



Good Morning! Elizabeth K, Panel 55 Delegate from CA(S). First off I would like to Thank you all for the opportunity to carry your voice from CA(S) to Al-Anon's largest Group Conscience at the 57th Annual World Service Conference in Virginia Beach, Virginia.

Our Members



My First Glimpse of Virginia Beach



Our Hope for the Future

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For the first time in these 3 trips to the World Service Conference, I had the chance to walk 3 miles with another Delegate along Virginia Beach the day after arriving, which required a hat. Wouldn't you know we found one that tied in to the Conference Theme, Our Members: Our Hope for the Future.

We also came across King Neptune along the beach. We found the grocery store, loaded up with pre-Conference food, and took the bus back. It stops right in front of the hotel!

Monday starts early for the New Delegates, with their Orientation at 8am. Other Conference attendees will meet with their perspective Task Force, Thought Force or Committees in the afternoon. Monday late afternoon, time is set aside for Sharing Area Highlights where all Delegates meet and share their Area perspective and experience as trusted servants. It is not an official part of the Conference, but a very important one for exchanging ideas, networking and getting to know each other.



During 2016, under the direction of the Interim Executive Director, and with input from the entire staff, the World Service Office was reorganized to make the composition less top heavy and to allow for more communication and cooperation between departments and individual staff members.

In addition, it has become apparent that for AI-Anon Family Groups to remain relevant, it needed to focus on technology. To that end, instead of relying as much on contracted vendors to handle the technology the decision was made to hire a Digital Strategy Manager and a webmaster. Watch for some very exciting things to be rolling out of the World Service Office, as a result of these hires.



This year I am going to combine information I learned from the WSO Staff at the Conference, as I give you the guided tour of My trip to our World Service Office.



On Tuesday after a morning of business, Delegates and Guests boarded two buses that would take us across town to OUR World Service Office.

The Trustees were there waiting at the front entrance to 'Welcome Us Home!' After warm greetings from Mary G., Interim Executive Director, (Pink Shawl, bottom picture) we were able to mingle in the Lobby, outside on the grounds and take photos of displays and each other before the tours began.



Here are some different pictures of the architecture of the building and grounds which were designed using our Al-Anon logo throughout. Center – is a drawing of a top-down view of the building. Clockwise from top left – Front entrance, Wall light fixture, dome view looking up from the lobby and the Gazebo overlooking what they call Serenity pond. The building is 20 years old or so, but the building is so lovingly cared for, that it looks (and smells!!) brand new.

Group Services



Sue P., Associate Director of Groups

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Group Services – Sue P, Associate Director - Groups

Sue asks that we please verify the information on the WSO public website so it reflects our local meeting lists.

You can do this by going to the Al-Anon website, and Clicking on 'Find a Meeting', from there you can either put in the state, county or a zip code. Your meeting time & location should come up, when it does check that your meeting information is correct, if it is not correct please notify our Area Group Records Coordinator, Donna E.

FYI – this feature only worked from my desktop computer, not on tablets or phones!

Please make sure that your specific meeting can be easily found by someone new, by placing signs around the location to guide others who may not be so familiar with your meeting room!

Group Services

- Alateen 60th Anniversary
 - Members Encouraged to Send “Happy Anniversary” Cards
 - Special Display Commemorating Alateen
- 2018 Service Manual
 - In Final Review Process
 - **Free** Download with Interactive Links
On WSO Website - Jan 2018
 - Hard Copies For Sale - LDC / Assembly
 - Same Prices \$1 - Groups at Work
\$5 - Service Manual
 - Be sure your group buys a hard copy!



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Alateen is 60 years ‘young’ !!!!

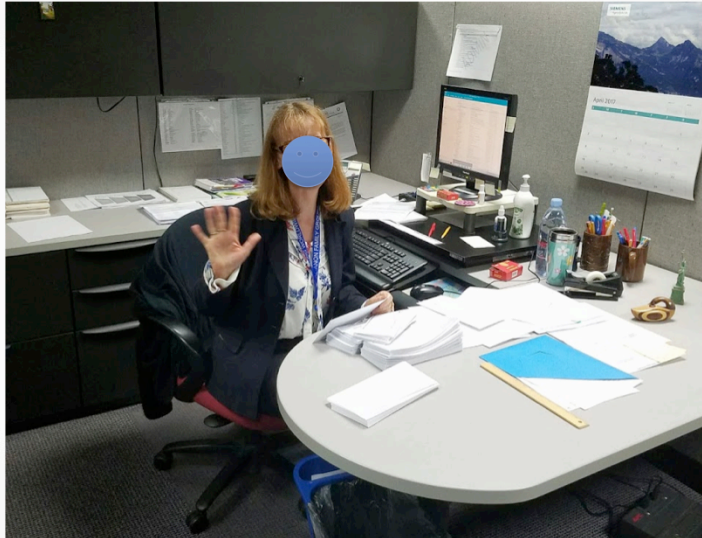
Members are encouraged to send U.S. postal and electronic “Happy Anniversary” cards for a special display to commemorate Alateen this year!!

Sue reminded us that according to our policy on “Membership Eligibility” (pg. 81) in our *Service Manual*, “Where there is no Alateen meeting available, young people are encouraged to attend Al-Anon meetings.

Next January, in 2018, the new Service Manual will be available as a free download with interactive links on the members website. Hard copies of Service Manual will be available for \$5. Groups at Work for just \$1. Same prices we have now!

It is my hope that all of our meetings in CA-S will purchase a hardcopy from their LDC or at the Assembly when they are available next year!

Group Services



Valerie S., Group Records Coordinator

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If you've had to call the WSO regarding a group listing or to get an answer about an Alateen question, chances are, you spoke to Valerie. She is an amazing asset to the staff, helping with French-speaking members and translation too!

Meetings

- Total Worldwide: 24,919 (-312)
- US Meetings:
Al-Anon: 12,786 (-242) and Alateen: 866 (-40)
- Electronic: 157 (-7)
 - On-Line: 51
 - Phone: 106



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2016 Meeting Statistics

Valerie shared with us that at the end of 2016 there were a total of 24,919 meetings world wide. (-312 <2015).

In the US, there were 12,786 (242 fewer than in 2015) registered Al-Anon meetings and 866 (40 fewer) registered Alateen meetings.

Electronic meetings continue to be popular, with a total of 157 registered Al-Anon electronic meetings — 51 online and 106 phone meetings.

Reported Not Meeting

- WSO Gets Calls Daily – No One There
- New Group Record Database Status: Reported Not Meeting
 - Allows the WSO to Stop Directing People to Groups That are Not Meeting



HELLO!
ARE
YOU
THERE ?

