant: Illinois North (virtual) and Virginia (in-person). The public outreach presentation and materials were well-received and WSO learned in November that the Virginia position had been filled.

Global Electronic Area Trusted Servants

With the 2022 WSC decision to accept the Global Electronic Area (GEA), it was quickly realized that the GEA Officers would benefit from continued support from the WSO until the Area World Service Committee (AWSC) is fully formed. To that end, the WSO committed to meet with the Area Officers and previous Task Force members every other week to address issues of concern and to offer WSO technology resources as they were helpful. The GEA Officers hosted the initial Assembly in July 2022 to share the Delegate’s Report from the WSC.

The WSO Tech Team was invited to share their experience, strength, and hope in how to support a seamless Assembly meeting. They shared tips and written guidance that the newly formed GEA Tech Team can use as they plan for their initial meetings in 2023, starting with a standalone Group Representative Orientation in January and an Assembly on March 4.

While the Online Group Records application is being upgraded to support electronic meeting locations, Group Services Staff is providing a detailed monthly report of Al-Anon groups connected to the GEA, which includes new Group Representatives (GR)

who can be added to the GEA Area groups.io email communication platform. The Officers identified early on that they needed to create a means of communication with the GRs and were swift to set up groups.io, which has been highly effective. In addition, the Officers have access to the Electronic Meetings community on AFG Connects, as only 40 percent of the groups have elected a GR. A separate report, focusing on newly-added groups and changes to GR and/or Current Mailing Address (CMA) information, is also shared to support the Area Secretary until an Area Group Records Coordinator for the GEA is appointed.

The Area officers are being challenged with the daunting task of creating links of service within their new service structure. They have been utilizing the guidance found in the "World Service Handbook" section of the *Service Manual* and the service communities on AFG Connects to ask for help on a variety of topics. A thought force to consider creation of Districts has begun, as well as task forces for technology support and not-for-profit incorporation. They have created a process to collect Tradition Seven contributions and were able to pay for the 2022 and 2023 GEA Delegate expenses to the WSC!

Impression – The Smallest AWSC for the Second Largest WSC Structure Area

Kathi M., Member of the Board of Trustees

I feel fortunate to have been part of the Task Force that supported the Global Electronic Area (GEA) through the process of becoming part of the WSC. Currently, the Task Force has continued meeting with the GEA/AWSC. As a part of this Task Force, I have gotten to watch this new Area take shape and grow. It has been rewarding to see the GEA figure out what works for an electronic Area and what doesn't. In this process, the new Area is breaking ground in so many ways.

The Task Force has continued to meet bi-weekly so that the Officers can present questions and concerns. The best part is the way that, as a group, we have been able to talk to each other and reason things out. I am so grateful to be a small part in this amazing journey. The Global Electronic Area has been able to hold one informational Assembly with help from the WSO Tech Team. They are now almost ready to host their own Assembly, using their own platform and with their own tech team. Being able to watch their growth and their progress has been truly incredible, and I look forward to watching them continue to grow and learn in this wonderful fellowship.

Alateen Recertification & Trusted Servant Support

2022 Area Alateen Recertification

We are happy to announce that the 2022 Alateen Recertification was effectively completed by June 15, with 100 percent compliance for those Areas recertifying. This was the result of a robust communication plan to keep in frequent contact with trusted servants. In the spirit of shared leadership, these trusted servants included Delegates, Area Alateen Process Persons (AAPPs), Alateen Coordinators, and District Representatives. Extra emphasis highlighted that the annual recertification is twofold, involving recertification of AMIAS and verification of each Alateen group record.

Announcements and reminders were shared on a variety of communication vehicles such as AFG Connects communities, direct email, and reminders appearing in *The Forum* and *In The Loop*. Conference calls and training opportunities were offered throughout the open window to assure help was available to trusted servants. WSO Staff shared periodic updates to celebrate completed recertifications.

Alateen Certification

In 2021, 11 Areas lost their certification to use the Alateen name. Since that time, these Areas have been diligently reviewing and updating their processes to ensure their Area Safety and Behavioral Requirements (ASBR) are in substantial compliance with the 2003 Alateen Motion from the Board of Trustees and current policy for Alateen.

- In 2021, two Areas completed this process and certified to register Alateen groups and use the Alateen name.
- In 2022,
 - Four additional Areas certified.
 - Five Areas initiated the certification process and at year end were under WSO review.

So, by December 2022, thanks to many Area trusted servants' efforts and collaboration with the WSO, there were 62 Areas certified to use the Alateen name in the WSC Structure.

Ongoing Area Alateen Safety & Behavior Requirements Changes

Fourteen Areas made changes to their Areas' Alateen processes and procedures this year and submitted their ASBRs to the WSO for review and approval. The WSO completed one review and provided approval. Thirteen submissions remain outstanding. In anticipation of the 2023 Al-Anon International Convention with A.A. Participation (IC2023), WSO Staff has prioritized the New Mexico/El Paso ASBR, so Alateen meetings may be safely supported in Albuquerque.

Areas have been reminded that current Area ASBRs need to be reviewed and approved by WSO prior to being presented to the Area Assembly for vote of acceptance.

Impression – Lessons Learned through the Process of Recertifying our Area

Jeff F., At-Large Member of the Executive Committee

A deadline is a deadline is a deadline. A past Pennsylvania Alternate Delegate used to say those words, and in 2021 the Pennsylvania Area realized how true they were. That's when the Area lost Alateen. A missed deadline is all it took, and everything changed in one day.

Members were in shock and blame was widespread. People wanted answers, and unfounded rumors were quickly spreading. Some said that the Area didn't care about Alateen or that the WSO wanted to eliminate Alateen. But nothing could be further from the truth. The PA AWSC worked extremely hard with the WSO, devoting many hours to restore Alateen in Pennsylvania. Nine months later, Alateen was back.

No one person was responsible; it was a series of events that caused the loss. New AWSC officers and coordinators were learning their roles. Outdated and incorrect information was relayed to the new AAPP. An unknown spam filter caused email problems. It was a perfect storm. But there was a silver lining.

