

Welcome to the 58th Year of Conversation in Al-Anon...

The World Service Conference

2018 World Service Conference Theme

**Don't forget
the Trivia Game
on the last page!*

Al-Anon—There is no standing still!

Al-Anon – Il n'y a pas de place pour l'immobilisme!

Al-Anon – ¡No hay razón para detenerse!

- The World Service Conference (WSC)
- Was first held April, 1961 in New York City to coincide with the A.A. Conference.
- Is Al-Anon's Largest Group Conscience.
- Provides guidance to Al-Anon's Board of Trustees and the World Service Office (WSO).
- Includes: Delegates, Board of Trustees, Executive Committee members and WSO Staff. We also had International Representatives from Denmark (Ann) and Mexico (Gabriela).

- The Delegates return to their Area with current information about...
 - * WSO financial and policy reports
 - * New/proposed Conference Approved Literature and new Technology
 - *Discussion of Chosen Agenda Items (CAI)
 - *Committee, Work Group, Thought or Task Force updates/recommendations
 - *Workshop presentations, and more!

- The World Service Delegates represent their Areas at the annual World Service Conference (WSC).
They are the primary communication link between the Al-Anon/Alateen groups in their Area and the World Service Office (WSO).
They bring the perspectives of the Al-Anon/Alateen members in their Area to the WSC.

The new Panel 58 Delegates were given special "Orientation" time together the first morning. Some of the feelings expressed by us were...

"What am I doing here? I'm not good enough to be here!"

"I might embarrass myself by saying something stupid!"

"I'm worried I'll forget everything I know about Al-Anon."

"I don't belong here. I haven't paid enough 'dues'."

"I'm not ready for this position!!"

Did you know that...

- Some Areas have 2-3 days for their Assembly, 2 times/year?
- Some of the Areas with more time for Assemblies have speakers, workshops, share a meal?
- Some Areas have a full half-day for GR orientation?
- Some Areas have a special retreat day for Al-Anon Members Involved in Alateen Service (AMIAS) to

Trivia:

The 1962 WSC was the first to vote on specific pieces of literature as "Conference Approved Literature" (CAL). The Conference voted unanimously to accept the Literature Committee's recommendation that the Headquarter's literature be designated as Conference approved. (Many Voices.... p.107)

What is a "Chosen Agenda Item" (CAI)?

The purpose of the CAIs is to give Conference members an opportunity to select ideas and issues of concern that affect Al-Anon groups and members worldwide. This was the first year that new first year Delegates could submit a topic.

We were asked to consider:

Does the topic merit an in-depth discussion that could benefit Al-Anon groups & members worldwide? Is the topic somehow related to the 2018 Conference theme?

"Al-Anon—There Is No Standing Still"

Topics were submitted, compiled, fact-checked & combined into like topics. There were 16 CAIs & the Conference members voted for their top five. Some of the CAIs were discussed in small breakout groups, and some had full Conference discussion.

Summary of Conference Agenda Items (CAI)

(Note: The numbers correspond with the original numbering before being picked for WSC)

CAI #1: Service Beyond the Group Level

- Have more transitioning meetings for Alateens into Al-Anon, like the “Young at Heart” Al-Anon meetings.
- Connect DRs thru web meetings, like “GoToMeeting” to provide more training, share information, brain-storming sessions.
- Some Areas have GR &/or DR “Boot-Camps” where they have a day with fun service-related activities.
- A “Service Journey Worksheet” (as was created by our Area.)
- Have District/Area level Spanish Coordinators to help connect our languages; translation of our Area specific materials into Spanish.
- Service is also “Attraction”, we can demonstrate enthusiasm, be Service Sponsors, share service positions.
- More discussion of the “Links of Service” (S-28) because members may not be aware of what’s happening beyond their group.

The 2019 WSC Theme Board ... was for Conference members to place their Theme suggestions. The Conference leadership Team picks the Theme, but they first check with Spanish & French translators to make sure the Theme will translate appropriately.

CAI #2: Public Awareness

- Our membership is aging. Need to ‘attract’ younger members.
- Connect with health fairs & health related professionals.
- Connect with emergency personnel. Provide the Al-Anon “referral forms”, easy to grab District/Area Al-Anon business cards, outreach bookmarks.

