

Delegate's Report
Al-Anon—There is no Standing Still
Al-Anon—Ll n'y a pas de place pour l'immobilisme!
Al-Anon—jNo hay razo'n para detenerse!
Hartford, CT
June 9, 2018

Welcome to the Area World Service Delegate's Assembly, "Al-Anon—There is No Standing Still", Group Representatives, District Representatives, Area Officers, Past Delegates, Area 11 Officers, Alateen members, Alateen Sponsors, Translators and Guests. Thank you to District 10, 11 and 12 for hosting our special Assembly and for the members who supported them. A special Thank you to Sue G2 our past Webmaster for all her service and dedication to Al-Anon all these years. We will miss you and wish you love and luck returning to Wisconsin. Welcome to our new Webmaster, Deanna S. and wish her well.

Al-Anon—There is no standing still! Gives us, as members, permission to look outside the box with our groups, districts and the Area World Service Committee. Why shouldn't we grow in Al-Anon in a new way? The world is changing and why not Al-Anon? Yes, we need to maintain traditional Al-Anon. However, looking into the future, in terms, of technology and finding new way to reach out to those who haven't found us yet or who haven't heard of Al-Anon. Al-Anon—there is no standing still! Remember, last year's Conference? "Our Members are our greatest Hope. The World Service Conference is the active voice and the effective group conscience of our society in world affairs as stated in Concept two.

It is an honor to share the information from the 58th World Service Conference and I am so grateful for the opportunity to represent Connecticut. This year, we attended the Conference in West Harrison, NY so we could travel to Stepping Stones to visit the home of our Co-Founders, Bill and Lois Wilson.

This year, I was honored to be a mentor to Alabama/North West Florida who is an Alternate Delegate in place of her Delegate who could not make the Conference. She was a delight to work with during the week. Present at the Conference were World Service Office Staff, World Service Delegates from the US including Canada, Bermuda, and Puerto Rico. Also present were the Executive Committee, Board of Trustees and guests from Finland and Mexico. The two international guests spoke individually during the conference.

The first day, we were introduced to our new Executive Director, Vali Fayen by our Trustee, Chairperson of the Board. Most of us had already met her personally on our arrival on Sunday. She warmly welcomed us and talked about her being a past delegate and her experience. She

then thanked “the dedicated and effective staff at the WSO clearinghouse for Al-Anon Family Groups by registering groups; answering member questions; creating and translating our literature; publishing magazines; updating and expanding the website to provide current information to professionals, members and newcomers; and balancing the needs of generations as we adapt new technology for outreach and communication.” She also gave us some of her Corporate Background. Her talk will be in the Conference Summary in full.

As we do, every year, we split into various assigned groups. This year, the Committee listened to our requests for the Delegates to have more interaction and responsibility at the Conference. The Committee gave us various tasks, such as introductions to our breakout sessions, skits and running breakout sessions. We were still involved with our specific task forces, committees, etc. I am still assigned to the WSO Literature Committee. All this occurred during the week starting Tuesday through Friday. We also were invited to the Board of Trustee Meetings held during the week. Very, Very Busy! I think by Friday, we the Delegates and the Trustees were running on empty tanks!

This year, Sharing Area Highlights was run by two delegates. We all got to share some of our Area Highlights we brought to the Conference. We get two minutes and that’s it! I shared our awesome Conventions, our Public Outreach work over the year, our Alateen Birthday party, and Alateen Training and the great place we attended for this training.

Thank you to those of you who sent “Love Gifts”. It amazed me to see all the gifts sent to Delegates from all the different states and the sharing that went on in the Hospitality Room. I brought back lots more this year because I drove to the Conference in NY. Please share them with your groups. You will find them at the back table. Also, thank you for all the cards and notes you sent to me during the Conference. I truly appreciated all the mail I received. It helps to keep my spirits up.

Again, this year, I attended the early morning 6:00 am Al-Anon meetings.