- 43% of Meetings Were Meeting, But Had No Directions to Find Location
- 26% - No Longer Meeting
- Remaining Meetings -Still Being Verified

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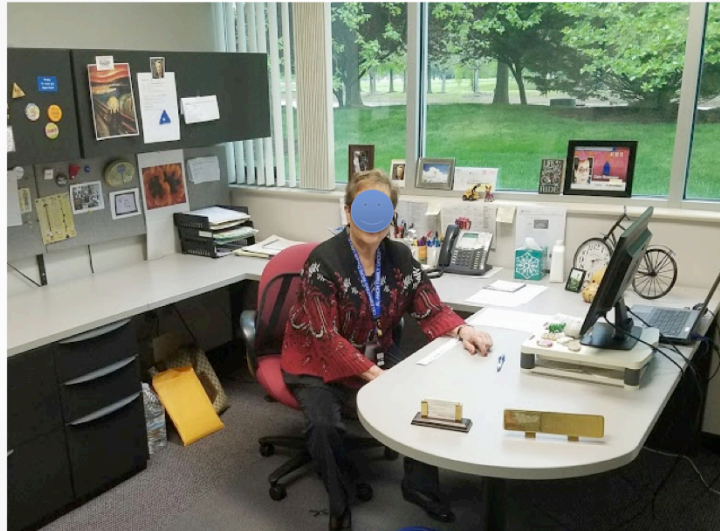
NEW STATUS

The WSO Group Records Department placed 46 groups in “Reported not Meeting” status since the beginning of the year.

This new status allows the WSO to stop directing people to groups that are not meeting. The flagged meetings are temporarily removed from the WSO listings, until the status of the meeting can be verified.

Forty three percent (or 20 meetings) of those reported actually were meeting. It was revealed that the meetings didn’t have signage throughout the building to direct people to the meeting room, or location instructions on their group records, or had moved to another location.

Communication Services



Claire R., Associate Director of Communications - Professionals

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If you had a question about Public Outreach or how to carry Al-Anon's message to the Professional Community, Claire was the person that you would have talked to. She has been with the WSO for many years—even when the WSO was in NY.

Claire came to our TEAM event when it was in Fullerton. The most striking thing I remember her saying that day is that she had been dead set against the purchase of the property at first, until someone mentioned the 7th Tradition, and how we must take care with the contributions sent so lovingly by members. Sending those contributions to pay higher and higher rent wasn't a prudent use of member contributions, nor of the WSO staff time every time they had to relocate. It was these thoughts about the Seventh Tradition that made her a full supporter of the purchase of the property, which has saved us many millions in rent, whether in New York or in Virginia.

Public Outreach Professionals

- Website Digital Postcard 2016 Web Inquiries

- 38% - Mental Health Counselors, Therapists & Social Workers
- 19% - Addiction Facility Counselors
- 18% - Middle & High School Educators
- 25% - Other

- ✓ Challenge to Membership

- Medical, Clergy, Employee Assistance/Human Resources'

- Incarcerated Writer's Guide

- Four Forum Sharings Have been Submitted
- Possible development for Public Outreach Service Tool



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Claire reported the recap of 2016 website digital postcard inquiries from professionals. The tally reaffirms the three primary and largest sources of professional inquiries: 38 percent mental health counselors, therapists and social workers; 19 percent addiction facilities counselors and 18 percent middle and high school educators.

Our challenge is to increase awareness of our program among smaller audiences such as Medical, Clergy and Employee Assistance/Human Resources professionals.

Al-Anon Group Contacts at correctional facilities are distributing *a new* Writer's Guide for Incarcerated Al-Anon Members.

This *Guide* is an invitation to share and gives incarcerated members a voice. To date, 4 *Forum* sharings for have been received. Claire said besides submitting stories for *The Forum*, our hope is to explore the development of a Public Outreach service tool by using quotes from the incarcerated members' sharings.

- **AFA's**
- **2017** -184,625 Copies (19% ↑)
- **2018 Redesigned Cover**
- New Masthead "Help & Hope For Families and Friends of Alcoholics"
- Title /Year – Less Prominence
- Small Block Added – **Free** Take-Home Copy
- **2018 Coming Soon Membership Survey**

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1) Al-Anon Faces Alcoholism 2017 - the 184,625 copies ordered by members in February set a record for a second printing. This number represents a 19% increase over last year and breaks a record set in 2012.

This is the REDESIGNED COVER of the 2018 AFA - Don't you LOVE this new Format? It features:

- A new masthead, "Help and Hope for Families and Friends of Alcoholics", focuses on Al-Anon's purpose and the content of the magazine.
- The title and year of the magazine is now positioned in the lower portion of the cover with less prominence placed upon the year of the publication.
- The bottom right-hand corner features a small block of text to let the reader know that the AFA magazine is FREE and can be taken home.

2) Coming In 2018 - Membership Survey - It is important for members of all ages and backgrounds to participate in the survey. Taking the survey is a way for the general fellowship to be of service to Al-Anon.

Communication



Pat Q.,(L) Associate Director of Communication -- Media
Tom C,(R) Associate Director of Communication -- Literature

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Communication

Pat Q., (L) Associate Director of Communication – Media, he attended the TEAM event in Hawaii last Nov. Pat loves Al-Anon and encourages all of us to continue our 12th Step work.

Tom C., (R) Associate Director of Communication – Literature, Tom oversees the Forum publication and is the Staff liaison to the Literature Committee of Delegates and At-Large members who review of our literature.

Public Outreach Media

- Social Media Channels
 - Reached Combined Audience of 3.3 Million
 - Produced 65,000 Engagements (Liked, Shared or Posted)
- Television & Radio PSAs
 - Est. 52M Television Views Through February
 - New Electronic Distribution in 2017
 - Al-Anon Members Forward TV/Radio Contact Info
 - WSO Will Provide Link to Downloadable PSA



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Public Outreach Media

Social Media - In the first quarter of 2017, Social Media Channels reached a combined Audience of 3.3 Million.

65,000 “engagements” means people liked, shared, or posted comments 65,000 times on Facebook, Twitter and Instagram during the first quarter of 2017.

PSA - Preliminary reports on television Public Service Announcements show an estimated audience of 52 million people that saw the new Al-Anon PSAs during the first two months of 2017.

New Electronic Distribution for TV and Radio PSAs

It is as simple as making contact with the right person at your local station. Then meeting that person, accessing your smartphone, tablet or laptop on your visit to show them the PSA and then have the WSO set it up electronically with the contact person you visited at the station. The PSA will be supplied in any format requested, at no charge.

Literature

- **Parents & Grandparents Of Young Problem Drinkers** (Working Title)
 - 240 Sharings Submitted
 - 2018 World Service Conference ?
- **Intimacy In Alcoholic Relationships** (Working Title)
 - 1,272 Sharings Submitted
 - 2018 International Convention?
- **New Daily Reader** (Working Title)
 - 10,682 Sharings Submitted
 - Writer Clarification in January 2017 *Forum*
 - No Release Date
- **The Forum**
 - Shortage Continues for Steps, Traditions and Concepts of Service Sharings
 - The Forum Book (Best of)



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Part of the Conference for Delegates is the Opportunity to Serve.

Some Delegates chose the Literature Committee. Their first real ‘reading’ assignment in 2017 has come with the reading of the first Draft of Parents & Grandparents of Young Problem Drinkers. If progress stays on track, it may be released by Conference time next year.