CAI #3: Our Primary Purpose & Group Autonomy

- A healthy Group centers around education.
- Open discussion, “reason things out” at District meetings. GRs bring Group’s successes & concerns to District meetings.
- Encourage Group Inventories & empower Group Members to speak up.
- Create a piece of CAL similar to Conflict Resolutions (S-71) regarding safety.
- Autonomy can be misused: it should not compromise our Principles.
- Autonomy is about self-governing, not a “blank check”.
- Let’s not act out of fear, but act from our Principles.

CAI #9: Reaching out to Groups in Rural America

- Establish a “link” with the CMA of rural meetings, especially if there is no GR/DR.
- Area members personally connect to meetings; make sure Group Records are OK and meeting info. is correct.
- Use Technology: Conference calls, “GoToMeeting”, provide “Virtual Meetings” info.
- Literature: Develop pamphlet that addresses Rural Meetings issues; add a feature sharing in the Forum about Rural Meetings and Virtual Meetings.

CAI #11: A.A. members who are also Al-Anon members: their role in Al-Anon Service

- Education is the key. We have literature that speaks to this issue. “The Al-Anon Focus” (P-45), “Al-Anon Spoken Here” (P-53), “Cooperation between Al-Anon and A.A.” (G-3), and our Service Manual (pg. 86)
- We are all guardians of the legacies. We don’t need to hunt for problems, but deal with them as they arise. Avoid controversy by approaching on a one-to-one basis.
- At the Group level, make sure it’s clear what positions Al-Anon members who are also members of A.A. can hold in the Group, & outside the Group as an AMIAS.
- Bill Wilson spoke of problems that can arise by having A.A. members involved in Al-Anon service beyond the Group level. (Many Voices... pg.184-185)

Now for a quick “Squirrel” to thank you for sending me cards, notes and “Love Gifts”.

During a break, I would dash down to the Hospitality Room where there were tables displaying the Love Gifts from different Areas. I would carefully stuff a bag full & run them up to my room. On Thursday night I lovingly squeezed them into the USPS boxes to mail back to myself.

One of my favorite Task Force presentations was:
Celebrating our Differences and
Our Common Purposes

At the 2016 World Service Conference, there was a Presentation Task Force: Acceptance of Communities, Cultures, and Beliefs. As a result, Conference members requested additional ways in which to identify the spiritual principles that can be applied when looking at how our own biases limit our ability to accept and welcome all potential and current members, families and friends of alcoholics. This year, after the Skit, Power Point presentation and Inventory exercise, Conference members went up to the mic to share. The “Inventory” was especially eye-opening to many of us!

Reserve Fund Workshop

Introduction: The World Service Office (WSO) has received questions from members related to the establishment, use, balance and investing of Area reserve funds. Even with existing resources (Reserve Fund Guideline (G-41), Al-Anon/Alateen Service Manual (P-24/27), the Legacies) questions remain about an appropriate amount, use and management of finances. There are also concerns about whether an Area's reserve fund is in keeping with the spiritual principles found in the Legacies. Reserve Fund was defined as any funds equal to six-months- to-a-year's operating expenses, such as maintaining a significant minimum checking balance, "seed money," line item allocations in the budget, etc.

The Purpose of a Reserve Fund:

1. To assure continuation of essential services in the event of a substantial decline in income.
2. To cover costs of special projects which could not be financed from normal sources of income.

2018 – 2021 Al-Anon/Alateen Service Manual, p. 214

Discussion Questions:

1. In what ways is our money essentially held in reserve? (e.g. savings account, checking account balance, CD, etc.)
2. When does a Reserve Fund become excessive?
3. Why is having an ample Reserve Fund considered a prudent financial principle?

Goal Amounts of Reserve Funds & Distribution of Proceeds

An Area's financial obligations are undoubtedly larger than that of a District or Group and as a result may find it prudent to have a Reserve Fund. The amount of reserve may be dependent upon its budget, the extent of responsibilities it has chosen to cover, for use in the event of an emergency, or to fund special projects. (Reserve Fund Guideline G-41)

Discussion Questions

1. Why was our Area Reserve Fund established? When was the last time our Area reviewed the purpose?
2. What is/are the Area's current goal(s) for the Reserve Fund?
3. How have Area Reserve Funds been utilized in the past? Was there an emergency, a special project, a substantial decline in income, or another reason?
4. What are special projects that aren't covered by normal budgeting?
5. How can we approach our Area's financial needs from a spiritual basis e.g. stepping away from fear, practicing prudence, gratitude, generosity, etc.?
6. In what ways can our Area make better financial choices that are consistent with our primary spiritual purpose, e.g. public outreach, technology, etc.?