Because of the loss of Alateen, Pennsylvania has a new comprehensive ASBR in place. Procedures have been created to improve communication between AWSC members. Better training and the latest available information will be provided to new coordinators. The WSO has been holding sessions with AAPPs to help with questions, concerns, and procedures. And yes, that spam filter has been removed.

This situation turned into a good learning opportunity. Now we look forward to more teens returning.

WSO Staff and Volunteers Alateen Certification Process

The members of the Board of Trustees and voting and non-voting members of the WSO Administrative Staff participated in the Alateen Certification training program in July, facilitated by the Associate Director–Group Services. This is the second year this training was conducted, following the Board of Trustees motion to create training specific and relevant to WSO Staff involved in guiding Areas within the WSC Structure as it relates to Alateen. The purpose of this training is to provide the participants with basic, foundational knowledge about Alateen for them to share when interacting with the fellowship in their respective roles.

The training includes:

- A brief historical perspective on the 2003 Alateen Motion from the Board of Trustees. All participants reviewed the 2003 Motion in its entirety.
- Information about the highlighted Area responsibility when using the Alateen name, found in the policy for Alateen.
- A summary of responsibilities from various teams at the WSO that support Alateen and the Area certification/recertification process.

Participants were reminded the WSO training does not certify them to serve as AMIAS, as this can only be done by the Area in which they reside.

Another component of the WSO Alateen Training program approved by the Board of Trustees requires WSO Staff to be trained in how to best address concerns related to the Alateen program at the 2023 International Convention. Since IC2023 is a WSO-hosted event, WSO Staff certified through this program may be called on to address conflicts. In doing so, Staff can always rely upon their knowledge of Al-Anon principles. Additionally, these Staff will take part in de-escalation training to further prepare them. The Senior Group Services Specialist, Associate Director–Group Services, and Human Resources Generalist spent time researching options in 2022, and training will occur in 2023.

Supporting WSO Volunteers

Vali F., Executive Director

One System: Volunteers and Staff

Utilizing One Domain

To enhance the effectiveness and efficiency of communication between WSO Volunteers themselves and with WSO Staff, the decision was made to onboard Trustees and At-Large Executive Committee members into the AFG, Inc. domain, providing them full access to the Microsoft 365 productivity solution for email and document/presentation/spreadsheet collaboration. WSO Volunteers were invited to attend in-person training prior to the WSC as well as to participate in individual training as necessary to become comfortable with the tools.

The implementation has streamlined collaboration on the many documents and presentations that are routinely evaluated and refined through Committee, Task and Thought Force, and Work Group efforts. As a result, many Committee meetings are now shorter because so much communication and collaboration has occurred in advance, leaving discussions to focus on strategic topics and those about which opinions vary widely and could not be resolved through online communication. All appear to benefit significantly from the opportunity to participate in these meaningful discussions.

Extending Use of the WSO Project Management Software

In 2016 and 2017, the Board of Trustees (Board) initiated development of “work plans” designed to capture the responsibilities of each of the Board committee chairpersons. These work plans are helpful in providing guidance as to what needs to be completed when by incoming Volunteers. The work plans were originally documented using Microsoft Excel. When the WSO adopted its current project management software, a few of the work plans were transferred to this new tool. Given the success of their implementation, and the increased confidence and familiarity demonstrated by most WSO Volunteers in this advanced technology, additional work plans were transferred into the tool this year.

Connecting with the Fellowship

As always, WSO Staff and Volunteers enjoyed the opportunity to connect with members when invited to attend Area events. In 2022:

- WSO Volunteers participated in eight Area Assemblies, one Area World Service Committee meeting (AWSC), and one all day Area workshop focused on the Traditions and Concepts.
- Staff members had the opportunity to attend many similar events as well as several Area Conventions. In total, Staff participated in nine in-person and six virtual events in English as well one AIS event in Spanish.

When visiting, Staff and Volunteers are usually asked to share their personal story and quite often to also conduct a workshop or two for the event.

Road Trip! You and Your Board Connect

The Board of Trustees established Road Trip! You and Your Board Connect as a permanent event to offer outreach to the fellowship in January 2022 after two three-year trial periods. The event supports the AFG, Inc. Strategic Plan “Members” Domain by connecting Volunteers, Staff, and members together in fellowship, and the “Global Engagement” Domain by communicating leadership skills required for trusted servants in a creative and engaging manner. The role of Chairperson

has transferred from WSO Volunteer to WSO Staff member to better manage event logistics and operations. The BOT remains responsible for the event content.

After a two-year pandemic hiatus, Road Trip! finally made it to Cleveland, OH. This year a Road Trip! Program Task Force, which included both Trustees and Area Delegates, was created to assist with the development of the program agenda. The Welcome Committee, consisting of Area Officers and other Volunteers, was responsible for publicizing and encouraging attendance locally. And they did! With a total of 131 participants plus the 18 WSO Volunteers and Staff, this was the highest attended Road Trip to date. Results from the take-away activity were shared with all attendees in the hopes of encouraging participation at the local level.

Impression – Celebrating the End of the Trial: The Largest Road Trip! Yet

Ann Marie Z., Member of the Board of Trustees

Road Trip! You and Your Board Connect 2022 in Ohio was a huge success. In my first year as Trustee, I was able to participate in the best-attended Road Trip! yet in the first year it was made permanent! We started with an icebreaker activity in which I got to meet people from New York, Pennsylvania, Arizona, Iowa, Missouri, New Jersey, and, naturally, Ohio. I was amazed to look around at all of those people that represented a sampling of our fellowship. It was a pleasure to share the table with five other members. We were able to share experience, strength, and hope throughout the day.

I was honored and nervous to share some of my personal story with everyone, along with my recovery and service journey. I enjoyed hearing some of the other WSO Volunteers sharing their stories as well, since it helps all of us to know each other at a different level.

Another highlight for me was the World Service Office presentation that included some pictures of our amazing Staff. Many members were taking notes during presentations to bring back information to their Areas about how the Volunteers and Staff work on behalf of the worldwide fellowship of Al-Anon.