The Intimacy Book has gone to editor/writer and those on the Literature Committee were told to expect a first draft of the entire book to be ready for review in May. (They will have a busy summer of reading!) After the process of reading and reviewing, they hope it may be available in English at the 2018 AI-Anon International Convention in Baltimore.

The new Daily Reader is still accepting sharings. To help clarify the difference for the fellowship between a daily reader sharing and a *Forum* sharing, an article was published in the January 2017 *Forum* magazine. No deadline has been set for either submitting sharings, or the proposed publication date.

The Forum continues to have a shortage of sharings about each of the Steps, Traditions and Concepts of Service for use in the back pages of the magazine. Please send in your written sharings for publication!

Best of Forum Book – Submissions for your favorite Forum article are still being accepted.

Literature @ WSO



Part of the tour is the Literature warehouse and work area where the volunteers and staff put together packets and orders. Here is my tour group, a staff member boxing up an order, shelves of books and a close up of a box label!

Member Services



Kerri K., Associate Director – International (R)
Bev A., Chairperson of the Executive Committee (L)

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Membership Services, Kerri K. (R) is the new Associate Director-International. She assists all International service entities with AI-Anon business and will visit many different countries in this position.

Next to her is Bev A., former Trustee & current Chairperson of the Executive Committee. Bev went to the TEAM event in Hawaii in Nov.

International Growth

- **Reprint Permission**

- 1st Time - Permission to Reprint in Slovakia. Currently Translating *Al-Anon's Twelve Steps & Traditions* (B-8).

- **Translation**

- Spanish & French: 2 Dozen Publications Have Been Translated
 - Pamphlets, Newsletters, Order Forms, and Magazines

- **Fellowship Communication**

- Verbal or Written Correspondence With 41 Different Countries Since January



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Kerri shared:

- 1) For the first time, permission was granted to an Al-Anon Information Service (AIS) office located in Poprad, Slovakia for the translation of *Al-Anon's Twelve Steps & Traditions* .
- 2) The WSO has been busy working on translation of over two dozen publications since the beginning of the year. They are also preparing to undertake translation of the updated website and the revised *Al-Anon/Alateen Service Manual*.
- 3) Since January, the International Section has had verbal or written correspondence with 41 different countries.

Literature Translations



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Here are a few examples of translated Al-Anon Books.
Swedish, Norwegian, Finnish, Japanese, Portuguese, Polish, German, Icelandic, French, and Italian.among other languages

International Guests



Kim A., UK & Erie
Andy H., New Zealand



Maria M., Mexico

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At this year's WSC, we had three guests:
Kim A. – U.K. & Eire (a.k.a. Ireland)
Andy H. – New Zealand
Maria M. – Mexico (and her interpreter)

Member Services



Marsha W, Director of Programs

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Member Services

Marsha has served the WSO for a long-time. With the restructuring of the WSO, Marsha was promoted to Director of Programs, becoming one of the key people providing leadership at the WSO.

Member Services

TEAM player!



Suzanne M., Associate Director of Member Services - Conference

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Suzanne M., Associate Director of Member Services - Conference works very hard behind the scenes to help organize the World Service Conference. Most Delegate communications go through Suzanne and she does an extraordinary job providing all of us with answers and **thee** most smooth-running conference.

Suzanne will be with us at the TEAM event on Sept 16, right here in Glendale. Let's see the other 3 from the WSO who will be joining her/us at the TEAM event.



These are the four from the WSO who will be with us at the TEAM event on Sept 16.
From Left to Right, they are:
Suzanne M., WSO Staff Member, Associate Director of Member Services - Conference
Debbie G., Trustee, Regional Trustee from the U.S. North Central, Chairperson of the Board of Trustees (COB of the BOT)
Paula B., Member at Large of the Executive Committee, immediate past COB
Marilyn M., Trustee, Regional Trustee from Canada West.

Marketing



Scot P., Digital Strategy Manager

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Scot P. is the new Digital Strategy Manager, his background is in Marketing and technology for a Fortune 100 company. Scot and his team are moving the WSO further forward into technology. At this year's Conference the team introduced an App called 'guidebook' that attendees could use on their Smartphones. With this App we had access to agendas, maps, meeting room locations, and each other.

This was a test for possible use at the 2018 AI-Anon International Convention in Baltimore.

Notice the lack of papers in his office? Everything is digital !!

Finance



Niketa Bailey, Director of Finance, non-AI-Anon member (req'd)

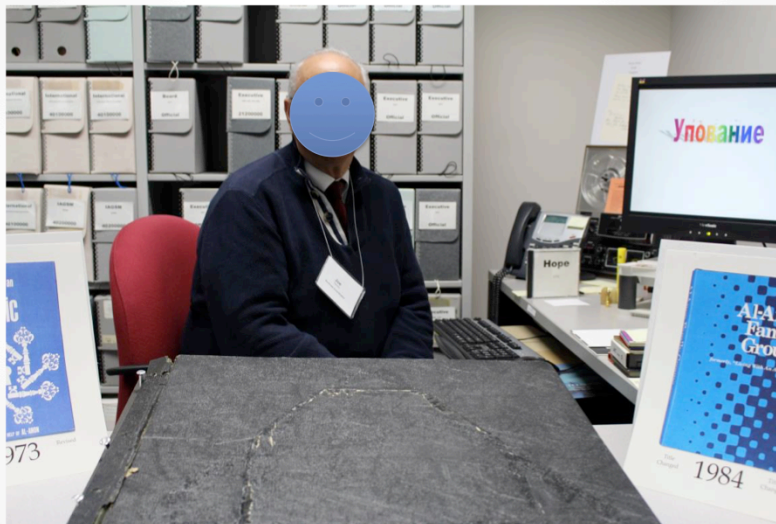
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Finance

With David Zack's retirement (a non-member employee) and the restructure, I have the privilege to introduce you to Niketa Bailey our new Director of Finance, also a non-member employee. This position is required to be held by a non-member.

Niketa knew nothing about AI-Anon when she first applied for the position. She shared with us how impressed she was with our Board's Vision & Mission statement, our office staff, and that she had never worked in a corporate position where people give you hugs at work! "It's so different here!" she exclaimed during her presentation.

Archives



Joe T., Archives Coordinator

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Archives Coordinator Joe T.

If you meet Joe, the first thing you'll notice is his big smile. He loves the history of Al-Anon and treats every piece of paper as gold.



Here is Joe's office, everything is very clean and well protected in this room, like Fort Knox!



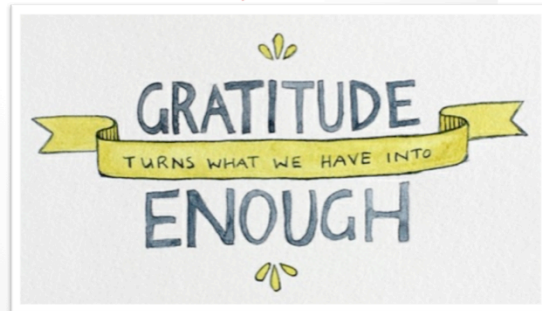
We are fully self-supporting, declining outside contributions.

