

Our Spiritual Journey-we get as we give

Delegate's Report to the Connecticut Area Spring Assembly
277 Main St. Hartford, CT
June 9, 2012

Dear Friends,

Welcome to the World Service Delegate's Assembly entitled "Our Spiritual Journey- we get as we give." I'm very excited to see so many faces, showing up and suiting up, and willing to carry our message of hope and recovery. I truly appreciate the dedication and commitment shown by the Area World Service Committee members who continue to work together and provide valuable services to the members in our fellowship. We will hear several reports from the Area Coordinator's interspersed with the Delegate's Report. I would like to extend a special welcome to the Group Representatives, a vital link to our Al-Anon/Alateen structure. I encourage the G.R.'s to pass along the information, reports and spiritual message the Assembly embraces this afternoon. The Group Representatives' weekly report is an important responsibility which encourages open dialogue, develops a culture of trust and the groups have pertinent information to make an informed group conscious. Your participation in Assemblies, Area and District Meetings fosters and maintains connection to the Area and the World Service Conference. Our goal is to understand the purpose of the Conference and the relationships within the structure. We have seen the benefits of sharing information, dialogue before deliberation and answering the 5 questions of Knowledge Based Discussion Making. It is a good model which fosters collaboration, cooperation and unity.

I'm very grateful to District 12 & 13 for hosting this event. The District Representatives Elaine and Lorraine represent their District well and have hosted a great Assembly. It is through your example we can embrace the theme of this Assembly. As we give to others, we receive much in return: grace, friendship, courage, openness, love, insight, and personal growth. As we walk the road of life we may encounter stumbling blocks and challenges. The path of service- work provides us with many opportunities to grow and change. To assist our work we have service tools to help us grow and resolve difficult situations. "Our history has also taught me that change need not be painful, and that as long as I hold on to those spiritual principles that are most clearly part of my essential identity, I can continue to change, grow, and transform without fear of losing myself or my way." Many Voices, One Journey page 391. The Chairperson of the Board of Trustee Karen R., encourages us to lead the Worldwide Fellowship by reading the Twelve Traditions. I received the new laminated wallet size Conflict Resolution Card (S-71) which can be ordered at our LDC for \$1.10 today. It is also available in Spanish and French. As we

strengthen our Worldwide Fellowship and focus on the Spiritual Principles of the program, together we can accomplish many things.

It is always a pleasure to have present at our meetings the past Delegates and I also would like to welcome our AA guests. Welcome Anne F. from New York North Panel 40 Northeast Regional Trustee. The Trustees and the Executive Committee, direct business operations of the World Service Office and provide services for the membership and have oversight of the day to day affairs of the World Service Office. Anne F. has made a huge commitment providing many 24 hours of service work. I look forward to her presentation, her adventures as our Regional Trustee and to learn about Al-Anon's World Services.

My experience at the 52nd World Service Conference was a Spiritual Journey in which I participated in the largest group conscious in our program. The World Service Conference had 95 voting members in attendance. The meeting included 66 Delegates throughout the United States and Canada, the Board of Trustees, the Executive Committee and the World Service Office staff. As you can see we did not have a lot of motions to discuss but that is not to say we did not accomplish a great deal. I was most impressed with the conduct of the conference members and their willingness to express their opinions, listen, and accept the final outcome. I began each day reading my daily readers, connecting with my Higher Power, and reading cards from Al-Anon/Alateen members from Connecticut. I placed all the beautiful and creative "love gifts" in the hospitality room. Thank you for all your love and support. I have returned with a full heart and arm full of love gifts. Please take them to your Home Groups!

Sunday, April 15, 2012

We participated in pre-conference activities including a welcome and orientation for the new Panel 52 Delegates.

I was assigned to a Thought Force, "How to Use the Service Manual" and our group provided a PowerPoint on different strategies to increase use of the Service Manual. With aprons and dusters in hand we presented to the Conference our ideas, to bring back to our Areas. The Task/Thought Forces were: To Help Strengthen the Communications Between The Answering Information Services, Area, and Districts; How to Reach Out to Minority Groups; Members Involved in Service Work Who Are Unable to Effectively Fulfill the Responsibility of the Position; and How Changes to the Environment Outside of Al-Anon May Affect Our Meetings and the Fellowship as a Whole. We had the opportunity to fine tune the presentations prior to presenting to the Conference. We then received our assignments for this year. I am scheduled to participate in the Task Force: Tool Kit on Service and Personal Growth. In the afternoon we then participated in Sharing Area Highlights. Each Area had an opportunity to share an Area Success and Area Concern. We concluded the night with an Opening Dinner/Speaker: Liz S. a

member of the Executive Committee shared a historical viewpoint of nine conferences with humor and great insight. The new Delegates and Conference members received their World Service pin, which was presented by their conference mentor.

