



2019 WORLD SERVICE OFFICE ANNUAL REPORT



Al-Anon Family Groups
Help and hope for families and friends of alcoholics

GREETINGS & THANKS

Gail G., *Chairperson of the Board of Trustees*

Debbie G., *Chairperson of the Executive Committee*

Vali F., *Executive Director*

This year 47 World Service Office (WSO) Staff, 16 members of the Board of Trustees (BOT), and the three At-Large members of the Executive Committee—along with countless other volunteers—offered their considerable skills, talents, and experience to accomplish the responsibilities of the WSO to support the fellowship and attract those in need to our rooms—both face-to-face and electronic. In 2019, the WSO’s focus expanded beyond its significant ongoing tasks—daily interactions with members, the public, and professionals; planning for annual and periodic local and international fellowship events; and production and distribution of literature—to progress the AFG, Inc. Strategic Plan Goals and Objectives established by the BOT in 2019, in shared leadership with senior WSO Staff and the At-Large members of the Executive Committee. This Annual Report seeks to provide our membership a glimpse into the significant accomplishments of the WSO Staff and Volunteers in our mutual effort to achieve our Core Purpose and Mission.

Highlights for the year include the Board’s follow-up to the 2018 World Service Conference (WSC) discussion and enduring member requests for native French- and Spanish-speaking Delegates to be able to participate in the WSC. Guided by the Board’s 2018 Motion, WSO Staff organized the first trilingual WSC in 2019, enabling unilingual French- and Spanish-speaking members to represent their Area voices for the first time. Our trilingual members were further supported by the first-time release of the 2018 WSO Annual Report in all three languages.

Taking the lead from the response which was generated by the Mega Issue presentation at the 2019 WSC regarding a hybrid Conference, the BOT undertook the work of exploring solutions that would allow Board Week to be shortened by one calendar day without creating the necessity of working extreme hours. With the utilization of technology, the Board will hold its first hybrid Board Week in January 2020.

Much work has been done to upgrade our website and provide easy access for anyone seeking information or help. A new WSO Volunteer page has been created on the website and contains requirements and résumés for WSO volunteer positions. As electronic meeting registration has grown, changes have been made to provide more information about these valuable resources to existing members and newcomers alike. The creation of quarterly business meetings between WSO Staff and the Current Mailing Address (CMA) members for the phone meetings, and bi-monthly business meetings for the online meetings has enhanced Staff and electronic meetings understanding of how these meetings have and will continue to serve our fellowship.

The Trustees, as always, were excited to connect with their assigned Delegates following each Chairperson of the Board (COB) Letter being posted. These calls have continued to offer great value as the Delegates carry the voice of the members to the boardroom and their participation enriches one more process of unity.

As the Chairperson of the Board, Chairperson of the Executive Committee, and the Executive Director, we stand in awe of AI-Anon Family Group Headquarters, Inc. (AFG, Inc.) Volunteers’ willingness to commit their weekdays, evenings, and weekends—and even take vacation time from jobs—to travel to attend quarterly Board meetings and monthly Executive Committee meetings and participate remotely in weekly or monthly Committee, Task Force, Thought Force, and Work Group meetings. We share gratitude for the dedicated Staff members who apply their professional skills to producing successful events, contacting professionals, answering member questions, and designing beautiful, recovery magazines and literature. Their mutual commitment ensures AI-Anon Family Groups are always there for those who need our program.

Mission, Envisioned Future, and Goals

MISSION STATEMENT

Al-Anon Family Group Headquarters, Inc. is a spiritually based organization that helps the families and friends of alcoholics connect and support each other through meetings, information, and shared experiences.



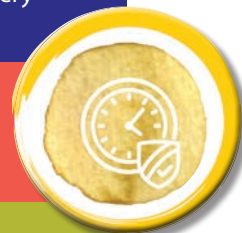
ENVISIONED FUTURE (2024-2029)

- AFG, Inc. is a global organization with technology-based operations that support the delivery of on-demand, barrier-free access to the program, information, meetings, and Sponsors.
- The research-validated effectiveness of the Al-Anon/Alateen program in addressing the family disease of alcoholism is recognized by professionals, schools, and religious leaders. Their recommendations to this program increase membership and expand its outreach.
- Society as a whole benefits from reduced health care costs, lower levels of incarceration, and increased graduation rates.
- Families and friends of alcoholics benefit from greater connectedness to support, no matter their location or language.