It doesn't grow on trees and we do not accept contributions from corporations or any government entity.

Financials

2016 Budget - 184K Shortage.

	2016 Budget	12/31/15 Unaudited Actual
Net increase (decrease)	(184,000)	(361,024)



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This is how it looked last year, with a PROJECTED shortage of \$184,000 – but as you know I am happy to report that because of your contributions ‘we’ turned things around!

YOUR ABUNDANCE OF GRATITUDE



Total Contributions for
2016- **\$2,098,098!**

\$15 at a time, we contributed \$2.1 million in 2016.

The Bottom Line

	2017 Preliminary Budget	2016 Revised Budget	12/31/2016 Audited Actual
Total Expense	5,229,500	4,998,000	4,945,117
Estimated Revenue			
Literature Sales less cost of printing	2,700,000	2,600,000	2,714,877
Contributions	2,100,000	1,800,000	2,098,098
Forum Subscriptions	250,000	250,000	251,900
Investment Income/Transfer from Reserve Fund	190,000	223,000	(31,605)
Total Estimated Revenue	5,240,000	4,873,000	5,033,270
Net increase (decrease)	10,500	(125,000)	88,153



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Here is a comparison with 2016 and 2017 numbers. Look at the very bottom line that says 'Net Increase (decrease).

To arrive at these numbers circled in red, Total Expense is subtracted from Total Estimated Revenue.

If Revenues exceed Expenses, it results in a surplus, which is a desirable thing and there will **not** be parentheses around the number.

If you look at the 2016 Revised budget, (middle column) Total Expense (\$4,998,000) is greater than Total Estimated Revenue (\$4,873,000) so we were projecting a deficit budget of \$125,000 for 2016. Notice that this number is in parentheses to indicate the net decrease (more going out than coming in).

If you look again at the 12/31/2016 Audited Actual, you will see that we actually ended the year with a surplus of \$88,153, which is why Jennie the Trustee who is the WSO Treasurer is smiling so much lately.

2017 Preliminary Budget and 12/31/16 Audited Actual are surpluses, \$10,500 for 2017 Preliminary Budget and \$88,153 for 12/31/2016. SMILE!

Expense Summary

	2017 Budget	2016 Revised Budget	12/31/2016 Audited Actual
Operating Expenses			
Total Operating Expense	5,161,500	4,943,000	4,883,029

- Increase of 4.4%
- Filled staff vacancies from 2016
- Added one new position of Webmaster
- Increased Travel due to Zonal meetings
- Decreased costs where possible

Operating Expenses are budgeted to increase 4.4% in 2017. 2016 was a year of transition, and ultimately some staff positions remained vacant as the office was reorganized and priorities and needs were evaluated. The increase in expenses would not have been as large if the office had been fully staffed in 2016, of course, because we weren't paying salaries or benefits while the positions were vacant. Happily, not only have we filled those vacancies but we have the good fortune to be able to hire a webmaster which means that long-awaited web redesign is close to reality.

Outreach in 3 different ways, by means of:

TEAM events

Road Trip – You and Your Board Connect,

Zonal meetings

all these ways have a significant cost but the benefits of such meetings justify the cost and then some.

The Trustees and WSO staff are confident that wherever they have suggested cuts to the budget, it will not have a significant impact on the purpose and priorities of the World Service Office.

They feel that this budget goes a long way toward providing the services the membership needs and requests.

Financials		General Fund	Reserve Fund	Building Fund	2016 Totals	2015 Comparative Totals
REVENUE						
Literature sales	\$ 3,337,651	\$ -	\$ -	\$ 3,337,651	\$ 3,415,146	Literature Sales ↓
Cost of sales	622,775			622,775	592,345	
Gross profit	2,714,876	-	-	2,714,876	2,822,801	
Forum subscriptions	251,901	-	-	251,901	230,713	Forum Sales ↑
Contributions	2,098,098	-	-	2,098,098	1,649,338	↑!!!
Noncash contributions	187,767	-	-	187,767	-	
Investment income (loss)	(31,604)	435,227	-	403,623	(426,800)	↑
Total revenue	5,221,038	435,227	-	5,656,265	4,276,052	
FUNCTIONAL EXPENSES						
Program services	2,906,394	195,033	-	3,101,427	2,692,847	
Literature distribution services	806,716	35,461	-	842,177	783,455	
General administration	1,429,104	65,011	-	1,494,115	1,765,795	
Total functional expenses	5,142,214	295,505	-	5,437,719	5,242,097	
Change in net assets for year	78,824	139,722	-	218,546	(966,045)	
Net assets, beginning of year	1,644,384	3,829,572	1,852,059	7,326,015	8,292,060	
Transfers	101,723	1,522	(103,245)	-	-	
Net assets, end of year	\$ 1,824,931	\$ 3,970,816	\$ 1,748,814	\$ 7,544,561	\$ 7,326,015	

Literature sales were down and Forum sales were up slightly, and the big news is that the contributions received from our groups made up for that deficit.

In addition, 2016 was a better year for investing so the increase put us in a very positive light.

Also, there was a 408K increase in Program Services expenses, offset by a 272K decrease in General Administration expenses.

This means that more services are being provided to our fellowship.

WSO Financials

	2017 Preliminary Budget	12/31/2016 Unaudited Actual		2017 Preliminary Budget	12/31/2016 Unaudited Actual
Operating Expenses					
Salaries	3,179,000	2,837,914			
Payroll Taxes	219,000	220,531			
Employee Benefits	466,000	438,351			
Total Labor Costs	3,864,000	3,496,796			
Building Occupancy	284,000	285,550			
Packing & Shipping (Net)	(80,000)	(82,790)			
Postage	183,000	201,558			
Telephone	58,000	57,009			
Stationery & Office Supplies	76,000	71,289			
Office Services & Expenses	191,000	192,780			
Repairs & Maintenance	8,000	8,042			
Travel & Meetings	183,000	159,561			
Direct Conference Costs (Net)	63,000	52,042			
Legal & Audit	62,500	87,011			
Printing	106,000	101,077			
Canadian Office	2,000	1,291			
General services meeting	-	50,323			
In-Office Volunteers	2,000	1,690			
Membership Survey	12,000	-			
PSA Campaign	43,000	84,848			
Miscellaneous	46,000	66,942			
Postretirement Health Benefits	58,000	57,342			
Total Operating Expense	5,161,500	4,892,361			
Depreciation (Exc. Bldg.)	68,000	62,088			
Total Expense	5,229,500	4,954,449			
Estimated Revenue					
Literature Sales less cost of printing	2,700,000	2,714,877			
Contributions	2,100,000	2,098,098			
Forum Subscriptions	250,000	251,900			
Investment Income/Transfer from Reserve Fund	190,000	(31,605)			
Total Estimated Revenue	5,240,000	5,033,270			
Net increase (decrease)				10,500	78,821

2017 projected income: \$10,500

WSO Financials: The budget was approved at the WSC with a \$10,500 projected income.