***NOTE:** Although this workshop was designed for Areas, we can easily substitute the words "District" or "Group" to make the discussion more relevant for ourselves.

Squirrel...

The sharing from WSC members was awesome!
I wrote down some of my favorite, insightful &
funny quotes from the members to share with you.

“Al-Anons like progress, but we don’t like change!”

“We are the voice today for the program tomorrow.”

“The setting of my greatest disappointment may be
the setting of my greatest miracle!”

“I asked... What is a GR? I was told ...You Are!”

“Electronic meetings are not in competition with
face-to-face meetings, they supplement.”

“Don’t just be around the program, get IN the program.
Anonymity, not Invisibility.”

“Don’t build your program around your life,
build your life around your program!”

“I’m just a Step One away from crazy!”

“The program has taught me to forgive my mistakes,
but not the lessons I have learned from them.”

“Al-Anons don’t just get into ruts, we move in and furnish them!”

Conference Approved Literature (CAL): books, pamphlets and
service tools conceptually approved by the World Service
Conference (WSC) and written by and for Al-Anon and Alateen
members. Once developed, this material undergoes a rigorous
process of review established by the WSC to assure it is identifiably
Al-Anon in content and feeling, and consistently reflects
Al-Anon’s principles. CAL is identifiable by the CAL seal.
(2018- 2021 Service Manual pg. 76)

Hope & Understanding for Parents & Grandparents (P-94)

Translation of this new pamphlet was completed in time for it to be
introduced at the World Service Conference in English, French and
Spanish. (Now available)

Intimacy in Alcoholic Relationships: A Collection of Al-Anon Personal
Stories (B-33) This 144-page book will be introduced in English at the
Al-Anon International Convention in July for \$11.00 each. French and
Spanish translations are expected to be ready for shipping by February
2019.

Fiftieth Anniversary Edition of One Day at a Time in Al-Anon (B6-50)

In celebration of this classic book’s 50 years, a souvenir edition with a
special anniversary cover, ribbon and commemorative bookplate will be
available at the International Convention in July in English, French and
Spanish for \$15.00 each. The text of the book remains the same. Any
books remaining after the Convention will be sold while supplies last.

Literature Committee Discussion— “Just for Tonight” Bookmark

Framing/Background:

- During August and September 2016, the World Service Office (WSO) received three written requests (as well as several phone calls) suggesting the WSO produce a new bookmark using the “Just for Tonight” article from the August 2016 issue of The Forum.
- Each member making the request described the article as very powerful, and that it could be a wonderful companion piece to the Just for Today bookmark (M-12)

The WSO Literature Committee agreed that further discussion was needed & completed the five Knowledge-Based Decision-Making (KBDM) questions on this topic. They presented their findings to the WSC. We all had a chance to participate in the WSC discussion to share our opinions, pro & con. The biggest hurdle was in understanding that we were approving the “concept”, & the exact type of CAL (bookmark, wallet card...) & the specific wording would be up to the Literature Committee.

Motion #6 –

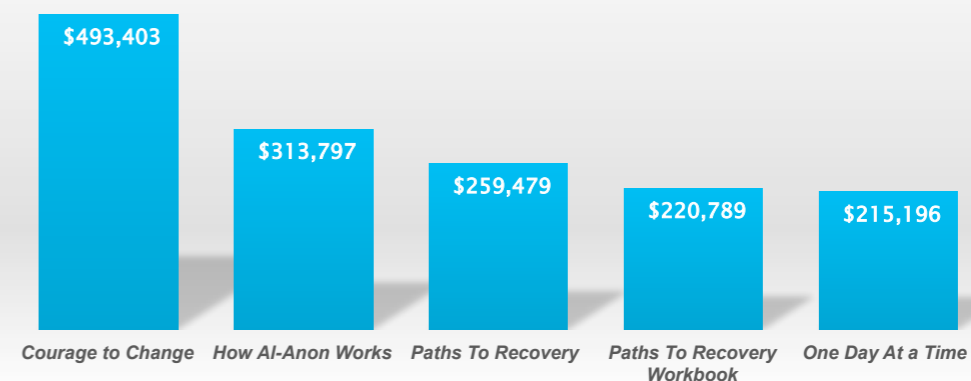
That the 2018 World Service Conference give conceptual approval to develop a bookmark based on an August 2016 Forum article titled “Just for Tonight” using inclusive language. We voted with “clickers” & the results were:

71 Yes, 17 No, 2 Abstentions, 2 Void – the Motion Carried!

Literature Sales

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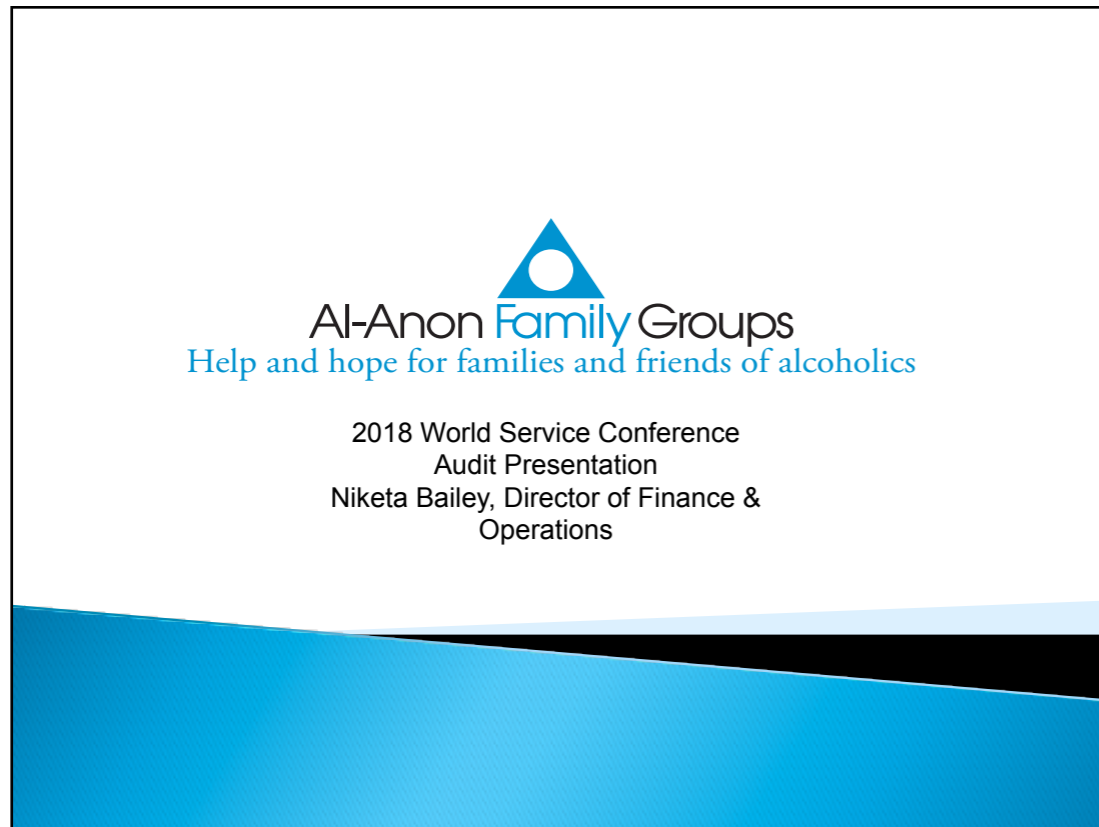
Top Selling Books of 2017



AlAnon Family Groups
Help and hope for families and friends of alcoholics

PROCESS		Blue Hat - Process Thinking about thinking. What thinking is needed? Organizing the thinking. Planning for action.	CREATIVITY		Green Hat - Creativity Ideas, alternatives, possibilities. Solutions to black hat problems.
		White Hat - Facts Information and data. Neutral and objective. What do I know? What do I need to find out? How will I get the information I need?			Yellow Hat - Benefits Positives, plus points. Why an idea is useful. Logical reasons are given.
		Red Hat - Feelings Intuition, hunches, gut instinct. My feelings right now. Feelings can change. No reasons are given.			Black Hat - Cautions Difficulties, weaknesses, dangers. Spotting the risks. Logical reasons are given.
FACTS			BENEFITS		
FEELINGS			CAUTIONS		

Summary of the World Service Conference Audit Presentation



The financial information presented today is the abbreviated version. The complete Audit Presentation & more of the Delegates Presentation will be available on our SCWS website in June. You can also look up the information on the World Service Office website.