For me, everything about the day spoke to the AFG, Inc. Goal of connecting the fellowship. The event connected the Board of Trustees and At-Large members of the Executive Committee with other members of the fellowship and was an example of how we support each other.

Day of Sharing: Cooperating with Alcoholics Anonymous and Other Twelve-Step Programs

In 2022, AFG, Inc. was awarded the privilege of hosting the Day of Sharing event originated many years ago by Alcoholics Anonymous. This event is designed to bring together senior Staff and Board members from Twelve-Step programs for which we have contacts to share experience, strength, and hope related to operating these organizations. As the hosting organization, AFG, Inc. established the agenda, decided whether to host in person or virtually, and prepared presentations on relevant topics to encourage and invite conversation. Given that, historically, more organizations have attended when the event was held virtually, the WSO decided to host via web conference. Presentation topics included attracting new members, developing leaders, and electronic groups.

Twenty-three participants, excluding WSO Staff who attended to take notes and present, attended from 13 organizations. The discussions offered the opportunity for members to confirm that none of us are alone, even at the organization level, and to find others tackling the same challenges in creative ways. The participants shared contact information so they could stay in touch and discuss specific topics. Additionally, they voted to share the recording amongst the participants, with the commitment that the video would not be distributed outside the group to ensure protection of anonymity. The event feedback was very positive and WSO Staff and Volunteers are looking forward to attending, but not hosting, next year.

International: Increasing Global Availability

Sarah S., Director of Programs

Marsha W., Director of Programs Emeritus (retired)

Kerri K., Associate Director–International

Jennifer U., Associate Director–International

Jean L., Chairperson of the International Coordination Committee–2022 (Trustee)

Kathi M., Chairperson of the International Coordination Committee–2023 (Trustee)

Forming the New International Team

The WSO has a responsibility to support evolving and national Al-Anon Family Groups service structures around the world, providing the information, resources, and shared experience that new and existing structures need to be successful. In 2022, communication with our international structures increased dramatically thanks to expanded awareness of electronic platforms created by the COVID-19 pandemic. The WSO is now able to connect more easily with structures around the globe! International structures immediately responded to the renewed availability of the WSO, sharing that they were feeling part of the worldwide fellowship of Al-Anon Family Groups as they never had before. Truly, electronic communication had changed everything! Recognizing the greater demand for international support, the WSO jumped into action.

In response to expanded need, an international team was created this year to better support the worldwide fellowship of Al-Anon and to keep the lines of communication open and flowing. In service to our international Al-Anon members, the WSO established the international@al-anon.org email address and implemented regularly scheduled structure meetings with countries across the globe. Staff members from across the organization are now regularly invited to join these meetings to share with and learn from the international structures. The result has benefited not only the international service structures but WSO Staff as well. Additionally, since the high cost of cellular and phone plans in many countries limit access to these forms of communication, the WSO also created a WhatsApp account to support timely communication with the international structures.

European Structure Visits

In late September-early October 2022, for the first time since before the COVID-19 pandemic began, a group of six Volunteers and Staff traveled to Europe to meet with General Service Offices (GSOs) and emerging structures there. Upon arrival in London, England, they split into two teams of three: Team North and Team East.

Team North met with groups in Norway, Latvia, Lithuania, and the Netherlands. Team East met with groups in Turkey, Bulgaria, Hungary, and German-speaking Switzerland. Both groups reunited in Versailles, France, for a meeting with the France GSO. Both teams returned to London for the 2022 International Al-Anon General Services Meeting (IAGSM) held October 12-15, 2022.

Highlights for both teams included finding that, like Al-Anon service arms in the United States and Canada, these national structures are navigating the changing technological landscape, seeking to fill service roles, and striving to ensure safety and support for Alateen groups, among other issues. These structures face many challenges, including translating Al-Anon literature and, for some, serving in climates of instability and hardship. The family disease of alcoholism is the same everywhere, and both teams felt honored to listen and connect, build relationships, share experiences, and offer ongoing support to these European structures as they carry the Al-Anon message of hope and help in their respective countries. These trips provided greater unity and created more trust and encouragement among all who participated and proved once again that Al-Anon is a profoundly global fellowship.

Impression – Gaining Gratitude and Humility by Connecting with Trusted Servants Globally

Lynette K., Chairperson of the Board of Trustees

In October 2022, as part of a three-person team, I had the honor of visiting Al-Anon members in Norway, Latvia, Lithuania, The Netherlands, and France.

I discovered there are Al-Anon members all around the world who love Al-Anon as much as I do. They are working tirelessly to make sure that families and friends of alcoholics can find help. They serve Al-Anon for the same reason I serve—because Al-Anon saved my life. They are finding recovery from alcoholism, even though oftentimes they do not have access to all the Conference Approved Literature, service tools, and information that is available to members in our World Service Conference Structure.

I had the opportunity to share my Al-Anon story with members in some of the countries I visited. What I learned is that no matter where you live or what language you speak, alcoholism has affected people in much the same way as it has affected me. I made heart-level connections with Al-Anon members around the world and will forever carry them with me.

Participating in these international trips was a once-in-a-lifetime experience that I received because I was willing to say yes to Al-Anon service. I never imagined that visiting Al-Anon members around the world would be part of my Al-Anon service journey. I cannot even find the right words to express how grateful I am to my Higher Power for giving me this opportunity.

Supporting Structures Worldwide

Regular Structure Meetings

Beginning in February 2022, the International Team began holding Regular Structure Meetings (RSMs) with evolving structures and General Services Offices (GSOs) to improve communications and exchange information between the WSO and the structures. As of November 2022, regular RSMs are held with 44 structures and growing.

These meetings have been well-received and are greatly appreciated by participants from all over the world. Participants discuss shared experiences and challenges on topics such as electronic groups, Alateen, access to CAL, and many others.