GOALS (2022-2024)

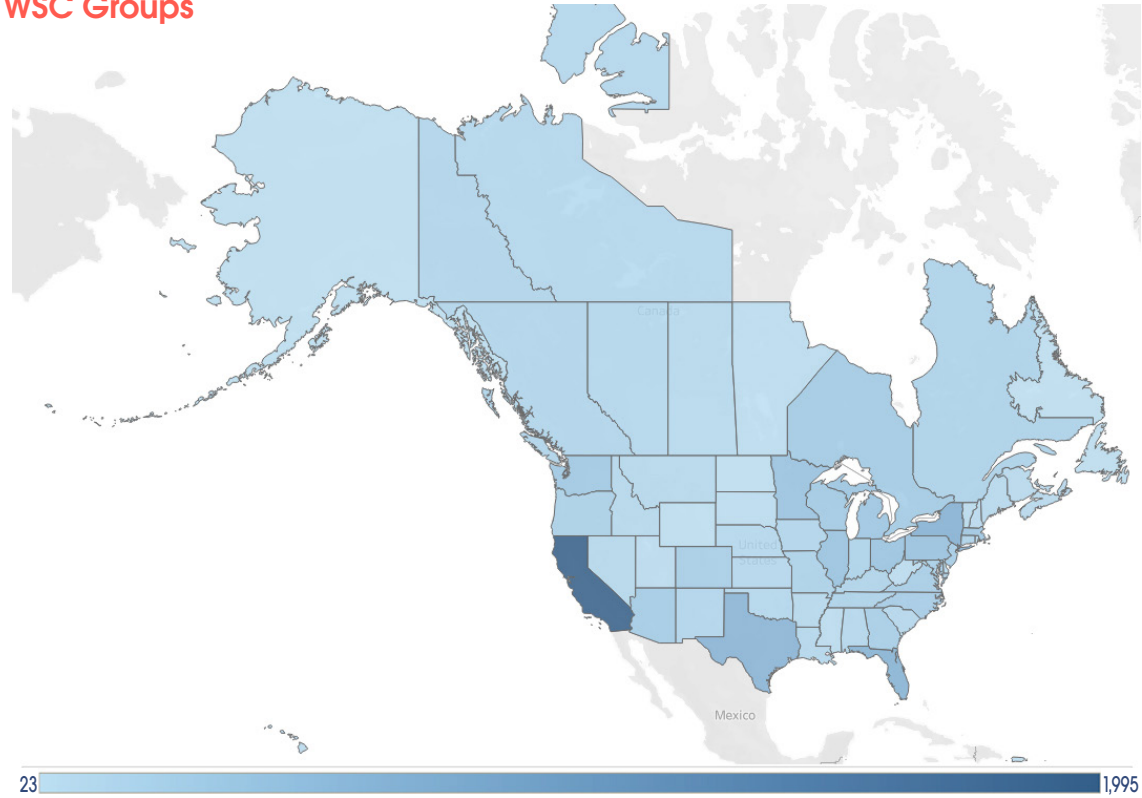
- **Goal:** Members AFG, Inc. provides universal access to tools for recovery from the family disease of alcoholism.
- **Goal:** Public Both the public and professionals recognize alcoholism as a family disease, and Al-Anon as the universally available, effective, and sustainable resource for those affected.
- **Goal:** Organization AFG, Inc. has one global structure, increasing access to knowledge, resources, and the program.