(al-anon.org/for-members/wso/financial-information)
The 2017 financial information will be posted soon.

After the financial section of the Delegate's Report, Sue Perez, Associate Director-Group Services, will bring us up to date on the New World Service Office Website!

If there is time, we can have a short question/answer segment when Sue finishes. Unanswered questions for your Delegate can be marked "Delegate" & placed in the "Ask-it-Basket", or sent by email to marcia.scws.delegate@gmail.com.

*There is a special basket on the stage for Sue Perez' questions.

Extra Note: The April 2018 Chairman of the Board Letter contains additional updates on Finances, Policy Committee, International Convention, and info. from the World Service Conference.

The complete 2018 World Service Conference Summary will be posted on the WSO website. The printed version will be made available for purchase in mid-August at a cost of \$5.

What is an Audit?

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- Examination of financial reports by someone independent of the organization
- Auditors ask formal questions of staff and audit committee members
- Review accounting and financial records- example check stubs, invoices, timecards, receipts and bank accounts
- Obtain written confirmation of accounts by banks
- Test internal controls
- Observe certain procedures and processes performed



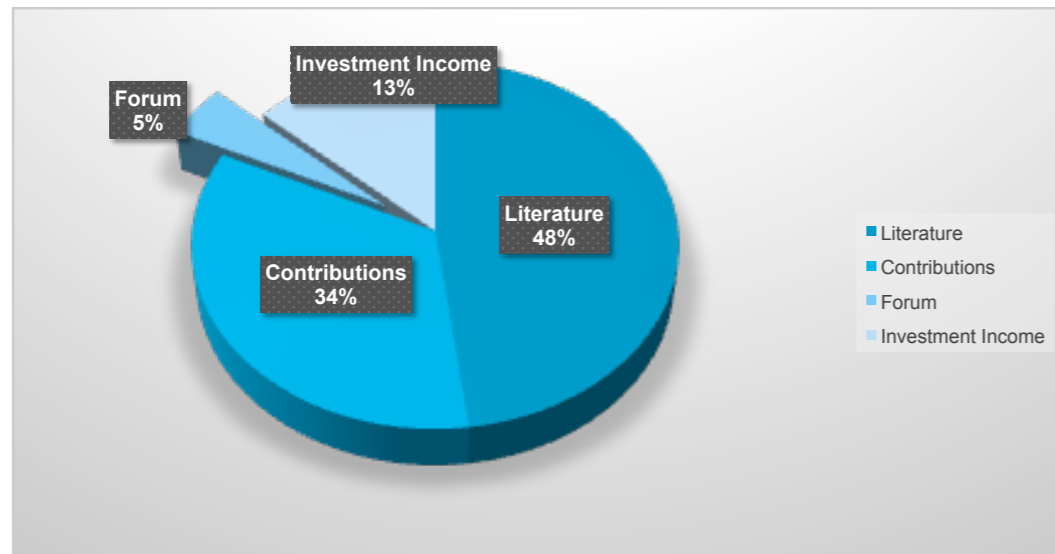
Statement of Activities (page 4)

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	2017	2016	\$ Change	% Change
Revenue				
Gross profit from literature	\$ 2,770,868	\$ 2,785,602	\$ (14,734)	-0.53%
Contributions	1,972,931	2,098,098	(125,167)	-5.97%
Noncash contributions	145,628	187,767	(42,139)	-22.44%
Investment income	772,673	403,623	369,050	91.43%
Forum subscriptions	264,461	251,901	12,560	4.99%
	<u>5,926,561</u>	<u>5,726,991</u>	<u>199,570</u>	<u>3.48%</u>
Expenses				
Program Services	\$ 2,830,337	\$ 3,101,427	(271,090)	-8.74%
Literature distribution services	821,661	842,177	(20,516)	-2.44%
General administration	1,172,290	1,564,841	(392,551)	-25.09%
	<u>4,824,288</u>	<u>5,508,445</u>	<u>(684,157)</u>	<u>-36.26%</u>
Change in net assets	<u>\$ 1,102,273</u>	<u>\$ 218,546</u>	<u>883,727</u>	<u>-404.37%</u>