Monday, April 16, 2012

We ate our meals together and had our Panel Pictures taken. The North East Regional Delegates encouraged me to sit with different members of the conference to get to know as many people as possible and broaden my experience. A consensus was taken to approve still photos. Motion # 1 Topic: Seating Motion was approved; Motion #2 Topic: To approve the 2011 Audited Financial Report was approved; Motion #3 Topic: Approval of the 2012 Finance Committee Report was approved; Motion # 4: Approval of the 2011 Annual Report was approved.

All voting procedures were carried out electronically. The Conference Chairperson Bev A. reviewed the goals and etiquette rules of conduct which were unanimously accepted. We are reminded that all conference members are representatives of Al-Anon and our dress code is business attire. As leaders we are representatives of Al-Anon/Alateen and are forever mindful of our conduct, dress code and attitude. Bev sent me a note of encouragement. "As we acquire a fresh perceptive in our lives the strength and presence of the spiritual takes on greater meaning when we have been able to see a glimmer of God's enduring presence in our lives. We gain a better understanding of our purpose and direction, we dare to take risks, our compassion for others grows and we intuitively become aware of the wisdom we possess. It is essential that we believe in ourselves, and never lose faith in our ability to accomplish our goals, while maintaining confidence and persistence. Thank you for the courage you will demonstrate this week."

Throughout the week we heard from the outgoing Panel 50 Delegates of their experience and growth. We enjoyed rich stories of growth and opportunities relating to the theme of the conference.

The 2011 Auditors' Report was presented by the Director of Business Services and received an unqualified opinion on the Al-Anon Family Group Headquarters Inc.'s Financial Statements, which is an excellent approval rating. A gross profit of \$3,354,087.00 was realized on literature sales and contributions were \$1,296,073.00 Forum subscription income totaled \$273,653.00 Connecticut groups have a total of 348 subscriptions to the Forum. Please continue to support the Forum by increasing our Connecticut subscriptions. All Group Representatives are Forum Representatives! We have budgeted contributions to be 1,500,000.00 which is about 204,000.00 more than last year's actual. Please feel free to review all financial statements in my Conference Notebook.

The Finance Committee presented a skit entitled: How to Increase our World Service Contributions. New Birthday, Memorial envelopes contribution forms are available on the Members' Web site. Monthly contributions are an excellent way to benefit from a tax return and support your favorite organization.

Our contributions and literature sales cover the expense of the services made available to the members. Is it time to increase our contributions? What does it mean to be fully self supporting? The next quarterly appeal letter will be sent in August. Does the Group Treasurer read it twice and pass the letter to each member in the group? This is an opportunity for individuals to make a WSO contribution. "Considering Inflation over 60 years, The Value of \$1 in 1951 would be Equivalent to About \$8.10 in 2011." Many Voices, One Journey page 47. The average cost of service to each group is \$248.00 a year. Please remind all members where your donations go when you support the World Service Office.

We had a discussion on the impact of e-literature on the AI-Anon Information Services/ Literature Distribution Center, the World Service office, and structures outside the World Service Conference. Delegates shared their Areas point of view and their own ideas on this topic. The main focus of the discussion is not an choosing paper or e-literature. Most people would like to have e-literature and the traditional book in hand. It is the wave of the future, technology is here and now. As the level of interest in e-literature is high, Delegates shared that there may be a decline in their literature sales from the LDC's. Since revenue from literature sales covers the expenses of services, it was stated that contributions would need to increase to maintain the level of services available to the areas. There are 102 registered LDC, 101 registered AIS/LDC's and 100 AISs, which placed 4,276 literature orders in 2011. In the 2011 calendar year sales to LDC's were \$1,911.795 in the sales of books/booklets. The percentages of total sales were 72.5%.

If each registered group (100% participation) increased their contributions by \$13.00 we would reach our goal \$1,500,000.00. \$26.00 more per group we would meet all our expenses. 65% of our income came from the sale of literature. Tradition Seven teaches us to be fully self supporting. Today we have 15,689 groups in the United States/Canada Total group contributions are 9,226 which in only 58.81% of the 15,689 groups who are contributing. The World Service Office realizes not all groups can afford to contribute, but they still receive services. 67.1% of the Connecticut Groups are contributing an average of \$121.02 per year to the WSO which is a slight increase from last year. The average cost of services per group is \$248.00. I hope you all enjoyed the workshop on Finance and have a broader understanding on how their groups can support AI-Anon Family Groups. I would like to extend a special thank you to our Area Treasurer Stacie for the informative finance workshop and her ongoing assistance with financial matters to the members. At the close of the 52nd World Service

Conference a collection was held for the World Service Office and a total of individual contributions reach \$3,247.50.

