

DELEGATE'S REPORT Spring Assembly 2017

Opening Comments: We are well into our second year of Panel 56. As we move forward into this year, I encourage us all to think about how we set up the new Panel for success and what business is important to complete or move to the next major step that would be a win for Al-Anon Family Groups. How can we continue to bring strength to Building Healthy Groups in our Groups, District and State?

I want to thank the Officers, Coordinators, District Representatives, Group Representatives, and Service Centers for the hard work and continued dedication of time in Service. Each District and Group who meets consistently and practices our Program with Cal and upholds the Steps, Traditions and Concepts adds so much life and sets the environment for hurting people to find hope and serenity, a huge thanks! I cannot say thanks enough to the previous Panels and Past Delegates for supporting and jumping in and helping in all areas of the Program.

As many of you know, the 2017 Al-Anon World Service Conference was held April 24 – 28. Thanks so much to the Members, Groups, Alateens, Districts, Officers and Past Delegates in our Area that sent a card, Love Gifts, text and phone calls of encouragement. Not only did your Love Gifts and cards put a smile on my face but on all the Delegates in attendance. I was seriously impressed and touched with the creativity and talent in our Area.

Please take advantage of AFG Connects, great information from around the country on many topics.

The Board of Trustees recently voted and approved the Alateen Work Group (AWG) trial period ending in October 2017 will not be extended and the Alateen Advisory Committee as described in Concept Eleven be disbanded. This Group's purpose was to provide guidance for the activities of Alateen by identifying and articulating the needs of teenage members and to assure Alateen interests were considered. AWG was established with the intent that adults would form the Work Group and would engage teens by involving them in their committees and strategy sessions. This led to a three-year trial of the Alateen Work Group from 2012-2014. It is currently in a second three-year trial, with a tentative end date of October 2017. The Board is assuring members that disbanding the Alateen Work Group will not affect current or future services provided by our WSO to or for Alateen which will remain an important and essential area of focus.

In an effort to reduce costs and to apply the use of emerging technology and communication options, the Board of Trustees approved the following; the complimentary printed copy of World Service Conference Summary (P-46) will be discontinued to all World Service Conference (WSC) members, past WSC members, and Area World Service Committee members beginning in 2017. A digital copy will continue to be available on-line. Printed copies will be available for purchase for those who desire a hard copy. The Conference Summary will be priced to cover the costs of printing and shipping. Complimentary printed copy of the Service Manual (P24-27) in English, French, and Spanish to groups within the World Service Structure will be discontinued beginning in 2018. A digital copy of the most current version will continue to be available on-line to each registered group. Printed copies will be available for purchase. All newly registered groups will continue to receive a complimentary printed copy as part of the registration process. How Al-Anon Works for Families and Friend of Alcoholics (B-32) trial of selling the softcover version as a Public Outreach project within the World Service Structure ended and adopted printing the soft cover version in English, French, and Spanish for general sales. The price will remain at \$6 per copy and no discounts will be offered.

The new Paths to Recovery Workbook (P-93) is now available, it can be bought by itself and as a set with the Paths to Recovery Book.

Please continue to encourage Forum writings and pictures. Some Districts and Areas have conducted Forum writing workshops which ended up being fun and educational.

The topic of Al-Anon Event Insurance has been discussed with pros and cons both for Officers and Events. The driving motivation behind the discussion is centered around; liability can end up being with the Officers.

The Board is excited to announce that they have received and confirmed nine TEAM events for 2017: Minnesota South, Florida North, Saskatchewan, Montana/Idaho, Ohio, California South, California North, Nevada, and Washington/Oregon. Tennessee, Maritime Provinces, Iowa, Pennsylvania, North Carolina/Bermuda, Hawaii, and Illinois North.

The 2017 Road Trip will be in Denver Colorado, last year's event was in Fayetteville, Arkansas.

Al-Anon Family Groups: Our Structure is made up of many parts and people who together bring balance to the whole organization. The Links of Service is the communication between the different parts. The following outline the many parts.