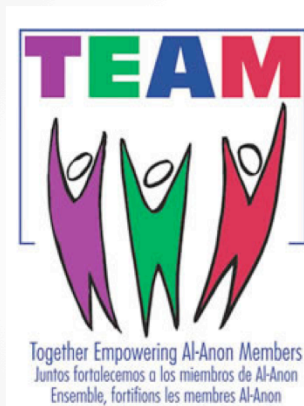
This assumes the same level of contributions and literature sales, and increased investment income.

Expenses are slightly higher due to salaries (additional staff to support technology advances).

The expense increase is offset by decreases in postage (due to elimination of free Forum subscriptions to the groups), decreases in legal expenses, decreases in general services meeting, savings in PSA campaigns (we're re-issuing the 2016 campaign) and other miscellaneous decreases in expenses.

Also higher are travel costs, discussed on the next slide.

Travel & Meetings



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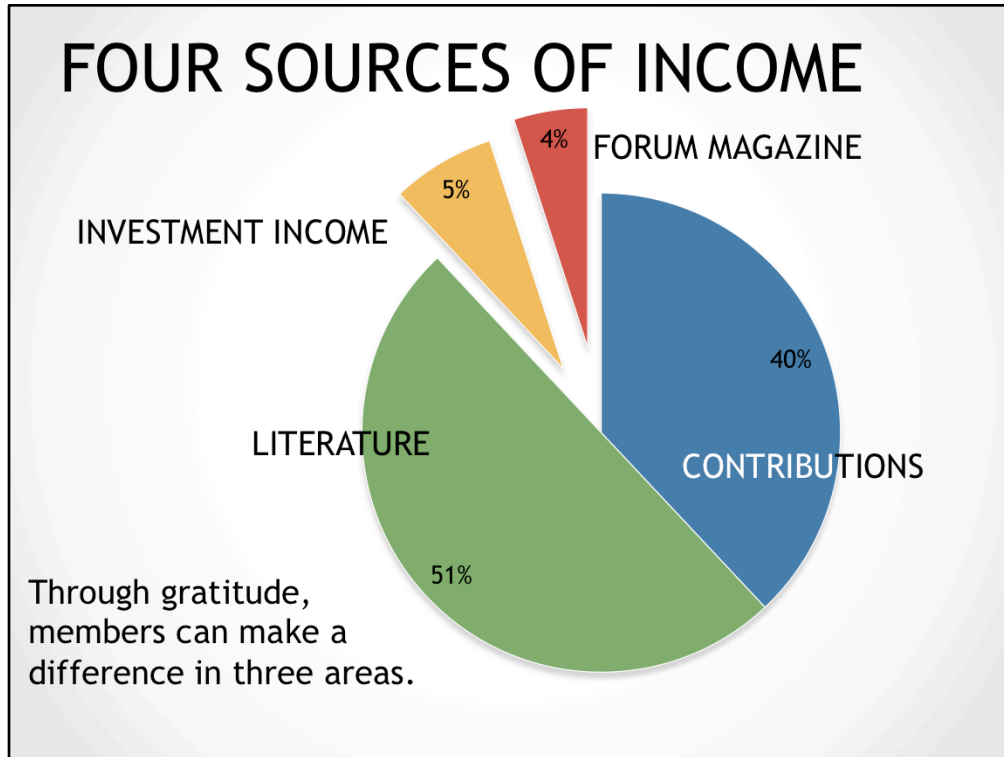
Travel expenses

We are budgeting an increase of about \$38,000 in Travel and Meetings, mostly due to the 3 Zonal meetings this year in Germany, Guatemala, & Ecuador.

There will also be nine TEAM events, each event includes one staff member, one Trustee, and either the Executive Director, Chairperson of the Board or Chairperson of the Executive Committee. One of them will be in CA(S) on Sept 16!

The Executive and Finance Committee typically meet face-to-face ten months out of the year and two months by conference call. The Board of Trustees meets quarterly. One of those quarterly meetings is the "Road Trip: You and Your Board Connect". The 2017 Road Trip will be in Aurora, Colorado on Oct 21.

Staff attend conferences dedicated to understanding alcoholism and its treatment. Al-Anon's attendance is crucial in making the professional community aware of what a valuable resource our program is to family recovery.



There are four sources of income:
 Forum magazine subscriptions, member contributions, literature sales (CAL) and investment income.

Literature : Contributions used to be 2:1

Now it is 1.25 : 1

Contributions used to be 1/3 and now it is closer to 50:50. Great work! Let's keep up with the contributions and maybe contributions can get closer to 2/3 of the income.

Great! That means the members are contributing more to make up for not buying as much literature.

When
many
of us
do a
little...
it adds
up to a
lot!

- Not from bequests
- Mainly \$15 contributions
- May not have to transfer money from the reserve fund in 2017

*Thank
you*

\$15 at a time, we contributed \$2.1 million in 2016.

Goal: An Abundant Reserve
Fund would have 12 months
on hand.

Thanks to you, we have an 8
month reserve at this time.



(It is recommended that “not-for profit”
organizations have a 12-month reserve.)

With a goal of 12 months’ expenses as an abundant ample reserve,
We have made it to 8 months reserve.
Thank you!

Note that it is recommended for not-for-profit organizations have a 12-month reserve.

CA(S) Contributions to WSO

CA(S) Contributions

% of Groups Contributing	Average for Groups	2016	2015	2014
70.9%	\$161.63	\$127,853	\$97,394	\$93,608

"Other" Category	2016	2015	2014
	\$97,485	\$73,507	\$68,780

US/Canada Total 2016 Contributions

Total Groups	# of Groups Contributing	% of Groups Contributing	Average for Groups
14,925	9,656	64.70%	\$116.46

Cost of Services

Estimated cost of services provided	Average cost of services per group
\$3,896,925	\$261.10

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2016 CA(S) Al-Anon Family Groups Contributions to the WSO:

% of Groups Contributing – 70.9% (9.6% increase from 2015)

Average for Groups - \$161.63 (\$38.00 increase from 2015)

2016 Contributions - \$127,853 (we are the highest Area contributing- Wow!) \$30,459 more, 31\$ increase

2015 Contributions - \$97,394

2014 Contributions - \$93,608

US/Canada Total 2015 Contributions:

Total Groups – 14,925 (2015 - 15,237) 312 fewer groups

of Groups Contributing – 9,656 (2015 - 9,409)

% of Groups Contributing – 64.70% (2015 - 67.15%)

Average Contribution for Each Group - \$116.46 (2015 - \$119.52)

Cost of Services:

Estimated cost of services provided - \$3, 896,925

Note: the average cost of WSO services per group in 2016 was \$261.10. . (down from 2015 which was \$268.12)

*CA(S), where do we want
to be next year?
Will your group meet the
challenge to think
abundantly?*

Where do we want to be next year?

Will your group meet the challenge to think abundantly?