Have you registered for the 2018 International Convention, “Celebrating One Day at a Time” in Baltimore, MD? As of April there were 3,432 members registered for the International Convention. Sorry, deadlines have not passed. There is planned a 2018 Day of Connecting on July 5. The Day of Connecting is a special one-day, service-oriented event prior to the beginning of the Convention, learning, sharing and deepening our understanding and commitment to our third legacy: Service? Workshops, panels and roundtable discussions on a variety of service topics hosted by the Board of Trustees and members of the WSO Staff.

We will also be attending a 2018 WSC Homecoming, formerly the Conference Reunion Luncheon. We will be taking a “two-hour tour” of the inner harbor, with lunch and an

opportunity to experience new activities together. We will also be attending the Pioneer Luncheon. Excellent experience!

Those of you who will be attending the **2018 International Convention are invited to walk in the opening parade. It is the “Language of Love Parade.”** The Language of Love Parade” is a celebration of 40 languages. Members attending the 2018 International are invited to wear costumes representing their country, community, or culture on Friday, July 6, 2018. Participation is limited to 500 members. A few of us will be marching in the parade. If you would you like to join us, please see Ann B. & Marsha M. after the meeting today so we can make our plans and talk about costumes relating to Connecticut.

Every year, prior to the Conference, the Delegates are requested to send to WSO topics that affect Al-Anon as a whole. These are small breakout sessions for members to have an opportunity to share experiences, consider Conference Approved Literature (CAL) as it relates to the topics, and explore the application of Al-Anon’s Legacies (Our Steps, Traditions and Concepts of Service) when considering the issue with a reporter, recorder and the use of an outline as a guide for a one-minute report-back to the WSC and notes for the WSCS. We are pre-chosen to attend two of these sessions. Mine were: AA members are joining Al-Anon and no longer consider AA their primary program. Should we consider revising the Service Manual to cover Al-Anon members who were A.A. members and are not currently attending A.A. and wish to hold Al-Anon service positions above group level. More will be discussed on this topic in the future.

I was asked to facilitate the second session on Friday: How can we increase our membership? To reach potential new members and raise public awareness? Is it time to discuss the wording of Tradition Eleven to be mindful of the ever changing methods of public communication and social media/networking?

We also had Chosen Agenda Items discussed by the full Conference.

Let’s think about this! Maybe we could have discussions on topics like these at the AWSC, Assemblies or even Workshops. AL-ANON-THERE IS NO STANDING STILL!

This year the Board of Trustees, in an effort to address the Strategic Plan Priorities of the organization (empowering the Al-Anon fellowship and achieving a viable future for Al-Anon Family Groups), invited Conference members into the early phases of conversation between itself and World Service Office Staff. Their discussion centered on the ‘mega-issue’ of how best to address Spanish and French translation needs across the worldwide fellowship. The discussion took place over three days.

The conversation started Tuesday, when the Board began seeking additional insights from Conference members in response to the five KBDM questions. From this the translation problem was refined. Brainstorming and prioritization of solutions were on Thursday and identification of the positive benefits and potential risks ended on Friday.

Since the translation mega-issue conversation is still in its infancy, Conference members were reminded that Staff and the Board need time to discuss the details and possible solutions before any conclusions can be reached. Once a clear direction is chosen, Conference members will be notified and will share the new information with members in their Areas.

The discussion, “mega-Issue” was brought to us using DeBono’s Six Creative Thinking Hats. The six Hats are: White Hat, Objective and Facts; Green Hat, Creative Ideas; Yellow Hat, Positive, Benefits; Black Hat, Negative and Criticisms; Red Hat, Emotional, Reactions; and Blue Hat, Rational, Conclusions. We were asked to stay within the hats when we went to the mic. This was a very interesting way of coming up with solutions.