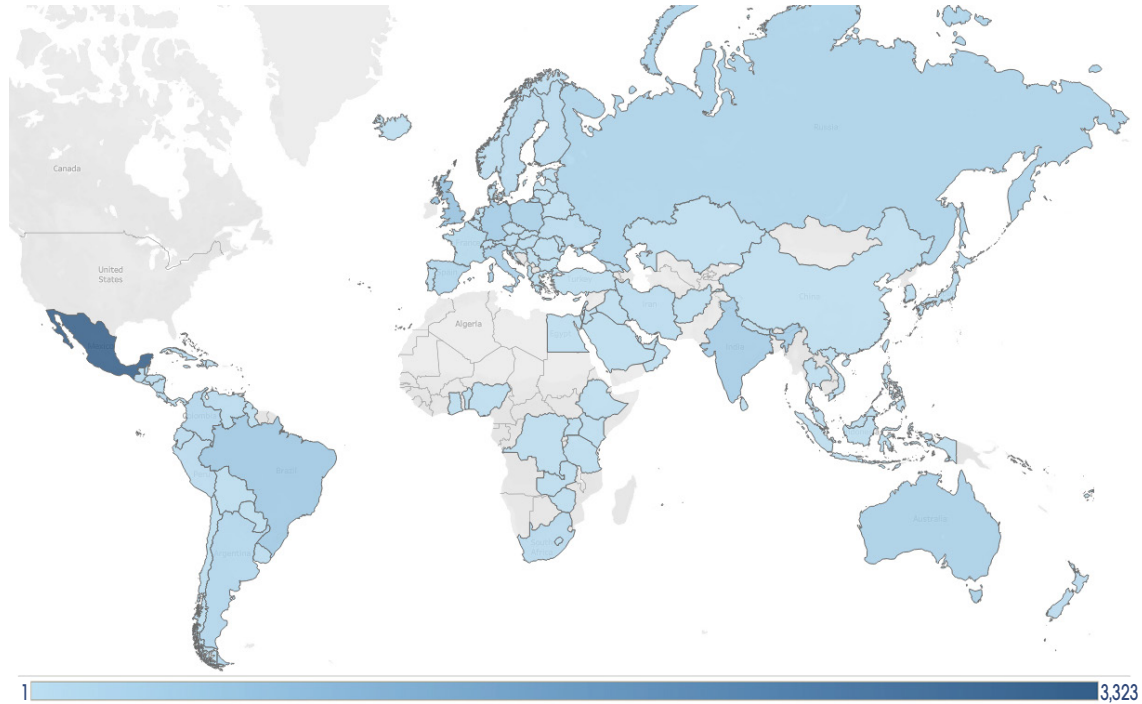
WHO WE ARE

2019 Global Al-Anon Family Groups' Statistics

WSC Groups

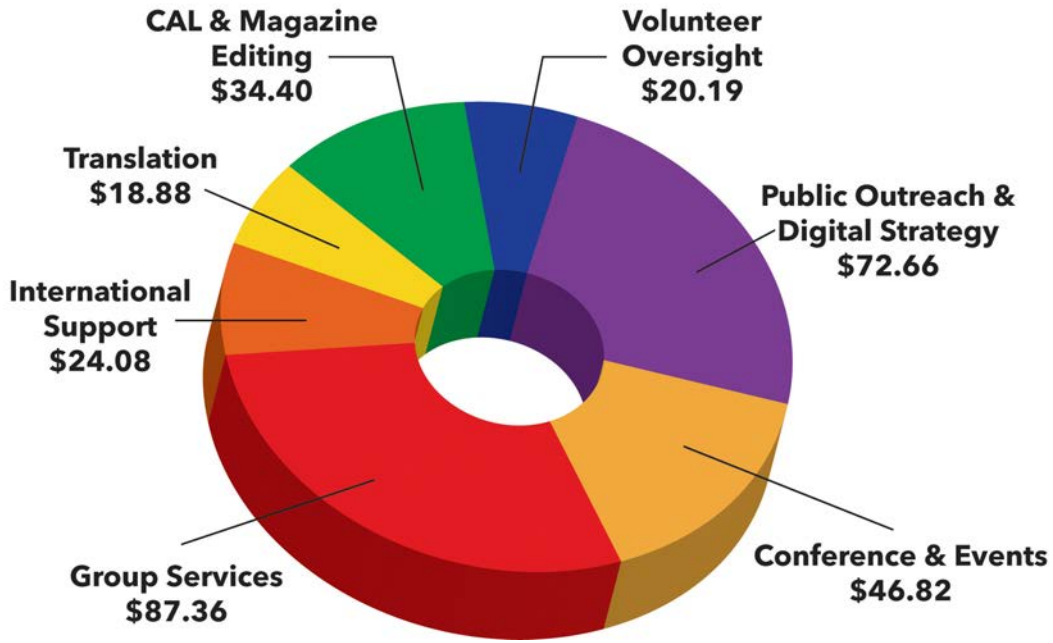


Non-WSC Groups

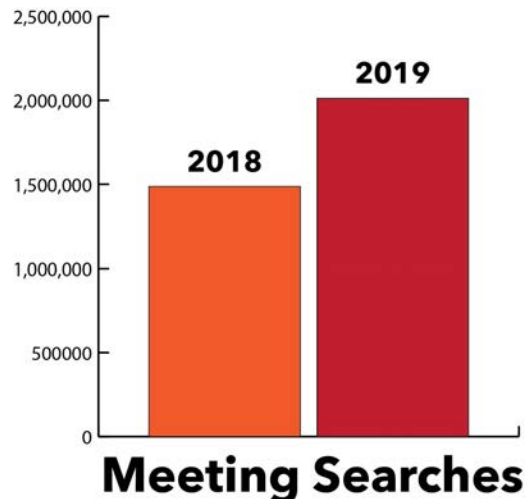
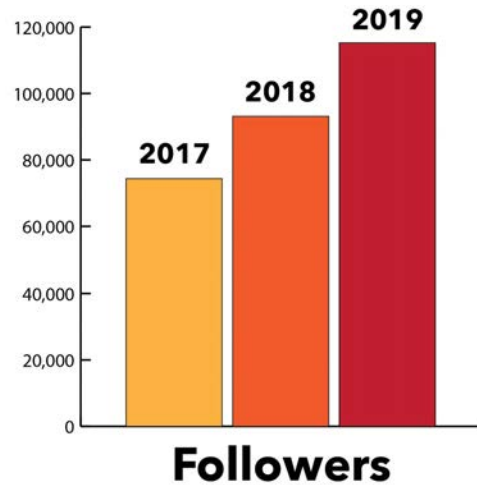
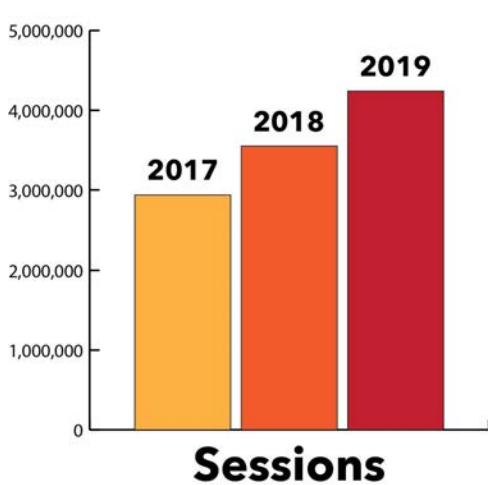


OUR IMPACT

Cost of WSO Services Allocated across WSC Registered Groups



Website Sessions, Meeting Searches, Social Media Followers



Fellowship Visits within the WSC Structure

Between one Road Trip! You and Your Board Connect, three conventions, five "Proactive Trustee Visits," six TEAM events, and 16 Area Assemblies, Trustees of the Board, At-Large members of the Executive Committee, and the WSO Staff were grateful for the opportunity to visit and experience the wonderful hospitality and fellowship of members in Areas across the WSC Structure.



Road Trip! – Washington

Conventions – Washington, Oklahoma & Tennessee

Proactive Visits – Virginia, Alaska, Ontario North, Ontario South, & Wyoming

TEAMS – Nevada, Quebec East, South Carolina, New York South, Maritime Provinces, & Pennsylvania

Assemblies & Area Visits - Louisiana, Nevada, New Mexico/El Paso, Utah, Indiana, Missouri, San Francisco,