Schedules Coordinator: Janet M. _____

Forum / Literature Coordinator: Jackie Z. _____

Literature Distribution Center (LDC) & Financial Reports: Sue G. and Gerry V.S. _____

Northeast Regional Trustee: Anne F. Panel 40 _____

The Executive Director Ric B., has met with staff from the AA General Service Office to explore how they are proceeding with electronic literature. He attended the opening dinner for the Alcoholics Anonymous General Service Conference and had further discussions about this topic. The World Service Office will continue to explore ways of posting and selling this technology, while protecting our copyrights and supporting the various service structures around the world.

At this time the Service Manual, 2012 Al-Anon Faces Alcoholism, Blogs, Area Highlights, Alateen Talks, Conference Summary can be downloaded. WSO will provide the Forum and the book titled "Having Had a Spiritual Awakening" B-25 in an electronic format soon.

We had three Shared Leadership Sessions which focused on the development of leadership qualities, handling difficult situations and we learned techniques to enhance communication. Each workshop was intended to be skill building. I will be happy to share the printouts, strategies and PowerPoint presentation to interested members. I hope you enjoyed the workshops our Alternate Delegate, Ann organized for you this morning.

We viewed a presentation from Susan M. Coordinator for the 2013 Al-Anon International Convention July 5-7, 2013 which will be held in Vancouver, British Columbia, Canada. How many people will be celebrating World Wide Unity? Do you have a current passport? All will receive a bookmark regarding important registration information for the International Convention. The Legacies Workbook will be launched at the Al-Anon's International Convention! The 36 chapters on using the Steps, Traditions, and Concepts in our personal lives will include postings from the English, French and Spanish language Legacy blogs on the Members' Web site.

TUESDAY April 17, 2012:

Electronic Literature- impact on WSO Bob S. Director of Communication- 10% of our literature is electronic. Electronic literature reaches more members and is more accessible attracting newcomers to the membership. It would decrease some overhead costs, by- pass distribution centers, greater demand on the World Service Office and have a negative effect on the services provided by World Service Office.

Some members had concern when AA had difficulty working with Amazon regarding copyright issues and people being automatically transferred to related books, this could lead to endorsement to non Conference Approved Literature. How would WSO handle licensing of digital rights management if other entities, GSO, AIS's/LDC's, or bookstores also wanted to sell digital versions?

The sharing of revenues with outside entities is against our Traditions. Copyrights are also a factor as we proceed in this venue.

Trustee -At- Large Affirmation process Board Officer-ECRPM Affirmation: All candidates who presented resumes for Regional Trustee, Trustee –At – Large, Board Officers, and Executive Committee for Real Property Management received traditional approval by the World Service Conference and we witnessed them being elected at the open annual Board Meeting following the conference. Mary Ann R. from Connecticut the Chairperson of the Executive Committee was elected by the Board of Trustees. There is a call out for resumes for interested members who meet the criteria for Regional Trustee, Trustee at- Large, Executive Committee for Real Property Management. Please contact me for a resume to be sent to WSO no later than August 15th, 2012. Members who have completed the “Unlimited Abundant Resources Skills Inventory” form on the Members’ Web site, and then must click on “Surveys for Members”. They will be contacted and asked to serve on WSO level Thought/Task Forces. All interested members are asked to complete or update the Skills Inventory form.

The Board of Trustees approved an extension to the one year trial of the soft cover “How Al-Anon works” (B-32) priced at \$5.00, which has sold 40,000 copies. Please continue to reach new comers with this valuable public outreach tool.

A project manager has been appointed to oversee the audio-taping of” How Al-Anon Works for the Families & Friends of Alcoholics” (B-22) in English.

Some of our members have requested more literature which focuses on the Parents of Alcoholics. I’m excited to report that printing of the Al-Anon Family Group Reprint “Parents of Alcoholics” (R-18) may be ordered today at our LDC.

Al-Anon Faces Alcoholism 2013 also available in Spanish and French must be ordered by Wednesday, July 11, 2012. Make checks payable to AFG, Inc., 1600 Corporate Landing Parkway Virginia Beach, VA 2345-5617.

The revised” Starting an Al-Anon Group guideline” (G-12) has been posted on the French and Spanish Members’ Web sites. The guideline can be downloaded and printed at this time.

The Board of Trustees amended its By-Laws to establish a separate committee to ensure that the management of real property is done in a prudent manner.

Seventeen Areas have requested Alateen chat rooms and there were nine weekly Alateen chat meetings on the schedule. Over 200 teens registered to participate; however the chat meetings continue to have sporadic attendance. A link to the chat registration page was added to the Member's Web site.

I'm truly grateful to have been invited to the Connecticut Alateen Workshop Weekend on May 19, 2012 at a beautiful camp site in Chester, CT. The teens were guided and loved by their dedicated sponsors. It was a lot of fun, great fellowship and recovery by all. I look forward to the day my son attends this wonderful event.