1. Groups – The foundation of the Al-Anon Family Groups is the membership.
2. Districts – The District and its Officers are a resource to their Groups, and may be called upon to resolve questions or problems.
3. Service Centers, Al-Anon Information Service (AIS/Intergroups) – Usually maintains phone lines for those seeking information about Al-Anon/Alateen, Maintains stock of Conferenced approved Literature, maintains a website that is linked to the Area, distributes meeting list and serves as an avenue for Public Outreach service.
4. Area – Usually an entire State and has their conscience through the Virginia World Service Committee and Assembly.
5. World Service Conference (WSC) – Annual meeting of the elected Delegates, Board of Trustees, Executive Committee and World Service Office Conference Staff. Through the discussions and deliberations at the WSC, the active voice and effective group conscience of Al-Anon is heard on World Service matters.
 - a. Board of Trustees of Al-Anon Family Group Headquarters, Inc. (AFG, Inc.) is responsible for carrying out the mandates of the World Service Conference (WSC), establishing business policies of the World Service Office (WSO), estimating revenue, administering services to the membership, publishing and distributing Conference Approved Literature (CAL), approving the annual reports. The Board of Trustees delegates full authority for routine management of Al-Anon Headquarters to its executive committees.
 - b. The Trustees have legal rights while the rights of the Conference are traditional. The Board of Trustees delegates full authority for routine management of Al-Anon Headquarters to its executive committees.
 - c. The Trustees, along with members of the Executive Committee, direct business operations of the World Service Office, observing the By-Laws of Al-Anon Family Group Headquarters, Inc. The Board acts as the chief service arm of the World Service Conference as it guards the legal rights of the Al-Anon fellowship and controls the finances. The Board serves as guardian of our Twelve Traditions, our Twelve Concepts of Service, and the Al-Anon World Service Conference Charter.
 - d. To aid in members' better understanding of the actions and duties of the Board of Trustees, it is important to know that Trustees, Executive Committee members, and employed staff have a fiduciary duty to the organization of AFG, Inc., including duties of Care, Loyalty, Obedience, and Foresight. In short, this means they are required to act reasonably, prudently, in the best interests of the organization, to avoid negligence and fraud, to avoid conflicts of interest, and to look continuously into the future.
 - e. The current Strategic Plan of the Board of Trustees of AFG, Inc. is: BOARD VISION STATEMENT, All people affected by someone else's drinking will find help and recovery in every community; BOARD MISSION STATEMENT, Anticipate the future and Al-Anon's place in it and ensure that the necessary resources are available.
 - f. The Executive Committee is empowered to act on behalf of the Trustees between Board meetings, has legal authority bestowed by the Board of Trustees to have oversight of day-to-day affairs of the WSO and receives monthly service updates from the Directors and the Executive Director
 - g. The Executive Director is responsible for overall supervision of the WSO staff (currently about 50 full-time employees) and administration of the organization's policies. Interim Executive Director, Mary Gregory appointed by the Board of Trustees, began in April, and has contact daily with staff via technology and in-office visits to conduct business. At an initial all-staff meeting, she shared the message that her intent was to forge an open and collaborative office environment and explained her management style.
 - h. World Service Office (WSO) has a new organizational structure that is in trial. In the new structure, the Director of Programs Marsh W. and the Director of Finance Niketa B. (non-member) supervises day-to-day operations of the office.

The bottom line is, we all make up Al-Anon Family Groups and each of us plays an important role in making Al-Anon/Alateen successful around the World. It is in our sharing, Service and giving that we can have a direct effect on those affected by someone else's drinking.

Policy Committee: The Policy Committee continues work on revising the "Financial Matters" and "Announcing Events at Meetings" sections of the Policy Digest, incorporating spiritual principles and clear language into the text. Open and Closed Meetings: The Open Policy Committee meeting at the 2016 WSC gave Conference members an opportunity to hear discussion on Al-Anon's practice of referring to meetings as either "open" or "closed" and how those terms are interpreted by the interested public, potential Al-Anon members, and current members.

It came to the attention of the Policy Committee, that individuals who order on-line from a major retailer could designate their favorite non-profit, charitable organization. In turn, the retailer would donate a percentage of the amount spent by consumers as a donation to that organization. The retailer listed Al-Anon as one of many charitable organizations. The Policy Committee affirmed that Al-Anon does not accept contributions from any program of this type because it is impossible to know whether or not the donations come from Al-Anon members. Furthermore, accepting donations from any merchant charitable foundation program, an outside entity, is contrary to Al-Anon's Traditions.

