

World Service Conference, April 2020: Delegate's Summary Report

1. Basic facts about the World Service Conference (WSC):

- a. **Who attended?** 92 voting members: 64 Delegates (including Canada & Puerto Rico), Executive Director of the World Service Office (WSO), Board of Trustees, WSO Executive Committee, WSO Staff. 103 total in attendance, including non-voting WSO Staff, Interpreter, Recorders.
- b. **Schedule?** Virtual Conference: two, 4-hour days using “Webex” platform; Hybrid Conference: 6+ days (prior to Conference, during & after) of reviewing documents online with emailing comments/questions regarding several of the documents. Total of 45 documents sent to WSC members, and over 400 emails on topics and overall WSC communication.
- c. **Voting?** “Voxvote” website used for confidential voting. Multiple trainings with Webex and Voxvote were provided for WSC members.
- d. Policy discussions and Conference Approved Literature (CAL) discussions were postponed due to time constraints.

2. WSO Financials:

- a. Highlights of 2019 World Service Office (WSO) Independent Audit:
 - Four Auditors; high-level review with “unmodified opinion”
 - Total assets increased: contributions (especially bequests) & investment income exceeded budget; WSO didn't need to transfer money from reserve fund in 2019.
 - Strong year for Literature sales; top selling is still *How Al-Anon Works* ((B- 32) and *Courage to Change* (B-17). E-books are a very small portion of literature sales (1%), and doesn't negatively impact our literature sales.
 - General Administrative Services: expenses decreased (down 17%)
 - Program Services: expenses increased by 11% for activities to fulfill purpose, such as Public Outreach, AFG Records, International Services, Group Services, Literature, Conference, Digital Strategy-Technology, innovation.
 - Literature sales & Contributions alone won't support WSO's work. Sources of revenue: Contributions= 40%; Literature= 54%. They usually need to tap into Reserve Fund-- which can provide annual transfer to General Fund up to 4%.
 - Reserve Fund: 8 months operating expenses, aiming for 12 months.
 - There are over 14,000 Al-Anon groups; **WSO expenses per group: \$304.**
- b. Budget for 2020:
 - Finance Committee began creating 2020 budget in Fall of 2019.
 - Budget projection to “actual” is reviewed every month, and analyzed to explain variances. Frequent conversations between Finance Committee and the Board of Trustees (BOT) regarding how to reduce expenses.
 - Budget is revised/updated in July, which is reflected in the July WSO Chairperson of the Board Letter.
 - The 2020 Budget given at WSC predicted a deficit budget of over \$129k.
 - The WSO Finance Committee reevaluated the significant decrease in literature sales and contributions due to the impact of COVID-19. They are now projecting a \$1,600,000 operating deficit at the end of 2020.
 - Because of the significant changes between the Budget and actual, the WSO has eliminated Staff travel and implemented Staff furloughs and layoffs.

3. WSO 2019 Annual Report.

- 2019, first-time release of 2018 WSO Annual Report in English, Spanish and French.
- Processed 92 requests to translate or reprint CAL, and 52 were requests for Italian, Turkish, Slovenian, Finnish and Icelandic.
- Added Members' Blog on al-anon.org.
- Growth in electronic meeting registrations, 60 new since Dec.2019 -116 online & 180 phone; held in a variety of languages and displayed on al-anon.org.
- Electronic meetings now have Current Mailing Address (CMA) members incorporated into AFG Connects Electronic Meetings community. They also had 8 web conferences with online/phone CMAs and WSO Group Services Staff.
- Multiple Areas challenged with Alateen Recertification. Difficulties: not having certified Al-Anon Members Involved with Alateen Service (AMIAS) attached to Alateen groups; lack of updating to reflect changes. Nine Areas do not have an Area Alateen Coordinator. **Note: Our SCWS Alateen Coordinators are on top of our Recertification processes!**
- *Alateen Service e-Manual* posted on al-anon.org: reviewed/revised; *Alateen Newcomer Packet* (K-18) available in new format/3 languages.
- New Daily Reader (working title): Literature Committee is reviewing 50 sharings pre month, starting May, 2020. Plan is to have book written, approved, translated, designed and printed by **July 2023** for the **Al-Anon International Convention in Albuquerque, New Mexico**.
- Developed automated email "Electronic Newcomer Kit", which contains short narratives from CAL and al-anon.org links helpful to new members.
- Al-Anon in Other Countries: organized under a General Service Office (GSO). The WSO International Team provides guidance to 37 GSOs, 12 Service Boards and has meeting contacts in 70 other countries. New in 2019: first meetings registered in Mongolia and Mozambique.
- *Al-Anon Faces Alcoholism (AFA)* is now offered for sale year-round.

4. Other business conducted at the WSC:

- a. WSC voting members approved the 2019 Audit, 2020 Budget, and 2019 Annual Report.
- b. The WSC affirmed the new Trustees, both "Regional" and "At Large". The new Trustee for the Southwest Region is Cindy M. from Arizona, who serves a 3-year term.
- c. Thought Force: Identify Ways to Look at Service in Relation to Roles, Terms and Possible Roadblocks.
- d. Thought Force: Fear of Change
- e. Task Force: Reaching and Unifying Rural and Large Geographic Populations
- f. Chosen Agenda Item (CAI): Our Envisioned Future sees Al-Anon being a global organization with barrier-free access to the program. How do you see this manifesting?

5. What's up-and-coming at WSO?

- a. Mobile Al-Anon App in 3 languages will be launched soon.
- b. Hiring free-lance translators to supplement the translators on staff (1 French & 1 Spanish) to catch up with literature translation.
- c. Will be adding capabilities of directly ordering Spanish & French literature on the WSO website late summer.