The confidential 2017 Audit Report, 2017 Financial Report and the 2017 Budget Reports were sent to the Delegate’s in advance to look over and send questions to WSO prior to the Conference. This was done to save time during the Conference. Before the Conference the Delegates received the questions and answers. I sent the DR’s copies of the questions and answers. You will see on the screen, the 2017 Audit Power Point presented to the Delegates at the Conference by Niketa Bailey, Director of Finance & Operations. I hope this will give you an idea of how WSO conducts business and how we mirror their guidance although in a much smaller way. I also thought this would be good for us now since we currently have a Task Force on auditing Area financials. You will hear more about this Task Force within the next few months.

In the baskets you will see the 2017 Contributions U.S.A. and Canada comparing 2016 and 2017. I underlined CT so you can see the results and compare to other States. We have done well again and I hope we appreciate all that WSO does for the groups bringing Al-Anon into the future. The average cost per groups for World Service Organization services is \$283.49. This is what WSO needs to receive to maintain their services to all our groups. The Pie Chart shows us how a \$15 contribution is split up and used. You can see this graph on the WSO website: [http://alanon.org/members/wso/financial/item/185-how-your-\\$10-is-used](http://alanon.org/members/wso/financial/item/185-how-your-$10-is-used).

Connecticut’s contributions have decreased in 2016. We sent in less than the year before when WSO was looking for additional monies due to less than a hopeful financial situation. Our Area and many other Areas came through with additional funds to support the call for help. All this tells us that now is not the time to stop talking about finances, or to stop giving abundantly.

Let's look at the positives that WSO is doing for us from a new redesigned web site, new search for meetings on the WSO site, three new PSA's coming out. More were on the presentation I just completed. Tradition Seven is Gratitude in Action. We as an Area can do more by increasing our subscriptions to the Forum. Have separate donation baskets at your meetings for the group, forum and appeal letter. We can, if we want, increase these donations. Be enthusiastic and carry a message of abundance, enthusiasm, and gratitude back to your groups. Again, this year, there was a basket at the front desk at the Conference for our Delegates and Area donations. We donated over 6,000 in just the week we were present.

Our spiritual principles inspire members to support the fellowship as it serves both members and prospective members. As we receive the hope and help we each sought, we use these spiritual principles to ensure that those following in our footsteps have the same opportunities. (Service Manual page 101)

At this point, I will share the following update based on the unaudited financial statements for the period that ended March 31, 2018, from the Chairman of the Board Letter.

The General Fund recorded a loss of \$42,800 for this period, compared to a gain of \$8,395 this period last year. That represents a net negative of \$51,195 over this period last year. New revenue from literature sales was \$91,616 less than that of 2017, and below budgeted expectations by \$106,000.

Income: Literature sales were \$837,185 for 2018, compared to \$971,995 at this time last year, Gross profit on literature sales was \$672,327 (80% of sales), compared to \$763,943 for 2017. Contributions are at \$504,042 for 2018, compared to \$546,703 last year—a decrease of 7.8%. Forum subscriptions are \$64,646 compared with last year's subscriptions of \$68,902, a decrease of 6.18%.

Expenses: Actual operating expenses have decreased by \$123,000, down 8% from last year. The decrease in expenses is related to the timing of invoices. Conference expenses are lower than last year because fewer expenses have been incurred so far. Those expenses will be realized in April and May. No concerns at this point.

Reserve Fund: Investment income includes a monthly transfer of \$17,300 from the Reserve Fund. The fair value of investments in the Reserve Fund totaled \$5,647,228 as of March 31, 2018. The increase in value reflects the overall increased value found in the equities market.

Outlook: Contributions are \$53,000 above budgeted projections. The expectation is to have a strong year for literature sales with new literature being introduced in July. Forum subscriptions are being monitored to determine the effects of publishing in full color, which

began in January 2018. We trust that members understand the need and will continue to support the efforts of the World Service Office.