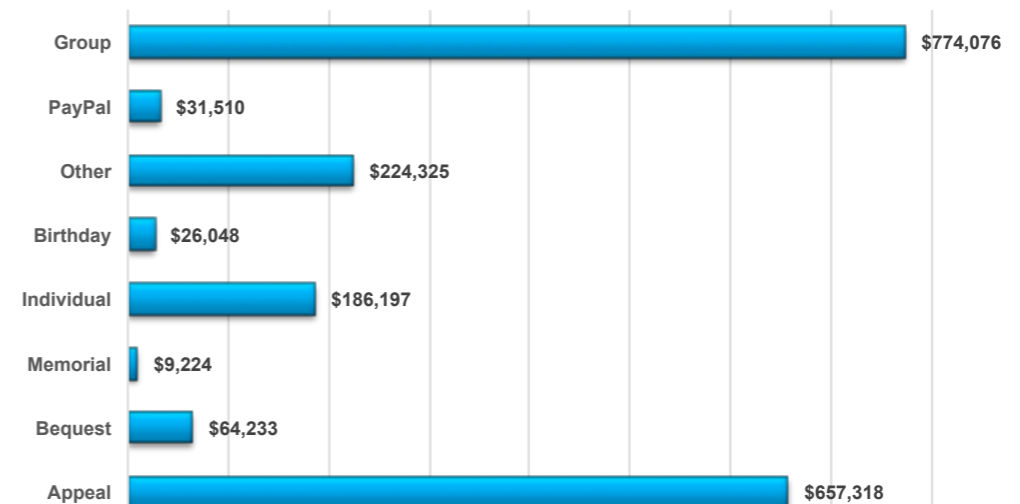
Revenue Sources

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Contributions

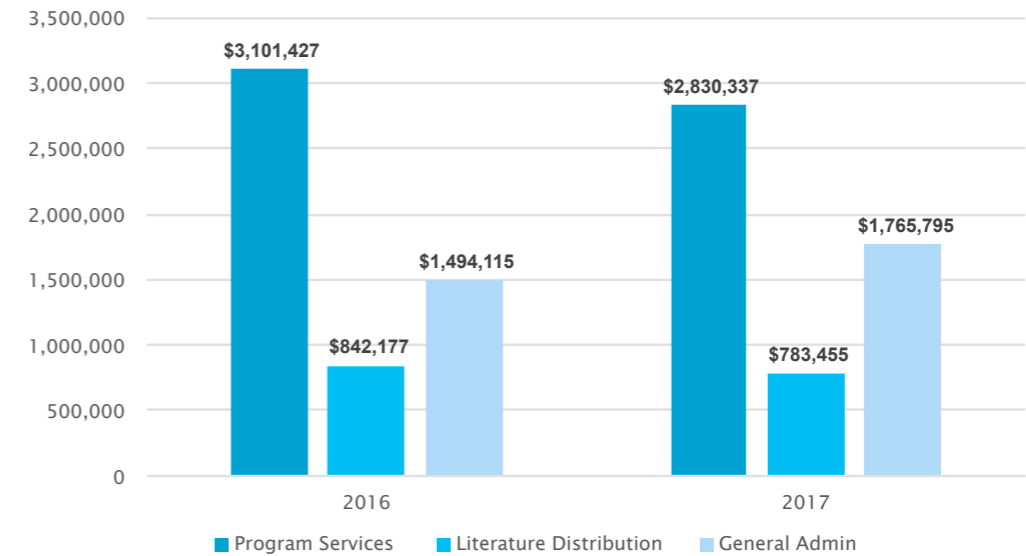
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Investment Income

- Investment performance helps to grow reserve fund
- Provides annual transfer to general fund
- Investment income \$568,900 in 2017
- Literature sales and contributions alone would not support our work
- Reserve fund currently at 10 months of operating expenses
- Board Objective -12 months operating expenses (ample reserve -Warranty One)

Expense Comparisons



What did it get us?