Typically, RSMs have anywhere from five to 20 participants and meet via web conferencing. If the meeting involves Spanish- or French-speaking participants, the WSO offers interpretation; otherwise, the meetings are held in English. These meetings elicit a range of emotions, as participants experience the shared language and feelings that affect all Al-Anon members globally. It is a true gift to be able to help and support the worldwide fellowship in such a capacity. Heading into 2023, these meetings will be continued and are expected to expand to other parts of the world.

New Al-Anon Information Services Registered

Through the RSMs, the International Team learned more about the services several countries were providing to their members and, as a result, were able to register these structures as Al-Anon Information Services (AIS).

- Bulgaria registered as an Al-Anon Information Service (AIS)
- Israel registered as an Al-Anon Information Service (AIS)

Honduras Approved as General Service Office

Al-Anon Family Groups meetings are held in over 133 countries. There are 37 countries with established GSOs. GSO is the term given to national service structures in countries outside the World Service Conference structure. A GSO is linked to the WSO through the International Coordination Committee (ICC). GSOs partner with the World Service Office to support families and friends of alcoholics around the world. Each GSO operates as a distinct service entity within its respective country.

Becoming a GSO is a monumental achievement for an international structure because it reflects the time, energy, and determination needed to establish a service office. As a GSO, a structure must demonstrate that it can support its groups and members throughout the country. To function independently as a GSO, the structure must accomplish many things, including abiding by Tradition Seven to be fully self-supporting, providing consistent and accurate information to its members in

line with Al-Anon principles (including the freedom given in Tradition Four to adapt guidelines for their own country and culture as long as they do not affect Al-Anon as a whole), and making CAL available to its members. National service offices are encouraged to incorporate as a nonprofit organization and must maintain an office and telephone line to serve in their role as a clearinghouse for inquiries from those in the country looking for help or information about Al-Anon. They must also commit to having a Board to advise the national service office. It takes many years and many hands to become a GSO, and this achievement is celebrated widely.

At the August 2022, International Coordination Committee (ICC) meeting, the ICC voted to recommend to the Board of Trustees that Honduras become a GSO, and in October 2022 the Board met and approved the recommendation. The team was able to share the news and celebrate with the trusted servants of Honduras at the December 2022 RSM. When a congratulatory announcement was posted on the AFG Connects International Structures community, other GSOs responded warmly with enthusiasm, encouragement, and a sense of fellowship.

Structure Celebrations

In 2022, several international structures notified us that they were celebrating milestones:

- Spain - Al-Anon 59th Anniversary
- Portugal - Al-Anon 38th Anniversary
- Iceland - Al-Anon 50th Anniversary
- Brazil - Alateen 50th Anniversary

The Team sent letters of congratulations to each of these structures for them to share with their Al-Anon members. As a result of these notifications, the Team alerted all international structures of the opportunity to have the WSO celebrate with them.

International Al-Anon General Services Meeting (IAGSM)

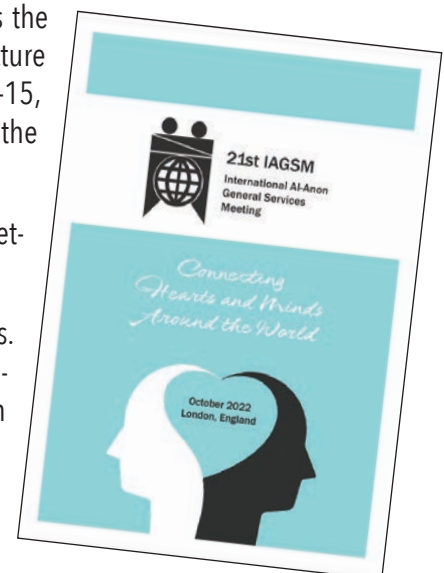
The purpose of the IAGSM is to share the experiences of Al-Anon GSOs around the world through its International Delegates. Every two years at the IAGSM, national structures can meet in person. The topics of the Delegate-led presentations and workshops during this meeting are the result of the input received from GSOs, Delegates, and the ICC.

UK & Eire successfully bid to host the 2020 IAGSM in London, England. However, due to the global pandemic, the 2020 IAGSM instead met electronically and attracted the largest attendance from General Service Offices (GSOs) in many years. The IAGSM is held every other year; every other meeting, when feasible, it is hosted by a GSO.

The ICC, an advisory committee to the Board of Trustees, plans and coordinates the agenda program for the biennial IAGSM. For the 2022 IAGSM, the UK & Eire Structure confirmed its interest in hosting the meeting in London, England from October 12-15, 2022. The Board approved this decision, and the WSO revised the contract with the event venue at no additional cost.

The 2022 IAGSM went successfully and was well-received. The theme for this meeting was **"Connecting Hearts and Minds Around the World."**

There were 34 participants, including WSO Staff, Volunteers, and several guests. Eighteen GSOs were represented, and 16 new International Delegates participated. The UK & Eire GSO provided stellar hospitality, creating for attendees an atmosphere of fellowship, loving care, and warmth. Additionally, the event venue provided the precious gift of true serenity and calm while attendees stayed in the bustling city of London. Overall, the event was a spiritual experience, full of hope and encouragement for all national structures who attended.



To share some highlights from this 2022 IAGSM, Delegates offered the following comments:

- "I enjoyed the workshops because the topics that I learned showed me the differences between the way other countries are working and how my GSO can make changes."
- "There was so much valuable information in the 'Let's Talk About Finance' presentation. Finances are a universal topic."
- "The workshop entitled 'Welcoming and Supporting Al-Anon Family Groups Meeting Electronically' helped each Delegate share his/her structure's experiences. The topic was relevant."
- "The Alateen topic will have a direct impact on our structure going forward."
- "To attend and meet people from different countries and to exchange experiences was valuable because of practical solutions."
- "Shared the honesty, openness, and realities of the challenges we face and the willingness to do better."

One special highlight of this meeting is the country flag ceremony, in which the Delegates come up to the front of the room, place their flags in holders, and put a pin on a global map showing where their GSO is located. This is a very emotional time, as it displays for all the vast global reach of the Al-Anon fellowship.