The Conference Summary will be out on line in July and can be purchased in August through our Literature Distribution Center (LDC) and will cover all the financial reports and reports from all the staff, Trustees, Executive Committee, Delegates and more. Please consider ordering one for your groups.

On Wednesday of the Conference, we were loaded into buses and brought to “Stepping Stones” the home of Bill and Lois Wilson. There were few dry eyes and many pictures taken outside on the grounds. We were not allowed to take pictures inside except at Bill’s Office on the hill top and only at his desk. The power point of “Stepping Stones” was displayed during lunch. Awesome!

Staff and Human Resources:

Vali F., Executive Director:

- The key focus for Staff has been the implementation of a new project calendar providing cross-department visibility to major projects occurring at the WSO. This includes more collaboration among staff to align responsibilities with skills, clarification of responsibilities, and re-alignment of the organization. This year a time and attendance system was implemented.

Each Staff Member gave a five-minute update to the WSC. There isn’t enough time to report all this information today. Some of it will be given at the AWSC during the next few months and most of it can be read in the Conference Summary coming in July and August.

Translation:

- Translation for Parents and Grandparents pamphlet was completed and sent to publication. The translation timeline has been set for the Spanish and French versions of the new book, Intimacy in Alcoholic Relationships, (B-33); shipments to members will begin in February 2019. Translation of the Service Manual has been delayed pending the creation of a baseline Spanish and French version and the establishment of a process to distribute and alert the members of changes in the English version.
- Publications: Groups at Work has been shipped to all English groups within the WSC.

Digital Strategy: Scot Powers, Associate Director of Digital Strategy (non-member). This department is responsible for leveraging technology and professionals.

- They consist of: the Senior Communications specialist—Media, who is responsible moderating the website, the newsletter “In The Loop”. There is also a Social Media Specialist. They have re-designed the WSO website to make it easier for newcomers to make connection and try Al-Anon meetings. Including a new meeting search and more changes are to come.
- They are working on streamlining Group Records by forming a web form for Group Change Requests.

Group Services: Sue P., Associate Director of Group Services. Is responsible for all activities of Al-Anon and Alateen groups and members as well as Inmate Correspondence.

- The WSO has received requests to post the index in the online version of the Service Manual. Members are reminded the online version is word-searchable and the table of contents is fully interactive, which is why an index is not included in the online version.
- Group services are now aware after printing of the Service Manual that there were omissions and errors in the new text and index. There is now an on-going review of the English version to ensure the Conference approved text is accurate. This review has caused the delay of the French and Spanish versions and will be available once the reviews and corrections have been made to the English version.
- WSO has received calls from members starting a new Al-Anon group for proof of liability insurance. Members are informed that WSO does not provide insurance on behalf of groups. This is an important discussion for the Areas as new and established groups are experiencing more difficulty finding places to hold meetings. Any Areas that offer insurance are encouraged to share the information on AFG Connects so that other Areas may benefit.
- For the first time in more than five years, the WSO is recording an increase in new registered Alateen groups. Twenty-one new Alateen groups have been registered since the beginning of the year. The 2003 Alateen Motion from the Board of Trustees is now posted on the al-anon.org website on the “Alateen Participation in Events” and “Starting an Alateen Group” pages linked to the Alateen home page found in the Group Records tab under the Members menu. This motion is posted as a pdf of what was published in 2004 World Service Summary.

International, Kerry K. Associate Director: Kerry is responsible for communicating with and providing guidance to 36 General Service Offices, 14 Service Boards, and local meeting contact in 68 other Countries where Al-Anon has a presence.

- The Russian Service Board is planning a three-day event in November to celebrate Al-Anon's 30th anniversary in that country. They will be printing the 50th anniversary edition of One Day at a Time in Russian.
- South Korea completed translation of Hope for Today and is moving on to printing.
- The UK&Eire GSO noted that the upcoming departure of the UK from the European Union would have an impact on business operations since Eire, would remain in the EU.
- There is so much more to talk about such as Sweden fostering relationships with Finland, Denmark and Norway.