Jennie M. & BOT



43

Here is a picture of the Board of Trustees after their annual meeting on Saturday after the Conference. Not pictured are the two new At-Large Trustees Teri M., Norm W. were affirmed by the Conference this year and elected by the Board of Trustees. The WSO Treasurer, Jennie (arrow), is giving us a great big SMILE!



This past year has been one of many exciting changes and we hope for the same in 2017. If we, as members, show our support as we did last year, the World Service Office will be able to offer great support, outreach and more great projects that are dependent on technology. We are projecting a small surplus of \$10,500 but as always, the success of the Area and AFG, Inc., are dependent on our members. We hope we all are able to share our abundance in gratitude for what Al-Anon has given us.



Please give yourselves a BIG round of Applause!



WSC Meeting

Delegates: 66
Trustees &
Executive
Committee: 19
WSO Staff: 7

Total 92
Voting members

Additional, non-voting
members also attended.



“...isolation from the fellowship as a whole could have proved hazardous for our future.” *2014-2017 Al-Anon/Alateen Service Manual, pg. 140*

47

At this year's WSC, there were 92 voting members. Two Delegates sent the Alternate Delegate in their place. One Delegate wasn't able to come or to send a replacement because of a sudden change in her life just a few days before the Conference started. All voting was done by substantial unanimity, meaning that two-thirds of voting members (or 62 votes) would have approve a motion in order for it to pass – if all 92 are in the room or if no one abstains.

Abstentions are not counted in the total when calculating what is the 2/3 needed for a pass.

If members abstain, the total number of yes and no votes is used to recalculate what is the 2/3 needed for a pass.

Executive Director Search

Mary Gregory - Interim Executive Director

- Announced on AFG Connects & Job Search Sites
 - ▶ Must be an Al-Anon Member, 10 Years
 - ▶ Senior Management Experience, 5-10 Years
 - ▶ Non-Profit Experience, a Plus
 - ▶ Job Posting ➔ WSO Member Web Site
 - ▶ Applications Accepted Until 6/15
 - ▶ Hope for a September Start Date



48

The April COB Chairman of the Board of Trustees letter came out April 27, 2017 on AFG Connects with a timeline and position description.

Applicants must be an Al-Anon Member for at least 10 years, have senior management experience of 5-10 years, and non-profit experience is a plus.

Mary will serve as the Interim Executive Director until a new Executive Director is appointed, and will work with the new person for a smooth transition.

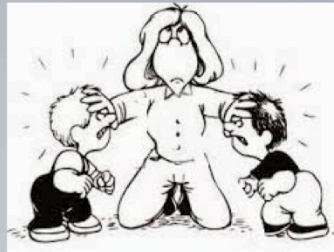
See the job posting on the Members website.

Deadline for applications: Thurs June 15 = 3 weeks + 5 days from today

They are aiming for a Sept start date = 4 months from now

THE BIG
QUESTION:
HOW TO
EMPOWER
OUR
MEMBERS IN
THE USE OF
THE
LEGACIES?

*Do members come to
you to solve group
problems?*

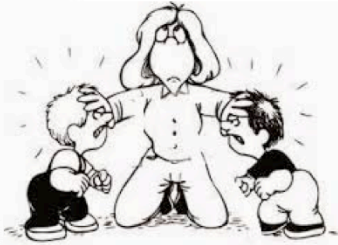


The Board of Trustees, each year, gives the Conference a “Board Big Question” that we discuss at the Conference.

This year’s question was:

How to empower our members in the use of the Legacies?

**EMPOWERING
MEMBERS TO USE THE
LEGACIES!**



- They may want an instant solution
- They may want to resolve conflict
- They may not be able to find the topic in the Service Manual
- They may have a baffling situation
- They may just want to learn

Do members come to you to solve their problems for them, or as a resource on how to apply the Legacies to their situation?



THEY MAY WANT TO SAY,
“The WSO SAID, ___!”

They may want to say,

“The WSO said, ___ !!”

“The Delegate said, ___ !!”

“The DR said, ___ !!”

“The GR said, ___ !!”

We are not the authority. Each member/group reasons things out using the Legacies and the Service Manual and each other.

We strive for unity, respecting Tradition One.

*There are many places
to find Solutions!*

Service Manual

* *Groups at Work*

* *World Service Handbook*

* *Digest of Policies*

Member's Website

* *Guidelines*

* *Alateen Service Manual*

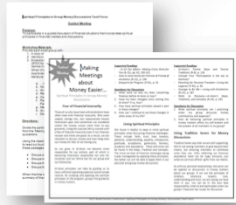
The *Al-Anon/Alateen Service Manual* says of Warranty Five of Concept Twelve that our Conference...

-- "will always try to act with mutual respect and love, one member for another;

-- that no action will be taken in anger, haste or recklessness;

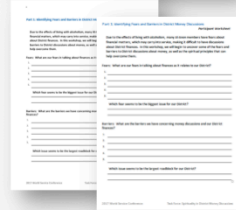
-- that care will be observed to protect all minorities;

New Tools for CA(S)



Spiritual Principles in Group Money Discussions

– Skit, Guided Discussion for Meeting, Handout



Spiritual Principles in District Money Discussions

– Two workshop modules (can be split up) with Facilitator 's Guide and Participant Handout

- Fears and Barriers in District Money Discussions
- Spiritual Principles in Money Discussions



Spiritual Principles in Area Money Discussions

– Short Skit, Handout with Question to Facilitate Discussion

53

Three new tools were developed by 2016 WSC Task Forces and presented to the Delegates at this year's Conference.

Spirituality in Money Discussions (Group/District/Area) – Three independent workshops—each specific to the audience (Group, District, Area), designed to help Al-Anon members discuss spiritual principles that can help members overcome any anxiety in discussing financial issues at the Group, District or Area level.

Chosen Agenda Item

Barriers of Attracting & Maintaining Members

- **Supporting Families & Others**
 - Babysitting
 - Multi-Addiction Issues
 - Offering Sponsorship
 - Friendly New Member Welcome
 - Follow up Calls
- **Technology**
 - Whatsup app
 - Bitmoji
 - Text
 - Email
 - Electronic Meetings
 - Phone Meetings



54

Delegates voted on a single topic to be discussed on the conference floor. This year's topic related to Barriers of Attracting and Maintaining Members. These are only a few of the ideas shared with the conference by the Delegates.

The first 2 categories are :
Supporting Families and others
Technology

Please read the bullets on the slide

Chosen Agenda Item

Barriers of Attracting & Maintaining Members cont.