All Al-Anon members are encouraged to read the *2022 IAGSM Summary* when it is issued in early 2023. It will be posted to al-anon.org/for-members/international/international-al-anon-general-services-meeting-iagsm-summary/

Impression – Appreciating the Scope of Al-Anon Family Groups Services Worldwide

Debbie P., WSC Structure Delegate to the IAGSM (Trustee)

I could not have imagined that my Higher Power would lead me to a room with other Al-Anon members from around the globe, all with such dedication, commitment, passion, and willingness to serve Al-Anon Family Groups. This happened at the 2022 International Al-Anon General Services Meeting (IAGSM) in London, England in October, where I was honored to attend as the Canadian Delegate from our World Service Conference Structure.

I had envisioned Al-Anon Family Groups as being worldwide; however, experiencing it at the IAGSM was beyond what I could have imagined. I saw regular Al-Anon members dedicated to nurturing and growing Al-Anon in their respective countries.

I was touched by how intimate it felt, how quickly the members connected, and how every structure expressed their passion for Al-Anon. I was impressed to hear how much many of the international structures can accomplish within their countries, with mostly volunteers and few if any paid staff. Many of them were so young it was inspiring. It all created a deeper appreciation and gratitude for me of how fortunate we are with the resources and experience found within our World Service Office.

It was evident how other structures look to the WSO for guidance and direction. I was proud to be a witness to how open, honest, vulnerable, and available our WSO Staff want to be to support the international Al-Anon community, and how the Staff reinforced their desire to nurture and grow communications to reinforce worldwide unity and inclusiveness. Everyone's dedication to the global community was tangible. Worldwide Al-Anon is in great hands.

OUR FINANCIALS

Manage Our Budget & Financials

Niketa Williams, Director of Finance & Operations (Non-member)
Cindy M., Treasurer of AFG, Inc. (Trustee)

The World Service Office saw improvement in operations as literature sales began to improve in 2022; however, Staff and Volunteers recognized as operations returned to normal that the WSO might still experience financial challenges. Literature sales continued to be impacted due to supply chain issues and Literature Distributions Centers' delayed reopening. In August 2022, due to rising inflation and significant cost of paper increases, the Finance Committee approved increasing Conference Approved Literature prices for the first time since 2013. AFG, Inc. experienced a 14 percent increase in literature sales compared to 2021; however, they remained below historical levels by 36 percent.

In order to support continuing operations, a special appeal letter went out to the fellowship. Through your overwhelming response, member contributions totaled \$3,337,919, which accounted for 59 percent of WSO revenue for 2022. This amount exceeded totals received in any previous year and continues to exceed literature sales.

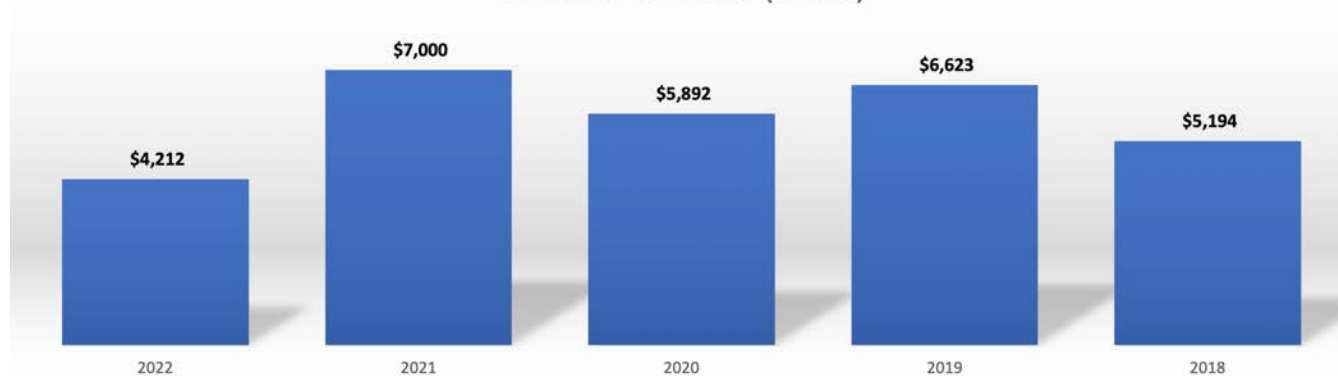
As a result of the enormous member support, the WSO was able to provide essential services, along with other important achievements such as:

- upgrading the *Mobile App*,
- expanding our work to support electronic groups,
- hosting the Al-Anon International General Services Meeting in London,
- completing the new daily reader, *A Little Time for Myself*,
- increasing global availability by visiting European structures.

Consistent with our principle of self-support, the WSO also reduced expenses, particularly Board of Trustee and Executive Committee travel; and operational expenses, to meet the challenge created by the pandemic.

Al-Anon's operating funds come from three main funding sources: revenues from literature sales, contributions, and other revenue. More than 68 percent of total expenses go directly towards achieving the Mission of Al-Anon Family Group Headquarters, Inc. The supporting services included in general and administrative expenses provide customer service support and financial support to maintain operations.

Five Year Revenue (in thousands)



Note: The complete audited financial statements of Al-Anon Family Groups Headquarters Inc. for fiscal year 2022 may be obtained online at al-anon.org.

Impression – Practicing Our Seventh Tradition

Cindy M., Treasurer for the Board of Trustees

I remember attending a Regional Service Seminar (RSS) back in 2006 in Moosejaw, Saskatchewan. One of the topics was finances, and, during the Q&A session, a member asked how they could get members to stop putting coins in the Seventh Tradition basket. What I did not realize was that in Canada, they have coins (“loonies” and “toonies”) equivalent to the United States one- and two-dollar bills. Their smallest paper bill is a five! That was 16 years ago. I know we continue to talk about breaking the dollar barrier and in 2022, the 1951 dollar is equivalent to over ten dollars!