Web site: The WSO has been working with a Web design agency to update our Web site, al-anon.org. The site will be made more effective for use on a mobile device and the pages will be structured to make it easier to find newcomer content as well as member content. Additionally, podcasts and blog content will be merged into the new Web site. I tried going to the al-anon.org website on my phone to find a meeting. It was very easy to use and brought up all the meetings in the city where I live.

"Contribute Now" Button: This button was added to the Members' Web site and has resulted in a high degree of usage. It allows for one-time and recurring contributions with a receipt and is also accessible by mobile phone. In its first six and a half months of usage, it brought in nearly \$38,000 in member contributions. It has been accepted by the membership as easy and useful to them.

There are several ways Al-Anon members can make a contribution to the World Service Office: Online Store, Members can designate their one time contribution as a group, appeal, memorial, birthday, or as an individual, a paper receipt will be mailed to the donor acknowledging their gift from the World Service Office. Members may also purchase Al-Anon literature or a subscription to *The Forum* magazine while on this site. Members can make a onetime individual contribution or set up a recurring monthly contribution with the click of a button, an email receipt will be sent within minutes of having made a contribution. The new payment portal is supported by PayPal, however we do not endorse PayPal or any other electronic commerce providers. A PayPal account is not required to make a contribution. Recurring Monthly Bank Draft – U.S.: Simply download the form from the attached link, provide your banking information as well as your monthly contribution amount, and return the form to the World Service Office (WSO). There is the traditional way by Mail: Checks or money orders made payable to AFG Inc. should be mailed to 1600 Corporate Landing Parkway, Virginia Beach, VA 23454. If you are making a group contribution, please be sure to clearly provide your group name or number on the payment. A paper receipt of your contribution will be returned to the address designated. Individual contributions may be tax deductible.

Social Media: Social Media Our social media pages have engaged audiences in 125 countries, 6 continents, speaking 98 different languages. We have a total of 55,057 followers Facebook and Twitter are being successfully used to expand exposure of Al-Anon to the public. The fellowship has come to understand that by sharing and liking the messages, they are doing Twelfth Step work while maintaining their anonymity since those two actions do not indicate membership. Facebook: In 2016, we have seen substantial growth in our Facebook pages. In November 2015, we had a total of 28,968 "likes" or followers. At the close of November 2016, we had 50,420 total "likes." This is a 74 percent increase over 2015. The growth of our pages has allowed us to reach over four million people in more than 90 countries. Twitter: Twitter In 2015, we had 1,914 followers. We currently have 4,539 followers, a 137% increase. Three hundred sixty-nine tweets rendered more than 780 thousand impressions, and almost 14 thousand engagements. Our Instagram account went live in November, and it is hoped that through it,

we will be able to reach a younger demographic. We continue to seek ways to reach those who need and want our message of hope.

Trademarks: A thorough review of our trademarks as used in the U.S. and around the world was undertaken with the assistance of a Trademark and Copyright attorney who conducted the research and provided us with a timeline and a financial plan for ensuring that our logo and trademark registrations are accurate and up-to-date. Registering our trademarks in other structures and re-registering those that are expiring may be a multi-year project which we will budget and plan for based on prioritization.

We are finding that our trademarks are being used inappropriately on social media and on the Internet as apps, etc. and that it is difficult to get to the groups' organizers to engage in conversation. We are working to seek a monitoring solution. In at least one case, a staff member managed to reach one of the Facebook groups and after a discussion, the group agreed to make itself a "secret" meeting thereby avoiding anonymity breaks of its members on the Internet. The group also chose to register as our first social media group. Other groups we have reached are not willing as yet and so we will move forward in another way to protect our name.

Archives: Lois's Story DVD and Lois W. & the Pioneers translations, the translation with closed-captioning of the AV-1 and AV-24 DVDs was completed and offered to the fellowship in March. In celebration of Al-Anon's 65th Anniversary, Al-Anon: Then & Now a brief history (AR-2) leaflet was updated.