- **Alateen**
 - Is it social or is it recovery based?
 - Transitioning to Young Al-Anon Member Meetings
 - Involve Alateen on Service Committees
 - Updating Alateen Literature
 - Ask an Alateen to Share at an Al-Anon meeting
 - What happened to Alateen Focus month
- **Meeting Types**
 - On Campus meeting
 - Co-locating with AA
 - Invite to come early /stay late
 - New Member Beginner Meeting Format (G-2)
 - “God” can be scary, Try “Good Orderly Direction”




55

2 more categories are:

Alateen

Meeting Types

(read the bullets)



➤ Cooperation with AA

- Open meetings, opportunities at conventions to share or make presentation
- Provide an Al-Anon description of what our program is, to be read at AA Conventions
- Combined Social Events
- Speaker exchange at Assemblies
- Supply meeting lists to AA Information Service Office
- Exchange contact info at District/Area level.
- Providing convention Speaking, Al-Anon guidelines to AA Liaison

➤ Staying true to our Legacies

- WSO Research tells us that among those in treatment; 21% only alcoholism, 20 % only drug addiction, 50% - treatment for both. We can't ignore these facts.
- Tradition Two - I'm not an authority and I'm not supposed to judge.
- Be gentler with drug addicted family members when they show up in Al-Anon

56

There were 3 more Chosen Agenda Item topics that we discussed in breakout groups. Each Conference member participated in two of the 3 topics:

Two of these topics were (3rd on next slide):

Cooperation with AA

Staying true to our Legacies when families with loved ones who have drug addiction come to Al-Anon meetings.

(Please read all the bullets)



Tidbits!
CAI cont.

➤ **Service Commitments & Service Sponsorship**

- Are we making service fun?
- TSA: Trusted Service Announcements – In the lull of a service meeting, give short announcements of what you do for your service position.
- Warning Sign Checklist for Service Commitments
- Phone calls to stay in touch vs. emails
- “The group recognized your growth and think you might do this well.”
- Encourage the encourager to continue.
- Ask personally instead of announcing “we need.”
- The word ‘service’ is avoided when attracting – stress that it’s part of the triangle
- Alternate positions or shared leadership is stressed to be successful.
- Media Café?? Set up different computers to different web sites to look at different things on the WSO Members Web Page- help members know what’s there & how to navigate

57

The third topic was Service Commitments and Service Sponsorship

Warning Sign Checklist for Service Commitments:

Are you getting burned out?

Do you see someone else getting burned out?

Trustee Boot Camp



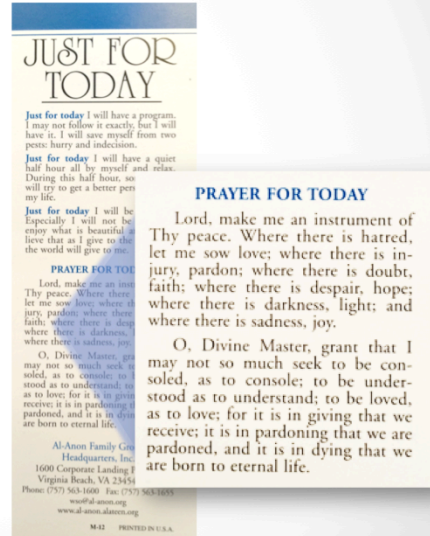
- Trip – Met in the Boardroom, Reviewed Typical Board Meeting Agenda
- Presentation: Spiritual Principle of Serving as a Trustee
- LOTS of Encouragement During Breaks, Meals to Apply for Trustee Position
- Many Delegates Expressed an Interest

58

The Panel 55 Delegates met in the Board room at the WSO and we had several opportunities over the week to hear about the continued benefits of Service as a Trustee. I have to admit sometimes it felt like a hard sell, but they are all Al-Anon Members and they see things in us that we may not see in ourselves. For me seeing where they meet and being shown an example of the schedule they keep was an insight into how much they do as Trusted Servants for Al-Anon.

Prayer for Today

- Felt New Member was Most Impacted
- No Consensus For Removing or Keeping it
- Stop Conversation at WSC Until New Information Comes Forward
- “Just For Tonight” Forum Article - Literature Committee is Considering Making it a Book Mark.
- New Ideas? Send to Delegate



After two floor discussions at last year’s WSC, the Delegates were asked to bring this topic back to their Areas to get a better understanding of how the fellowship felt about the inclusion of this Prayer on our Just for Today Bookmark.

This year, Delegates were able to bring the voice of their Areas back to the WSC. However, after a lengthy discussion on the floor, it was clear that there was no consensus to either keep or remove the prayer.

The group conscience of the Conference agreed to pause the conversation at this time and do nothing unless or until new information comes forward. If you have any **new** ideas or information about the prayer, you can send it directly to the Delegate.

There was also a discussion about turning a recent Forum article, “Just for Tonight” into a bookmark. The suggestion was sent to the Literature Committee for further consideration.

“Open & Closed” Meetings

- “Open Or Closed” - Confusing to Both New and Existing Members as Well as Professionals
- Areas Agreed That Website Designations of “Closed” Should Be Removed.
- WSC Asked Policy Committee to Consider Alternate Wording Appropriate for Modern Times, With the Caveat That Preserving Anonymity, Confidentiality, and Safety is Important to All Members



61

The Policy Committee asked the Conference to consider the history of the terms “Open” and “Closed,” the feedback from the Delegates, and what, if any, direction the Policy Committee should take.

The goal was to reach consensus upon a course of present or future action or inaction.

After much discussion, the Conference took a consensus vote.

- 1) Most Areas agreed that Website designation of ‘closed’ meetings should be removed.
- 2) Consensus that further discussion by the Policy Committee is needed to consider the terminology and alternate wording appropriate for modern times, while upholding anonymity, confidentiality and safety of all AI-Anon members.

OPEN POLICY COMMITTEE MEETING:

- Group autonomy considering the principles contained in Tradition 4 and Warranty 4
 - Who gets to decide?
 - Reasoning it out vs. interrupting a meeting
 - Unity, understanding, patience, compassion, not self-righteous
 - Conversation after the meeting
 - Solving problem together via business meeting and group conscious
 - ✓ Voted to continue the conversation *(thought/task force)
- Electronic Meetings – how these members/groups can be included and supported in the spirit of Tradition One
 - How to support thousands of members and include them in our service structure 6000 members in 1990s to 13,000 today
 - Of 13,000, no data on how many go to face to face meetings
 - Could they be a virtual “Area?”
 - Request made for yearly contributions by these groups
 - ✓ Policy committee will do KDBM on topic to further explore

62

Thursday Evening, we attended an Open Policy Committee Meeting. This was a very interesting meeting. Here are a few examples from their discussion that I want to share with you;

Group autonomy; Solving problem together via business meeting and group conscious, Unity, understanding, patience, compassion, not self-righteousness.

This is exactly what our Area Policy stresses.

The Policy committee voted to continue the conversation.

Electronic Meetings – How to include & support them; How could we include them in our Service Structure, Could they be a virtual “Area?” Policy committee will do KDBM to further explore this topic.

(Please read the bullets.)

Motions Approved

Motion 6

- To amend the text on **pages 95-99** in the “**Financial Matters**” section of the 2014-2017 Service Manual in the “Policy” Section.

*About these updates to the Service Manual:
Is it accurate?
Does it provide clarity?
Can I live with it?*

Digest of Al-Anon and Alateen Policies

The Digest of Al-Anon and Alateen Policies is a compilation of the policies that govern the operation and maintenance of the Al-Anon community. It is intended to provide a comprehensive overview of the policies that govern the community. The Digest is published by the Public Council of Service.