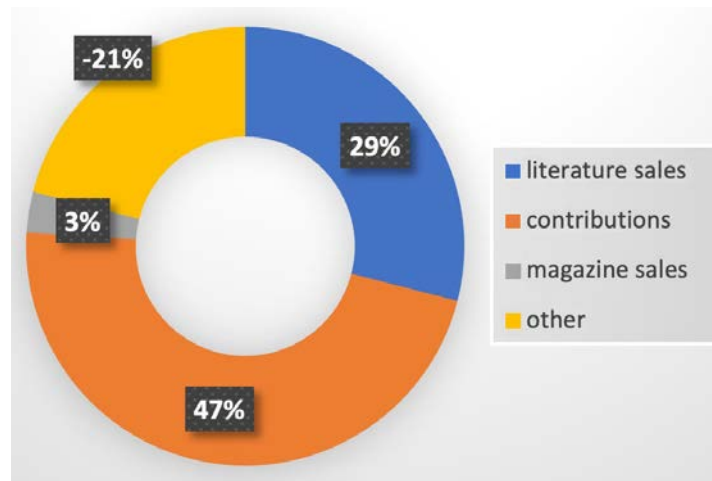
As the cost of goods and labor continues to increase, I have to look at my ability to increase my contribution at the meetings I attend. Additionally, I have increased my monthly automatic withdrawal—and I don’t even miss it! I am also getting experience using Zelle, Venmo, and PayPal at the electronic meetings I attend.

As Treasurer of the Board of Trustees and Chairperson of the Finance Committee, I have participated in and facilitated some tough decision discussions this past year. One was to send out a special appeal letter as we were not meeting our budget projections for revenue. Since contributions and literature sales are the WSO’s main sources of revenue, we asked for an additional contribution or the purchase of a book. The other decision was to raise literature prices on all books, since the cost of paper continues to rise, and we had not raised prices since 2013. We continue to strive to be fully self-supporting and can only do so with the support of all our members. So, I “Let It Begin with Me!”

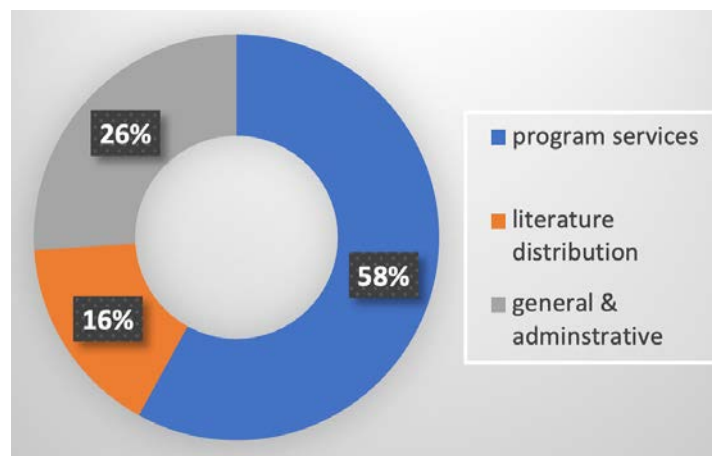
Financial Highlights

Statements of Financial Position	2022	2021	2020	2019	2018
Total Assets (in thousands)	\$12,757	\$13,783	\$11,833	\$11,060	\$9,833
Liabilities and Net Assets Total liabilities	\$1,850	\$1,497	\$1,333	\$1,531	\$1,387
Net Assets without donor restrictions	\$10,907	\$12,286	\$10,500	\$9,529	\$8,446
Total liabilities and net assets	\$12,757	\$13,783	\$11,833	\$11,060	\$9,833
Operating revenue (in thousands)	2022	2021	2020	2019	2018
Literature sales, net	\$2,100	\$1,906	\$1,847	\$2,914	\$3,194
Contributions	\$3,338	\$2,623	\$3,295	\$2,187	\$1,953
Magazine sales	\$247	\$238	\$292	\$275	\$258
Other income, net	(\$1,473)	\$2,233	\$458	\$1,247	\$(211)
Total operating revenue	\$4,212	\$7,000	\$5,892	\$6,623	\$5,194
Operating expenses (in thousands)	2022	2021	2020	2019	2018
Program services	\$3,333	\$2,752	\$2,484	\$2,865	\$2,731
Literature distribution	\$904	\$922	\$866	\$839	\$860
General & administrative	\$1,352	\$1,540	\$1,571	\$1,837	\$1,804
Total operating expenses	\$5,589	\$5,214	\$4,921	\$5,541	\$5,395

Operating Revenue



Functional Expenses



OUR PLANS

AFG, Inc. Envisioned Future

Lynette K., Chairperson of the Board of Trustees

Nancy S., Chairperson of the Envisioned Future Work Group (Trustee)

The Envisioned Future Work Group (EFWG), a work group of the Board, guides the Board in its duty of foresight by presenting discussions and questions that engage Board members in generative, visionary discussions. Rather than continuing to do things the way they've "always been done," the purpose of the EFWG is to scan the horizon for trends and issues that face other nonprofit organizations and share them with the Board for consideration. The EFWG is unique in that it does not produce a work product—only questions. The work group does not seek to find answers in its facilitation of Board discussions. It is up to the Board to decide if these issues and trends warrant further examination, or if there is a special topic for the EFWG to prepare for a future meeting. This year, the work group examined issues concerning Board member recruitment and retention, trends facing nonprofits, and diversity and inclusion. It has been an interesting time to be on the Board of Trustees, as the Board helps to envision a future in which Al-Anon's legacy is preserved for generations to come.

Some questions the EFWG has discussed and brought to the Board in the last year include:

- As a member of the Board of Trustees, what does the duty of foresight mean?
- What actions will assist the Board in becoming more strategic leaders?
- What barriers limit the Board's ability to become visionary leaders?
- How can we continue to develop Board leadership skills?
- How can we link Board development to the Strategic Plan?
- What steps can we take to ensure our Board committee structure works well on the Board's behalf?
- What is the Board's conception and frame of reference for diversity in our own lives, i.e., generational, geographical, cultural, gender, socio-economic, that we bring to the conversation?