AFG Announcements: Subscribe to AFG Announcements for news from your World Service Office (WSO). It's easy to be informed! To receive a free subscription to AFG Announcements - all we need is your email address (you can easily unsubscribe at any time). Sign up today on the Members' website. "Be informed!" This communication system for individual members will deliver announcements from the World Service Office (WSO) right to your inbox. Some examples of announcements include: new literature, surveys, and WSO employment opportunities to name a few.

Chairman of the Board Letter

The COB Letters are posted on the Members' Web site and on AFG Connects after removing full names and signatures.

PUBLIC OUTREACH

Al-Anon Faces Alcoholism (AFA): The 2016 issue of Al-Anon's outreach magazine was produced by the WSO and distributed by members. It is the largest fellowship-wide public outreach activity in our service structure. Al-Anon members distributed a total of 354,075 copies in English, Spanish, and French. Although this was a nine percent decrease in the number of copies purchased by members in comparison to 2015, members are still actively engaged in the project. The decline may be attributed to less marketing by staff due to challenges resulting from staff transitions. The 2017 magazine cover featured an African-American family. Images throughout the magazine highlighted diversity to convey that Al-Anon welcomes all people from any ethnicity, culture, or background.

Cooperation with the U.S. Center for Substance Abuse Treatment (CSAT), National Recovery Month planning meetings (U.S.): The WSO's role as a resource, and representation of Al-Anon/Alateen as a mutual support group program for families and friends of alcoholics, continued throughout the year by participating many events which include; National Recovery Month, "Al-Anon friendly" professionals suggested by the WSO were panelists in the "Generational Issues Affecting Recovery from Childhood to Grandparenthood" and "Building Family Resiliency: Supporting Recovery 'Road to Recovery'" webinar series, Informed thirteen Area Public Outreach Coordinators informed about Recovery Month activities being planned so they could forward the information to local service arms, National Recovery Day (Canada), National Institute on Alcohol Abuse and Alcoholism (NIAAA) Council Meetings, 2016 Mental Health for All Conference, Toronto, ON, e-News for Professionals, An automated welcome e-mail letter was created for new professional subscribers, Initiation of Al-Anon meetings by professionals in remote locations While professionals are allowed to initiate an Al-Anon group cited in the "Who Can Start a Group" section of the "Digest of Al-Anon and Alateen Policies" section of the Al-Anon/Alateen Service Manual (P-24/27), professionals in rural, frontier communities frequently do not have Al-Anon groups close by to use as resources to conduct the meetings. The WSO developed a new strategy of encouraging the professionals to attend "open" Al-Anon conference call meetings so that they have an idea of how our meetings are conducted. Area Public Outreach Coordinators were asked to provide an Al-Anon contact who could mentor the professionals regarding our meeting

format and operation of the group until members are able to do so, Staff presentation at the International Doctors of Alcoholics Anonymous, First Annual Native American Al-Anon Conference WSO staff was invited to participate in a conference call with the New Mexico/El Paso Minorities Community Coordinator to provide information and suggestions regarding the Area's sponsorship of this conference. Information about the importance of announcing the event hosted by the New Mexico/El Paso Area was reiterated so that it has credibility as an Al-Anon event, Cooperation with researchers, The Florida North Delegate was contacted and asked to pass on information to members about the opportunity to participate in a thesis survey, "How Al-Anon can benefit the self-esteem of the alcoholic's family members."

The Public Outreach Committee

During 2016, the WSO Public Outreach Committee provided guidance to staff by identifying priority audiences for Public Outreach messages. By recommending young people as a top priority, Committee members encouraged the WSO to use new methods for communicating with this important audience, including an expansion of social media. The Committee reviewed and approved scripts for new public service announcements (PSA), including a PSA aimed for the first time at potential Alateens. The Committee continued to recommend the annual Public Outreach magazine, Al-Anon Faces Alcoholism, for all members to distribute in professional lobbies and waiting rooms.

Public Outreach—Media

Al-Anon members continued to expand the Al-Anon message of recovery through a variety of communication tools during 2016. Members increased their "likes" and "shares" of WSO posts on Facebook, Twitter, YouTube, and most recently on Instagram. In the spirit of Step Eleven, WSO reminded members to protect their personal anonymity by not posting comments or using screen names that would divulge their membership in Al-Anon or Alateen. The spirit of Step Eleven cautions everyone to guard with special care the anonymity of all A.A. members.