Literature: Tom C., Associate Director-Literature, is staff liaison to the Literature Committee and Area Literature Coordinators and Area Newsletter Editors. He orchestrates the process for developing Conference Approved Literature. Also review the monthly Forum magazine.

- Over the past six years, the WSO has provided CAL quotations that could be used by service arms in fundraising calendars without seeking written permission. In March 20 quotations were posted for use in 2019 calendars.
- Intimacy in Alcoholic Relationships is a collection of Al-Anon Personal Stories. The book will be introduced in English at the Al-Anon International Convention in July for \$11.00 each.
- The 50th Anniversary Edition of One Day at a Time in Al-Anon (B6-50) will be available at the International Convention in English, French and Spanish for \$15.00 each.
- The Conference has voted to give conceptual approval for the Literature Committee to develop a bookmark based on the August 2016 Forum article titled "Just for Tonight" using inclusive language.

Public Outreach: Pat Q. Associate Director –Public Outreach Media and Group Services.

- 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 reward recognizes nonprofit organizations that had the most PSA broadcasts during the year. The Al-Anon PSAs appeared 51,000 times for an estimated audience of 325,000,000 at an estimated value of \$7,000,000. The radio PSAs played 65,000 times to an estimated audience of 338,000,000 for an estimated value of \$4,000,000.

- The easiest way for members to place Al-Anon PSAs with local TV or radio stations is to play the PSA for a station representative. Going to al-anon.org on a smart phone, tablet or laptop and scrolling to the Media Kit will take you to the PSAs. Showing the PSA and sharing a little of your story as a member of the station's audience will let the station representative know how they can perform a valuable service to their community. All a Public Outreach volunteer needs to do is send the WSO the name of the station, along with the name and phone number of the representative at the station who expressed an interest in playing the Al-Anon PSA. The WSO will arrange for an electronic delivery to the station at no charge.
- During January, WSO received advance notice about a syndicated newspaper column, "Dear Abby," that recommended Al-Anon. In April, the same syndicated column notified the WSO about an upcoming recommendation for Alateen. The Alateen item appeared just last week on April 12.

The most important tool for all newcomers is the Al-Anon group. The purpose of all Public Outreach messages is to help people get to a meeting. When suffering families and friends of alcoholics reach out for help, it is absolutely critical that they can find a meeting at the first place they look. When a group changes their meeting day, meeting time or meeting location, it is so important for them to notify their Area Group Records Coordinator—if possible, before the change occurs.

Public Outreach Professionals, Claire R., Associate Director—Public Outreach Professionals (and Archives).

- Al-Anon Faces Alcoholism (AFA) a congratulations to the members, groups and service arms in this public outreach, a total of 208,050 copies of the 2018 second printing were sent out. The total combined with the first printing is a record-breaker. (192,275) The deadline for placing orders for the 2019 AFA is July11, 2018.
- Goodwill toward Al-Anon increases as does our ability to attract families of alcoholics when Al-Anon cooperates with outside entities. The WSO continues to participate in events sponsored by national nonprofit organizations and federal government agencies while retaining Al-Anon's identity as a separate, unaffiliated organization. One of these events included posting young and adult children names on WSO social media pages for Children of Addiction Week in February, sponsored by the National Association for Children of Addiction.

- An Al-Anon information table was available at the National council on alcoholism and Drug Dependence's (NCAD's) conference of Affiliates in VA. Al-Anon's Staff attendance provides an opportunity to network with representatives from 35 NCADD affiliates across the US and to attend conference workshop sessions which feature effective use of social media.
- Plans for the 2018 International Convention also include outreach to professionals. A workshop featuring a speaker panel of three who are "Al-Anon friendly" is being coordinated on Friday, July 5, 2018.

Love in Service,

Gail L.

Delegate, Panel 57

"Rockin Step 11"