One of the roles of the Board of Trustees is to make long-range plans for AFG, Inc. and set direction for the organization. In order to set that direction, the Board has developed a Strategic Plan. In 2021, the Board, Executive Committee, and Strategic Leadership Team (SLT) all worked together to review and update the Strategic Plan. At the January 2022 Board meeting, the Board approved the new, revised Strategic Plan. The discussion topics the EFWG brings to the Board assist the Trustees with Strategic Planning work by expanding their thinking and helping them to have generative discussions.

In developing the current Strategic Plan, the Board discussed trends they thought would most impact AFG, Inc. in the next three years. Some of the trends the Board discussed were electronic meetings, diversity and inclusion, recovery alternatives, electronic literature, and electronic contributions. The Board discussed what they thought brought the highest value to our members, such as adhering to Al-Anon principles and having information and literature that is more accessible, and how AFG, Inc. could be the main resource for the families and friends of alcoholics if the organization could increase involvement with professionals.

During the Strategic Planning discussions, the Board has to balance predicting what will be needed in the future with meeting members' needs today. As part of this balancing act, each year the Board reviews and prioritizes which Strategies to move forward with. The Strategic Plan is the guide for AFG, Inc. Think of the Strategic Plan as AFG's GPS. The Board has to keep adjusting or rerouting so that AFG, Inc. will continue to be available to help the families and friends of alcoholics for many years to come.

Impression – Serving and Learning as a First-Year Trustee

Sally K., Member of the Board of Trustees

I walk into the Board room at the World Service Office following my mentor. I am amazed and grateful that I have been chosen to be one of the Trustees. As I look around the room at my now-peers, I realize that we are all Al-Anon members who want to serve and make a difference.

I want to give back in service to Al-Anon for the many years of ongoing recovery I have experienced. I am hopeful that my small contribution will help to keep Al-Anon available for all the prospective members who are still struggling.

It is unbelievable to me that my service journey has brought me to the Board. I feel encouraged and welcomed by everyone.

As we work through the topics of the day, I realize that we are all here to support and connect with every Al-Anon member. We are providing tools through literature and minimizing barriers that can be present in minority groups due to culture and language.

I hear how WSO uses Tradition Seven by being financially responsible and transparent.

We have discussions regarding diversity and how this can affect our membership. Building relationships with professionals and educating the public through public outreach will help to create awareness.

By the end of the day, I realize at a new level the responsibility WSO has to communicate with and share knowledge with many other countries around the world. Those countries are also seeking to use the tools of Al-Anon to help their members.

As we all pack up at the end of the day, I am in awe of the responsibility I have been given to serve. I wish everyone could also have such a fulfilling experience.

2023 Strategies

Vali F., Executive Director

Niketa Williams, Director of Finance & Operations (Non-member)

Sarah S., Director of Programs

Marsha W., Director of Programs Emeritus (retired)

Scot P., Associate Director–Brand Communications

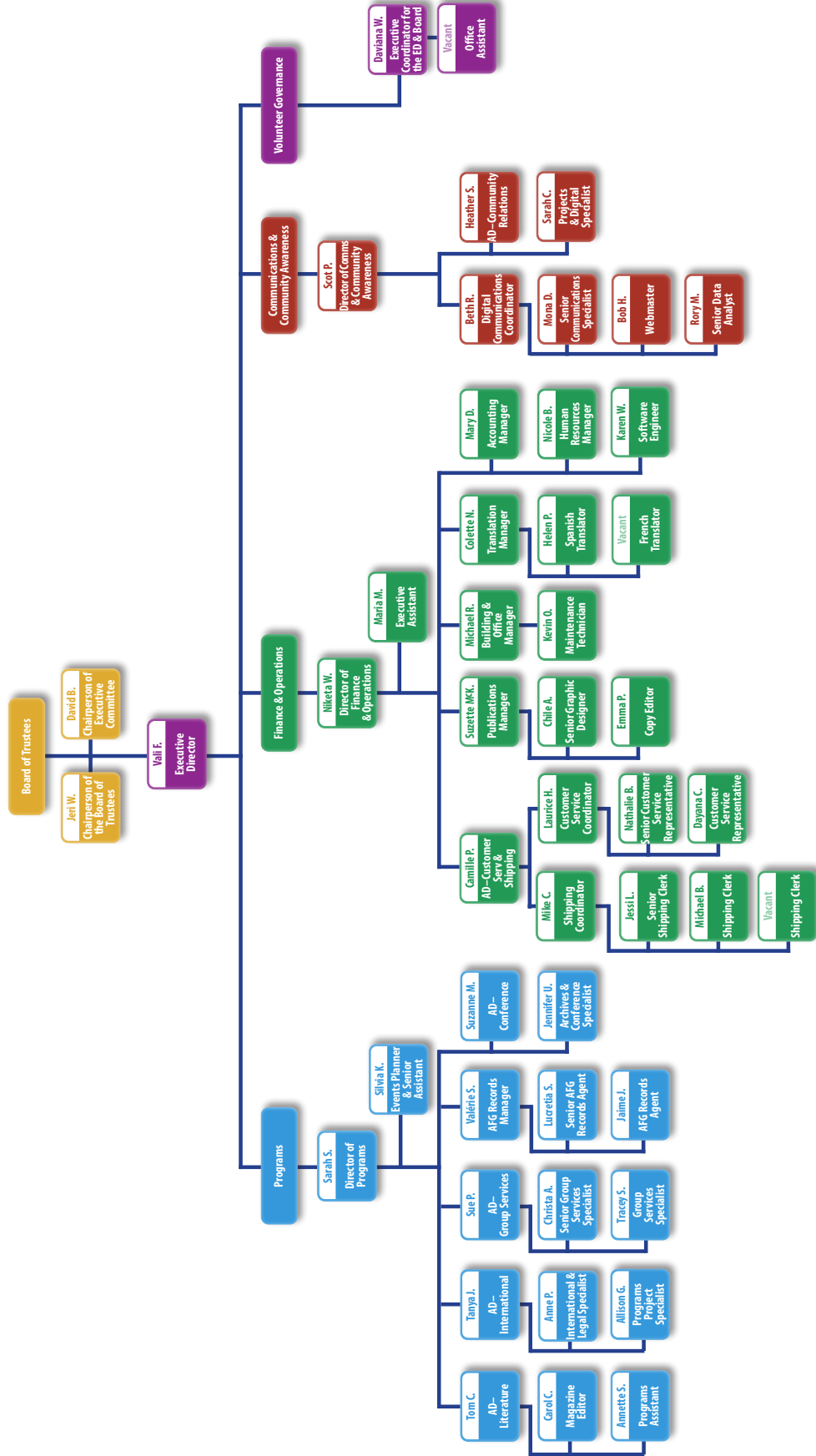
Heather S., Associate Director–Community Relations