New graphics on the Members' Web site led to a proliferation of flyers, posters, billboards, and digital reader boards by service arms throughout the fellowship. A choice of images appear on the Members' Web site under "Public Outreach, some helpful Public Outreach tools," and "Road Sign design for local adaptation." The graphics offered regional and seasonal images in a range of sizes and resolutions and included two designs for Alateen. Service arms are able to choose one of the designs and add local contact information without asking for WSO review or approval. Service arms could also submit their own images to WSO for review, to include national as well as local contact information. The graphics are available in three different sizes to accommodate a variety of local Public Outreach needs. If you are working with an art department at a sign company, please pick the size that is closest to what you need. Feel free to add local contact information, but please include at least one national contact, either the WSO Web address or the WSO toll-free number, so viewers can find help for themselves and their families wherever they live or travel. The typeface is Avant Garde. Important, when your design is complete, please submit for WSO review prior to production. That way, if changes are necessary, it won't cost more.

There are 20 new quotations for 2018 Service Arm Calendars from Conference Approved Literature that can be used by Al-Anon service arms in 2018 calendars without completing the usually required reprint permission request form. For those service arms that wish their calendars to focus on the "Step of the month," the first 12 quotations are about the Twelve Steps. Eight other quotations on a variety of topics are also provided. You may use as few or as many of these quotations in your calendar as you wish. As a service arm, you may also quote any or all of the Steps, Traditions, and Concepts of Service, provided you do not alter them in any way. The only stipulation is that you include the attribution to the quotation immediately following it, and that somewhere in the body of the calendar, you include the following credit line: All Al-Anon Conference Approved Literature copyright by Al-Anon Family Group Headquarters, Inc. Reprinted with permission for one-time use by Al-Anon Family Group Headquarters, Inc.

New public service announcements (PSA) for TV and radio presented at the 2016 World Service Conference included the first PSA for Alateen since the WSO moved to Virginia Beach in 1996. The principle character was a 14-year-old actress who portrayed the daughter of an Al-Anon member. The character's invitation to young people to attend Alateen, or an Al-Anon meeting if a local Alateen meeting was not available, could offer extra motivation to local Public Outreach efforts. Shortly after the World Service Conference, all Area Public Outreach Coordinators received access to the new PSAs to share with the fellowship. The latest PSAs are now available on the Public Outreach Web site at al-anon.org. "First Steps to Al-Anon Recovery" podcasts continued to attract thousands of visitors who submitted hundreds of comments. A new round of podcasts requires members who are willing to

share for three minutes during a 15-minute Al-Anon topic meeting on the phone. Interested members can call Public Outreach to volunteer.

Literature Being Developed:

NEW DAILY READER (working title): This reader will cover a wide range of topics from a variety of members throughout our fellowship. The WSO has received more than 960 sharings from the fellowship so far for this book in progress. However, many more sharings are needed.

INTIMACY IN ALCOHOLIC RELATIONSHIPS (working title): At this point, the WSO has received more than 1,279 sharings for this book in development. Selection of a freelance writer/editor who is an Al-Anon member has been selected. If the book is completed on schedule it will be available in English at the 2018 Al-Anon International Convention in Baltimore.

PARENTS AND GRANDPARENTS OF YOUNG PROBLEM DRINKERS (working title): We have a new pamphlet "Parents and Grandparents of Young Problem Drinkers" (working Title). It is available in English, French, and Spanish.

Anyone wishing to submit a sharing may do so by going to the Members Website. There you will find writing guidelines and the ability to submit your sharing.

Electronic Literature: This year the WSO introduced e-book and audiobook versions of *Courage to Change*, bringing the total number of available e-books to four and audiobooks to three, as well as an electronic version of *The Forum*. The names of the electronic vendors through which these products are available may be made available in announcements and listings, provided a disclaimer was included regarding affiliation.

Literature Revisions: This year, revisions recommended by the Literature Committee were included in *Alateens Share with Adults in Their Lives* (P-67) (formerly titled *Dear Mom & Dad*), *Information for the Newcomer* (S-4), *Lois Remembers* (B-7), which had changes to the historical timeline in the back of the book, *Al-Anon: Then and Now* (AR-2), which is posted on the Members' Web site and the Al-Anon On-line Store and *Getting Started* (S-15R), which is included in the Newcomer Packets to introduce Al-Anon literature to newcomers.

