

DREAMING BIG
WITH 20|20 VISION

SOÑAR EN GRANDE
CON VISIÓN 20|20

RÊVER GRAND
AVEC UNE VISION 20|20

wsc 60th Annual
World Service Conference 2020

World Service Conference (WSC)

April 20-24, 2020

Location?

Marcia's Home Office
El Cajon, Calif.



Who Attended?

- 64 Delegates: United States, Canada, Puerto Rico
- Board of Trustees
- World Service Office (WSO) Executive Committee
- WSO Staff, Interpreter, Recorders
- Total: 103, 92 were voting members



Conference Schedule?



- Virtual : two, 4 hour days using “Webex” and “VoxVote”
- Hybrid: Six+ days reviewing documents on computer, email communications
- Total of 45 documents, and over 400 emails on topics plus overall WSC communication

Highlights of 2019 WSO Audit

- Contributions (bequests) & investment income exceeded budget. Sources of Revenue: Contributions = 40%; Literature = 54%; these two sources do not support WSO's work. Usually need to tap into Reserve Fund to transfer to General Fund, up to 4%.
- Reserve Fund: 8 months operating expenses; aiming for 12 mos.
- Strong Literature sales. Top selling: *How Al-Anon Works*; *Courage to Change*. E-books = 1% : no negative impact on literature sales.
- General Administrative Services: expenses decreased 17%.
- Program Services: expenses increased 11% to support Public Outreach, Digital Strategy-Technology, Group Services.
- Over 14,000 Al-Anon Groups; WSO expenses/group: \$304.





Budget for 2020

- **Finance Committee:** begins creating 2020 budget, Fall of 2019.
- Budget projection to “actual” reviewed monthly.
- **Original 2020 Budget:** predicted deficit budget over \$129,000.
- Budget is typically revised/updated in July and reported in the July Chairperson of the Board letter.
- WSO Finance Committee reevaluated significant decrease in Literature sales and contributions due to impact of COVID-19. Now projecting \$1, 600,000 operating deficit at end of 2020.
- WSO has eliminated staff travel; Implemented Staff furloughs₅ and layoffs due to the decreased revenue.

WSO 2019 Annual Report



- Processed 92 requests to translate or reprint Conference Approved Literature (CAL); 52 were for Italian, Turkish, Slovenian, Finnish and Icelandic.
- *Alateen Service e-Manual*: reviewed/ revised, posted on al-anon.org ; *Alateen Newcomer Packet* available in new format/ three languages.
- “New Daily Reader” (NDR) : Literature Committee is reviewing 50 sharings per month. Plan: Have “NDR” written, approved, translated, designed and printed by **July 2023** for the Al-Anon International Convention in Albuquerque, New Mexico.
- **Al-Anon in other Countries**: Organized under a General Service Office (GSO). WSO International Team provides guidance to 37 GSOs, 12 Service Boards and meeting contacts in 70 other countries. **1st meeting registered in Mongolia and Mozambique!**₆.

Thought Force: Identify Ways to Look at Service in Relation to Roles,

Terms and Possible Road Blocks

- Create Service Tool workbook, “How to do it...”
- Create Service Surveys
- Traveling Service Workshops
- Improve Communication between WSO and Delegates
- Create Task Force: follow-up with ideas generated by Thought Force & encourage use of links of service





Thought Force: Fear of Change

- Create Service Tool with KBDM process to address our fear of change
- Request sharings for Forum on “Fear of Change”
- Literature piece: workbook on Fear/Overcoming Fear
- Using the tools we have: Sponsor, Literature, meetings
- Remove “Fear” and focus on “Change”, and how members respond to change

Task Force: Reaching & Unifying Rural & Large Geographic Populations

- Task Force created survey: requested Areas to complete survey and share it at WSC 2021
- Create similar survey: reach/connect with groups that don't participate for other reasons, such as no Group Rep., no active District Rep.
- Areas creating a Group Services Coordinator position
- Change the vocabulary we use: refer to meetings/districts without representation as "Quiet" rather than "dark"
- Organize plan to connect with those "unconnected". Possibly the role of Alternate District Representative, Alternate Delegate?

Work Group: Electronic Meetings

- **Registered Electronic Meetings:** have Current Mailing Address (CMA), no GR
- **2015:** WSO began connecting with CMAs; **2018:** Conference call with all Electronic Meeting CMAs; **Jan. 2019:** AFG Connects Electronic Meeting Community created; **April 2019:** Online & Phone CMA conference calls
- **Topics Discussed:** Service positions; Safety; Sponsorship; signing of annual Conference Approved Literature (CAL) reprint license to post Legacies; Dominance & Rotation of leadership; Technical issues
- Creation of Electronic Meeting Newcomer Welcome link: al-anon.org/welcome
- **As of February, 2020:** 296 Registered Electronic meetings; 180 phone, 116 online; In order of most meetings: English, Spanish, Russian, French, German, Polish, Italian, Greek, Farsi, Icelandic, Portuguese.

Chosen Agenda Item:

Our Envisioned Future sees Al-Anon being a global organization with barrier-free access to the program. How do you see this manifesting?

- 40% of Al-Anon groups exist outside the WSC structure, not including electronic meetings that are without geographical limitations. Have we outgrown our current structure? If this is “World Service”, where is the rest of the World?
- Creation of worldwide group conscience is imperative. All voices must be heard.
- Making it a global organization may require opening up Board membership and participation beyond North America.
- Divide Electronic Meetings into Zones: elect a Delegate per Zone to participate at WSC
- Add Zonal Delegates from Al-Anon General Service Offices (in other countries); they could attend the WSC “virtually”.



What's Up-and Coming at WSO?

- Mobile Al-Anon App in 3 languages will be launched soon!
- Hiring free-lance translators to supplement translators on staff to catch up with literature translation. Currently have 1 French and 1 Spanish translator.
- Will be adding capabilities of directly ordering Spanish & French literature on the WSO website late Summer. (Currently, have to mail in order form!)

Questions?