Suzette McKinney, Publications Manager (Non-member)

As 2022 progressed, the SLT met consistently to discuss Staff capacity and progress on both the Strategic Plan Strategies and other WSO projects, such as translation and printing of the *Service Manual*. When SLT met with the Board of Trustees and Executive Committee at the Board's October 2022 meeting, the Team alerted the Trustees that planning and execution of the 2023 International Convention, along with continuing efforts toward the Transforming Electronic Groups project, were likely to preclude any new Strategies being initiated in 2023. The Board supported that recommendation, understanding SLT would present a final 2023 recommendation for Board approval at the January 2023 meeting.



APPENDICES



Confidential - Property of Al-Anon Family Group Headquarters, Inc.

Board of Trustees Motions and Decisions by Consensus⁴

Lynette K., Chairperson of the Board of Trustees

The Board, in its legal, financial, or oversight capacities, acted:

- to approve the 2022 Preliminary Budget as presented
- to approve to end the three-year trial for Road Trip! You and Your Board Connect and make it a permanent event
- to approve to add a hybrid component to Road Trip! You and Your Board Connect for a one-year trial at the 2023 Road Trip! event, if financially and technically feasible
- to delegate authority to the CLT, when appropriate, to invite Delegates and all Conference members to approve, using simple majority, whether or not to allow Conference member guests to attend the Closing Dinner and/or visit Stepping Stones
- to proceed with forming a Day of Connecting Task Force of Staff, WSO Volunteers, and a few Delegates—chaired by Staff—to collaboratively plan the session content for this component of the IC2023 to achieve the recommended goals
- to have Staff pursue development of Electronic Alateen Safety & Behavior Requirements (EASBR) for the WSC Structure and bring back a specific recommendation on requirements to the Board of Trustees for consideration
- to accept the refreshed Strategic Plan
- to accept the 2021 Annual Report to the WSC as presented
- to approve the revised 2022 Budget as presented
- to approve that the Equalized Expense amount be set at \$1,881 (70 percent of full cost) and that the full cost for a Delegate to attend the Conference be set at \$2687 for the 2022 WSC
- to accept changes to the AFG Inc Nominating Committee Process for Selecting and Electing Trustees, Board Officers, and Executive Committee Members as presented
- to accept the adoption of the skills-based role description to be used as a tool beginning with the 2023-2024 Nominating Process as presented
- to accept changing the nominating process for the selection of Executive Committee members by moving the deadline to November 15 starting in 2022 and including a short interview conducted by the Nominating Committee
- to approve adding a step to the CAL Literature Process requiring presentation of new literature concepts to the Conference to include information on the resource and financial implications of the proposal
- to approve the change to the Executive Director and the Director of Finance & Operations performance evaluation process
- to confirm that WSO Staff who are members of AI-Anon are permitted to speak at relevant professional conferences in their professional AFG, Inc. capacity without revealing their membership
- to modify the GSO invitation to the WSC to offer these structures the option of bringing an interpreter to support their Representative at the GSO expense
- to approve the revised 2022 WSO Projects Landscape
- to hold the January Board of Trustees meeting virtually on a permanent basis beginning in January 2023
- to approve that the Board requests CLT to add an Open Board Meeting to the WSC agenda at least once every three years

⁴Following best-practice recommendations provided by the American Society of Association Executives (ASAE), following confirmation with the AFG, Inc. attorneys, in 2022 the Board of Trustees together with its Executive and other Committees, began using a consensus methodology for decisions except when matters, such as legal and other fiduciary responsibilities, required formal motions.

- to approve WSO Staff, who have been appropriately trained, speaking to the media in a professional capacity, provided they do not reveal their membership, when approved to do so according to WSO procedure
- to approve the Nominating Committee asking Trustee candidates for confidential AI-Anon and skills-based references for a Volunteer position on a non-profit Board on a two-year trial basis
- to not move forward on a TEAM event replacement and close the topic, removing it as a future agenda item.
- to update the language in the requirements section of the Board of Trustees resume form to clarify that it is preferable to share a room with another WSO Volunteer, but it is not a requirement
- to not bring forward a 2023 WSC Chosen Agenda Item but to bring forward a diversity, equity, & inclusion (DEI) workshop.

Executive Committee Motions and Decisions by Consensus⁴

David B., Chairperson of the Executive Committee

Debbie G., Chairperson of the Executive Committee (outgoing)

The following actions were approved by the Executive Committee and presented to and approved by the Board of Trustees:

- to approve the monthly Finance Committee Report and financial statements
- to review and approve the recommended candidates for the At-Large committees
- to review and approve the guidelines for all Board of Trustee Committees and Work Groups
- to review and approve the Staff and Volunteer presentations to be shared at the 2023 WSC
- to discontinue *Alateen Talk* and allow Staff to determine the best way to execute that task
- to approve simplification of the W21.07 (carryover) Strategic Plan Strategy: Electronic Group Transformation scope to focus on automating the meeting search interface for electronic groups and continuing to define the needs of the next iteration of the Online Group Records application
- to approve the Literature Committee's recommended discussion at the 2023 WSC of a comprehensive piece on sponsorship and service sponsorship using personal stories from AI-Anon members contingent on additional Staff reporting at the March Executive Committee meeting.