Forum Legacy sharing shortage: The Forum is in serious need of submissions about each of the Steps, Traditions, and Concepts of Service for use in the back pages of the magazine. Notices were included in *The Forum*, Group e-News, and the Announcements community of AFG Connects. Also needed are sharings from Alateen members.

THE FORUM BOOK (working title): This piece of Conference Approved Literature will be based on member sharings published in past issues of *The Forum* (2005 – present). The piece is intended to compile thoughtful sharings that are important enough to be read for years to come. So far, members have sent in over 270 titles and publication dates of Forum articles they consider the best of recent years. The WSO welcomes additional suggestions.

Discussion continued at Conference regarding Literature Committee's recommendation to remove the "Prayer for Today" from the *Just for Today* Bookmark (M-12) and Card (M-10), as well as from page 101 of *How Al-Anon Works* (B-22) was brought to the Conference for discussion.

MEMBER SERVICES/GROUP SERVICES

Special Needs

Hearing Impaired

As a result of an increase in requests from hearing-impaired Al-Anon members for American Sign Language (ASL) interpreters at Al-Anon meetings, several Areas and Al-Anon Information Services (AISs) began compiling lists of current Al-Anon members in their Areas who are skilled in ASL and willing to assist hearing-impaired members at meetings. I hope this is something MAIS or the Area Office might be willing to do. Hearing-impaired members are also directed to the Al-Anon Public Outreach Web site to find the Al-Anon On-line Meeting List, as there are a number of on-line meetings in a written format.

Vision-impaired

The WSO worked with an organization for the blind in the San Francisco area to create Braille interpretations of the Twelve Steps, Twelve Traditions, and Twelve Concepts of Service, the Suggested Meeting Format Readings (Serenity Prayer, Suggested Al-Anon/Alateen Welcome, Suggested Al-Anon Preamble to the Twelve Steps, Suggested Al-Anon/Alateen Closing, and the Al-Anon Declaration), and the "Three Obstacles to Success in Al-Anon" from the "Groups at Work" section of the Al-Anon/Alateen Service Manual (P-24/27) at the request of an Al-Anon member so that disabled members in the meeting could participate.

The WSO referred another member in another Area in need of this service, and the organization provided that member with the already-translated Braille materials. As more requests are made, more Braille translations of Al-Anon Conference Approved Literature can be made available to our vision-impaired members.

ALATEEN

Alateen Chat Meetings: Chat meetings were held with Alateen Group Sponsors of Alateen Chat meetings to discuss the future of the chat meetings and get feedback from those who are serving Alateen.

Two conference calls were held for the Alateen Chat Meeting Sponsors. These calls provided an opportunity for Sponsors to talk about chat meeting challenges and successes. Sponsors discussed the future of the chat meeting and whether changing to a discussion board format would be more helpful to the teens.

Alateen Service e-Manual: The "Alateen Service e-Manual" has been revised and posted in a downloadable/printable PDF version under the Alateen tab of the Members' Web site.

Alateen's 60th Anniversary: Preparations for Alateen's 60th anniversary are underway with announcements published in Group e-News and The Forum. What will your group do to commemorate the 60th anniversary of Alateen? We are calling on all Alateens and Al-Anon/Alateen groups to send "Happy Anniversary" cards all this year to the WSO for a special display. Please send your cards to: AFG, Inc., 1600 Corporate Landing Parkway, Virginia Beach, Virginia 23454, Attn: Groups or send your eCards to wso@al-anon.org . Attn: Groups

GROUP RECORDS: In July 2016, the Group Records Department introduced a new meeting status, "Reported Not Meeting," to the Area Group Records Coordinators and Area Alateen Process Persons. This new status allows the WSO to stop directing people to groups that are not meeting. Information about the flagged meetings is temporarily removed from the WSO toll-free meeting line and the Public Outreach Web site meeting search results, until the status of the meeting can be verified.

The Manitoba Area has registered the first videoconferencing meeting, using Telehealth technology. It allows individuals who live in remote areas to go to a nursing station or hospital and attend an Al-Anon meeting via conference video.