Section	Page
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Introduction	79
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Membership and Group Meetings/Conventions	80
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Who Attends Al-Anon Meetings	82
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Funding Sources and Other Facilities	82
Al-Anon in Schools and Other Facilities	82
Events with Al-Anon Participation	82
AMBIGUITY	
Ambiguity Outside Al-Anon/Alateen	82
Ambiguity Within Al-Anon/Alateen	82
Ambiguity in the Personal Growth	82
Financial Matters	
Contributions to WSO	82
By Individual Members	82
By Groups and Other Service Entities	82
Receipt of Fund	82
Disbursements and Services	82
Fundraising	82
Selling Products and Chances	82
Permits for Speaking	82
Public Meetings	82
Use of Group Funds	82
Notes: Changes in text are indicated by a vertical line where changes were made for this edition.	

The WSC amended the text on page 95-99 in the ‘Financial Matters’ section of the Policies (See the Tab section of the Service Manual).

MOTION #6 FINANCIAL MATTERS updates

- Language to reflect Spiritual Principles of giving and receiving.
- Self-support - why we do what we do.
- Using services offered to not-for profit organizations.
- Updated for technological changes.

*About these updates to the
Service Manual:
Is it accurate?
Does it provide clarity?
Can I live with it?*

The new text incorporates our Spiritual Principles in the text and cleaned up verbiage to make it more consistent with current practices. (There is a new section for workplace combined-giving donations, which Al-Anon members can partake in. However, matching employer donations cannot be accepted.)

We took a vote after the Conference was asked:

Is it accurate?

Does it provide clarity?

Can I live with it?

Motions 6 passed unanimously.

Motions Approved

Motion 7

- To amend the text on **pages 85-86 and 123-124** in the **“Membership and Group Meetings/Conventions”** section in the **“Digest of Al-Anon and Alateen Policies”** section of the **Service Manual (P-24/27)**

*About these updates to the Service Manual:
Is it accurate?
Does it provide clarity?
Can I live with it?*

Digest of Al-Anon and Alateen Policies
The Digest of Al-Anon and Alateen Policies is a compilation of policies that govern the operations and relationships between Al-Anon, Alateen, and the public. It is intended to provide a clear and concise summary of the policies that govern the organization. The Digest is published annually and is available to all members of the organization.

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Public Meetings	82
Use of Group Funds	82

Make changes to or create changes indicate where changes were made per this edition.

Policies
Handbook
Charter
Concepts

65

We also amended the text on pages 85-86 and 123-124 in the “Membership and Group Meetings/Conventions” section.

Motion # 7 Revised text regarding “Announcing Events at Meetings”

- Core spiritual principles that characterize Al-Anon and Alateen events
- The philosophy and criteria for identifying events and activities as Al-Anon and Alateen

The new text was created by the Policy Committee to clarify several issues that have come up in regard to what could be announced at meetings, and event flyers being distributed at meetings when the event does not abide by Al-Anon’s Traditions.

We took a vote after the Conference was asked:

Is it accurate?

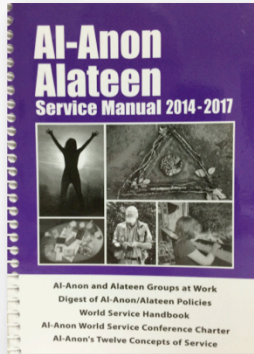
Does it provide clarity?

Can I live with it?

Motion 7 passed unanimously.

Motions Approved

- To amend the text on **pages 131-165** in the "**World Service Handbook**" section of the *2014-2017 Al-Anon/Alateen Service Manual (P-24/27)*.



About these updates to the Service Manual:

Is it accurate?

Does it provide clarity?

Can I live with it?

67

The WSC amended the text on pages 131-165 of the World Service Handbook section of the Service Manual to reorganize information and make it easier to find, as well as to clean up text and reflect current activities for various service positions. Changes were made to several service positions, including the Group and District Reps. The same clean up process was applied to the section for Assembly information, Elections, Finances, the World Service Conference and the WSO activities. It is important to note that the changes were related to clean up and not to procedures.

Al-Anon International Convention

**BALTIMORE
MARYLAND
JULY 6-8, 2018**



PLAN NOW!

The Al-Anon International Convention is next year, the weekend after July 4!

2018 Al-Anon International Convention

- WSO Home Page – Website With Information
- July 6-8, 2018 in Baltimore, Maryland
 - July 5th – Day of Connecting with Friends
- Registration Opens September 2017
 - \$130 Before Dec. 31, 2017
 - \$165 from 1/1 to 5/31/18
 - \$195 after 6/1/18



69

It is just around the corner. Who's going, by show of hands?

2023 AFG

International Convention Bids

- Albuquerque, New Mexico/El Paso
- Calgary, Alberta, Canada
- Chicago Illinois
- Cincinnati, Ohio
- Dallas, Texas
- Denver, Colorado
- Houston Texas
- Indianapolis Indiana
- Little Rock, Arkansas
- Nashville, Tennessee
- Orland, Florida
- Salt Lake City , Utah
- Seattle, Washington



70

Thirteen Areas were vying for the opportunity to host the 2023 International! Delegates along with area tourism council had 10 minutes to sell their location. The committee of Delegates, Trustees and WSO Staff narrowed it down to 3 and will do a walk-through in these 3 selected areas sometime this summer. One location will be chosen in fall 2019

The final three (in Pink).



- Listen to *Lois W. and the Pioneers* Audio from 1982
 - Henrietta S. 1st General Secretary of the World Service Office & Margaret D. 1st Editor of *The Forum*
 - Available as Free Audio MP3 Download ➔ Members website
 - 110-Minute Interview - More Than the 22-minute DVD Version
- Road Trip! You and Your Board Connect
 - 2017: Aurora, CO - October 21-22
 - 2018? Us?
 - Opportunity for Al-Anon Members to Interact With Board of Trustees & Executive Committee Members
 - Provides Information About How the World Service Office (WSO) Serves the Fellowship

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You can now listen to the full interview of Lois W and the Pioneers Audio from 1982. Free on the Members website>WSO>History of the WSO & Al-Anon

Road Trip! You and Your Board Connect – The 2017 meeting will take place in Aurora, CO on October 21 & 22. The purpose is to take the Board of Trustees and Executive Committee members to a local Area, hold its meeting there and then on the day after the Board meeting—meet with local members. This event is an opportunity for your Trustees and Executive Committee members to share their personal recovery and their current service roles in an intimate setting with you. It is also an opportunity for members to learn more about how the World Service Office (WSO) serves the fellowship.

Panel 55 Delegates



Panel 55 – Spiritually Alive!



The Panel 55 t-shirt logo with our Panel motto.

Rockin to 'Ol 55



74

After what seemed like months of practice separately, we came together and rocked the house with our video presentation, song and choreographed dance! It was a heartfelt send off from my fellow Panel 55 Delegates!