- New redesigned website launched in 2017
- Increased social media presence to attract new members
- Global protection of our trademarks/copyrights
- New pamphlet and literature being introduced in 2018
- Digital version of *Service Manual*
- International meetings to fulfill Al-Anon's primary purpose
- 2018 International Convention planning
- Fully staffed World Service Office

Summary

- Another strong year of literature sales
- Contributions consistent with prior year
- Improved investment performance during the year
- WSO fully staffed
- Resources allocated to technology and innovation
- Connections with professionals enhanced
- 2018 Membership Survey created
- New literature being introduced in 2018

Budget: a detailed annual financial plan that anticipates and projects both revenues and expenses.


(Budgets are a good guess)

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Expense Summary

	2018 Budget	2017 Revised Budget	12/31/2017 Audited Actual
Total Expense	5,501,028	5,236,500	5,278,530

- ▶ Increase of 5%
- ▶ Fully staffed
- ▶ WSC in New York/visit to Stepping Stones
- ▶ Moving forward with technology
- ▶ One additional PSA
- ▶ Protection of trademarks and copyrights
- ▶ Additional visits/outreach to Areas




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

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Summary of 2018 Budget

	2018 Budget	2017 Revised Budget	12/31/2017 Audited Actual
Total Estimated Revenue	5,503,800	5,240,000	5,212,031
<i>[minus]</i>			
Total Expense	5,501,028	5,236,500	5,278,530
<i>[equals]</i>			
Net increase (decrease)	2,772	3,500	(66,499)

- ▶ Shows a small surplus
- ▶ Dependent, as always, on member participation
- ▶ Very positive outlook
- ▶ Exciting projects funded



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

**AL-ANON FAMILY GROUP HEADQUARTERS, INC.
2018 OPERATING BUDGET**

	2018 Budget	2017 Revised Budget	12/31/2017 Audited Actual
Estimated Revenue			
Literature Sales less cost of printing	3,000,000	2,700,000	2,770,868
Contributions	2,000,000	2,100,000	1,972,931
Forum Subscriptions	260,000	250,000	264,461
Investment Income/Transfer from Reserve Fund	243,800	190,000	203,771
Total Estimated Revenue	5,503,800	5,240,000	5,212,031
Operating Expenses			
Salaries	3,201,972	3,165,000	3,172,159
Payroll Taxes	236,084	250,000	243,568
Employee Benefits	457,115	447,000	469,896
Total Labor Costs	3,895,172	3,862,000	3,885,623
Building Occupancy	265,800	284,000	266,999
Packing & Shipping (Net)	(75,000)	(80,000)	(65,779)
Postage	198,000	190,000	187,785
Telephone	51,000	58,000	50,299
Stationery & Office Supplies	83,000	76,000	78,707
Office Services & Expenses	230,000	198,700	173,430
Repairs & Maintenance	7,000	8,000	8,969
Travel & Meetings	191,000	183,000	209,195
Direct Conference Costs (Net)	103,000	63,000	62,358
Legal & Audit	70,750	62,500	38,576
Printing	132,000	112,000	109,196
Canadian Office	2,000	1,500	1,523
General services meeting	15,000	-	1,496
In-Office Volunteers	100	500	70
Membership Survey	2,080	2,300	750
PSA Campaign	102,126	43,000	43,076
Bank and Credit Card Fees	83,000	-	94,093
Miscellaneous	19,000	46,000	20,735
Postretirement Health Benefits	58,000	60,000	63,917
Total Operating Expense	5,433,028	5,170,500	5,231,018
Depreciation (Exc. Bldg.)	68,000	66,000	47,512
Total Expense	5,501,028	5,236,500	5,278,530
Net increase (decrease)	2,772	3,500	(66,499)

Contributions were at their 2nd highest level last year.

Nikita Bailey (Director of Finance) is extremely vigilant in her hunt for lower costs.

The Nielsen TV Rating Service recently announced that the Al-Anon TV **public service announcements** in the US earned a Top Five Percent Award for 2017. The award recognizes nonprofit organizations that had the most PSA broadcasts during the year.