Over a hundred stations are available throughout Manitoba. This monthly meeting is supported by three other groups in the cities of Dawson, Dauphin, and Winnipeg. This sounds like something Georgia member might want to try for our rural areas and counties where there are no meetings.

Surveys: The World Service Office (WSO) conducted two concurrent WSO On-line Group Records Surveys, one for Area Group Records Coordinators and the other for Area Alateen Process Persons (AAPPs) on AFG Connects. The main purpose of the surveys was to gather feedback as the WSO continues to refine the WSO On-line Group Records application to better meet the users' needs.

Four thousand, five hundred and eighty-five (4,585) Al-Anon Members Involved in Alateen Service (AMIAS) were certified in 2016.

The total number of Al-Anon and Alateen groups worldwide in 2016 is: 24,919. This number does not include electronic meetings. US/PR Al-Anon 12,786 , US/PR Alateen 866, the total number of electronic meetings for 2016 is 157, 106 phone meetings include: 99 English , 7 Spanish and 51 on-line meetings include: 20 English , 17 Spanish, 4 German, 3 Russian, 3 French, 1 Danish, 1 Polish, 1 Portuguese and 1 Icelandic.

Finances: The overwhelming news for 2016 was related to contributions. For the first time contributions reached two million, \$2,098,098 U.S. to be exact. Contributions for 2016 exceeded those received in 2015 by \$448,761

which allowed us to return any transfers from the Reserve Fund back to the Reserve Fund. Our members' response to our appeal letters affirms this year's Conference theme: Our Members: Our Hope for the Future.

TEAM Events: Seven TEAM Events were held in 2016: Tennessee, Maritime Provinces, Iowa, Pennsylvania, North Carolina/Bermuda, Hawaii, and Illinois North. The Team Events for 2017 have already been selected the closest one to Georgia will be held by Florida North and will be at the Hilton in Altamonte Springs, Fl. May 6-7, 2017. There will be no Team Events in 2018 due to the Al-Anon International Convention.

Road Trip! You and Your Board Connect: The 2017 Road Trip! You and Your Board Connect (formerly Meet the Board) will be in Colorado. This event has been in a trial phase from 2013 to 2016. In January 2016, the Meet the Board event, now called "Road Trip! You and Your Board Connect" trial was extended through 2019.

2018 Al-Anon International Convention: Plans continue to evolve for our 2018 International Convention, to be held in Baltimore, Maryland on July 5-8th: Celebrating One Day at a Time, 2018 International Convention, The Board approved registration fees for the 2018 International Convention as follows: Before December 31, 2017: \$130.00 U.S., before May 31, 2018: \$165.00 U.S., After May 31, 2018: \$195.00 U.S. You can stay connected to "breaking news" related to the 2018 International on the International Convention Web site: www.alanoninternationalconvention.org

International Coordination Committee, Twelve Step Work Worldwide: The International Al-Anon General Services meeting (IAGSM) is a biennial service meeting for General Service Offices/national service structures. A National service committee is comprised of Al-Anon members, which are authorized by the groups in a country outside of the World Service Conference structure to form a national service structure. This committee usually evolves from an Al-Anon Information Service or Intergroup and ends when a permanent national service structure or General Service Office begins.

The theme of the 18th International Al-Anon General Services Meeting (IAGSM) was Sharing Worldwide Diversity: Strengthening Our Growth. Twenty-one structures, which included the United States and Canada, were represented in Rome, Italy. Guatemala, India, and Paraguay sent representatives for the first time to the IAGSM. There were 37 attendees to the meeting. The general sessions reflected the service work and experience on topics such as "How Structures Are Developing and Implementing Strategic Plans" and "Inspiring and Supporting Group Members to Participate in Public Information/Outreach."

Translation Department

Items translated into French and Spanish in 2016 included; Magazines, Presentations, Guidelines, Pamphlets/Service Tools and other Items.

Al-Anon/Alateen Internationally

The WSO supported the International structures shown below. A few of the stories that stood out to me included:

- **Africa**

Ghana – The WSO received a request for "educational resource materials and teaching aids" from the Centre for Youth Careers and Development in Ghana, West Africa. Because Al-Anon doesn't provide this kind of material, a letter was sent in reply. The letter was an opportunity to provide information about what Al-Anon is and is not. A small sample of literature was provided to aid this understanding.