The Task Force, Reach out to Minority Groups reviewed ways to reach new perspective members and underrepresented communities. We discussed diversity in Al-Anon, differing thoughts and actions, communicative styles, unintentional discrimination and fear. Identified issues that hold us back are vulnerability, rejection and change. A favorite strategy was to "Develop a Cultural Diversity Resource Kit" as a springboard for outreach to underrepresented populations in your Area. Please continue the discussion of diversity in your groups and then take action to bring more diversity to the fellowship. "Nuestro viaje espiritual-es al dar que recibimos".

The Task Force on The Possible Conference Structures for Areas who want to make a change in a structure in their geographical Area or combination of geographical Area for a trial period that would enable their groups to have full communication, participation, and representation make request to the Chair of the Board by December 15, 2012, if the strategy affects the Conference. The financial aspects of the trial implementation would be the responsibility of the Area involved. No structure change is off-limits provided it does not affect Policy (page 75 to 121 of the 2010-2013 Al-Anon/ Alateen Service Manual). If your Area is satisfied with the structure no change is required.

We had an International Representative from Mexico; Maria G. who shared her experience, strength and hope. Her story captivated the audience and embraced a sense of unity.

Following dinner, the conference members attended an Annual Open Board Meeting.

WEDNESDAY April 18, 2012

The 12 Concepts of Service was read prior to the business of the day.

We continued the discussion of electronic literature and its impact on structures outside the WSC Structure. There are 34 General Service Offices in eight countries. In New Zealand 80% of cost are covered by contributions and 20% of support comes from literature sales. They are not sure e-literature would slow down literature sales. The conference is usually not invited to discuss business issues but was delighted to participate in the thought provoking session. We all embraced this opportunity and shared our Areas' concerns and exciting possibilities for our future.

What percentage goes to individual countries and what percentage goes to WSO? Digital rights management and the protection of the copyright are the responsibilities of the organization. Many conference members indicated electronic literature is the desire of the membership and understand that it is a process. The World Service Office will continue to explore various ways of posting and selling this technology, while protecting our copyrights and supporting the many service structure throughout the world.

We then moved to the buses and departed to Stepping Stones. My husband Miguel C. Panel 39 was my guest at Stepping Stones. We felt comfortable at the home of Lois W., our cofounder of Al-Anon and the site where Al-Anon's first Clearing House in 1951 was held. Although an outside entity we have gladly cooperated with this Foundation. We have received information from WSO as a public outreach awareness notice about public events at Stepping Stones. Please feel free to share information and event informational flyers with interested members before or after meetings. As a reminder all Area Flyers' are reviewed by the District Representative prior to Area Distribution.

Following dinner we had an International Representative from New Zealand, Peter Adam.

Your contributions make it possible for some of the Trustees to visit the Worldwide Structures. The Central American Zonal Meeting was November 25-27, 2011 in Panama City, Panama. Translation services were provided for the Trustee and staff member. A trip to South Africa has been approved for this year.

THURSDAY April 19, 2012

The World Service Office has distributed approximately 1,000 broadcast-quality copies of the new 2011-2012 Television Public Service Announcements (PSAs) to the top television markets throughout the United States, Canada, Bermuda, and Puerto Rico. The Nielson Reports ranked Al-Anon airplays in the top five percent of all public services announcements. I look forward to Deborah C's., Area Public Outreach Coordinator report and the presentation of the newest PSA.

2013 WSC Site Announcement: The 2013 World Service Conference will be held at the Wyndham Virginia Beach Oceanfront Hotel in Virginia Beach, Virginia, Sunday, April 14-18, 2013.

Closing Dinner/ Spiritual Speakers: The World Service Conference concluded Thursday evening with spiritual speakers and distribution of scrolls to outgoing Delegates. My guests to the closing dinner were my son Miguel C. Alateen Member and Ann B. Alternate Delegate. It was a special evening and memorable experience. I'm truly grateful to have this opportunity to serve you as Delegate. I appreciate your attention and willingness to share my report with your Groups.

Upcoming Events

- Rompiendo Fronteras / Breaking Frontiers 2012 AA Bilingual Sharing Day with Al-Anon/Alateen participation, Sunday, July 29, 9:00 am-3:00pm Masonic Temple, 112 East Main St., Meriden, CT.
- 2013 World Service Conference, April 14-18, Virginia Beach, Virginia
- Al-Anon International Convention, July 5-7, 2013, Vancouver, British Columbia, Canada
- 2015 International Convention of Alcoholics Anonymous with Al-Anon Participation, July 3-5, 2015, Atlanta Georgia.

Love in Service,

Rita C., Delegate

Panel 51 CT