- **Europe**

Iceland – A contact for the GSO in Iceland advised that their Literature/Translation Committee is completing their translation of the book Paths to Recovery—Al-Anon's Steps, Traditions, and Concepts. The GSO expects that this book will be published later this year. Iceland has also started using Facebook for Public Outreach.

Netherlands – After a long absence, the WSO heard from the GSO in the Netherlands in November. They are preparing a translation of Hope for Today and are newly connected to the WSO through AFG Connects.

Romania – A member in Romania requested assistance in forming a GSO. The member was provided guidance about how to access the Members' Web site and the materials available on the International page for evolving structures. It was suggested they consider forming an AIS first, and they were provided with

the Guidelines Al-Anon Information Services and The Open Al-Anon Meeting. The member was also provided with contact information for the 2017 European Zonal Meeting and encouraged to attend this and use it as a resource.

Russia – The contact on behalf of the Russian Service Board for AFG reported that Russia is considering doing TEAM events and requested WSO experience regarding the organization of the content for these events. The Service Board is planning a 30th anniversary celebration for November 2018.

- **Asia**

India – Delegates from India attended the IAGSM for the first time in 2016. At this meeting, they brought copies of three pieces of literature translated into Punjabi. These were Information for the Newcomer (S-4), Troubled by Someone's drinking? (S-17), and Understanding Ourselves & Alcoholism (P-48). These are the first materials ever translated and printed in Punjabi. India has 22 official languages so their GSO is taking a standardized approach to translation. These three pieces will be the first translated into any new language because of their usefulness in Public Outreach and helping newcomers to understand what Al-Anon is about.

Philippines – A member located in Imus Cavite, Philippines contacted the WSO requesting registration materials to start an Al-Anon group. She indicated that during her search, she came across A.A. groups, had the opportunity to attend one as a guest, and was able to make a connection with another member who was also looking for an Al-Anon group. Since that time, the two members have met twice in a face-to-face setting. The contact advised, "At least for now we have each other, but I somehow feel I needed more guidance from those who have been in the group for a longer time." She indicated that they are currently using How Al-Anon Works for Families & Friends of Alcoholics (B-22) and One Day at a Time in Al-Anon (B-6) for study materials. In addition, this individual advised they have also connected to an on-line group.

- **Australia/New Zealand**

New Zealand— the General Secretary for New Zealand attended the 2017 World Service Conference in Virginia Beach, VA.

- **North and Central America**

Mexico – A contact on behalf of the GSO in Mexico asked if they were able to update the statistical information in the book Al-Anon Family Groups (SB-5). WSO advised that because we no longer print this book, information could not be updated as the copyright only allows the reprint of the content last published.

- **South America**

Brazil – The contact on behalf of the General Service Office in Brazil advised that because of the financial crises in their county, the Board of Trustees decided that their financial resources were best spent on Al-Anon services within Brazil. As a result of this decision, Brazil's Board voted not to send a representative to the 2016 IAGSM.

The International Coordination Committee made a recommendation to the WSO Board which subsequently approved a motion to fund Brazil's attendance at the IAGSM.

WSO made Brazil aware that it would cover expenses through a scholarship that was available to IAGSM attendees. (In 2015, a Task Force of the Board, came up with three ways to help countries to attend the IAGSM, among which was a scholarship for new countries to attend). It had not as yet been used, so it was determined that since Brazil was a strong support to new South American structures, the funds could be used to assist Brazil to attend. Brazil wrote to express thanks for the opportunity to attend and subsequently, their GSO reversed their earlier decision and did send representation to the 2016 IAGSM.

Brazil wrote a letter of thanks:

We could write “thank you” a million times and it wouldn't be enough to express our gratitude with this wonderful opportunity! Please pass on our words of gratitude to everyone involved in this marvelous outcome for Brazil.

2017 WSC Conference, 57 Years Continued Conversation, Our Members: Our Hope for the Future: held April 24 – 28, 57th Conference, 92 Voting Members.

Opening:

Chosen Agenda items:

Panel 55 Sharings:

Prayer for Today:

Motions:

International Visitors:

Selected Committees:

Trip to WSO:

Discussion/Reflection:

Duane’s Reflection:

In Service,
Duane F, Panel 56
Virginia Area Delegate