Massachusetts, Indianapolis, Texas, Kansas, Illinois, Virginia, Missouri, & Iowa

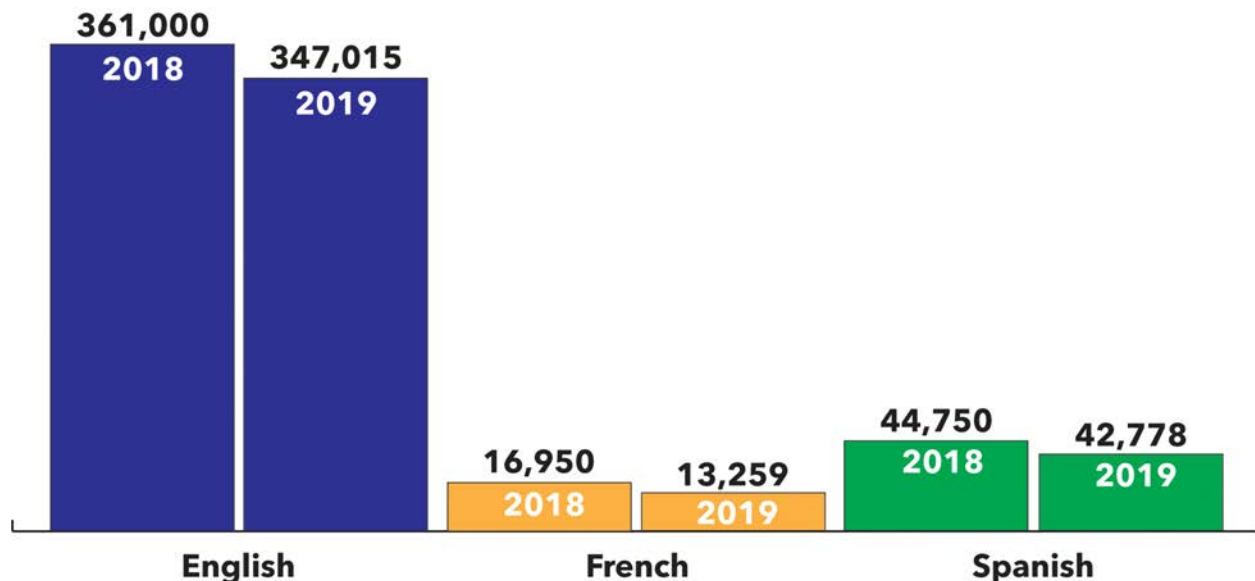
Conference Approved Literature Volume



Top 10 Best Selling Books/Booklets of 2019 - English

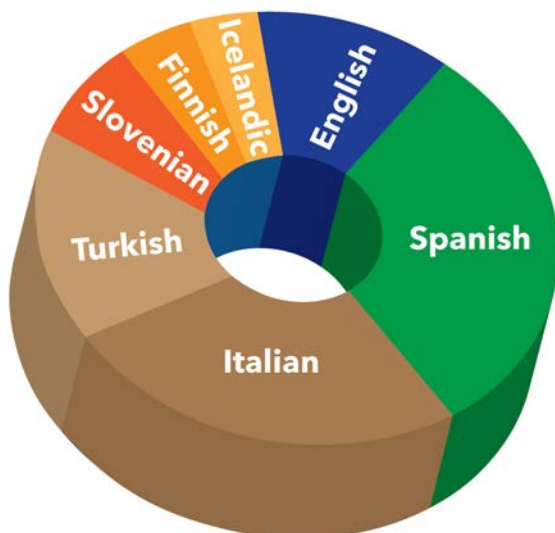


Al-Anon Faces Alcoholism



Translation & Reprint Requests for Al-Anon Internationally

The WSO oversees the process for granting permission to Al-Anon’s international service structures to publish AFG, Inc. copyrighted materials. Publications in English, French, and Spanish are considered “reprints” while publications in all other languages are considered “translations.” This is because the WSO is the exclusive publisher of CAL in English, French, and Spanish. Structures wishing to publish in those languages reprint WSO publications whereas other structures are granted permission to translate from English to an authorized language.



In 2019, the WSO processed 92 requests to translate or reprint CAL.

Of these, there were 52 requests to translate CAL into five different languages.

Goal: Members

AFG, Inc. provides universal access to tools for recovery from the family disease of alcoholism

From its origin in 1951, the purpose of the Clearing House has been to achieve greater unity across the growing and evolving fellowship, which often involves talking to each other and reasoning things out together through inevitable disagreements. 2019 saw the Board of Trustees, Executive Committee, and WSO Staff continue this tradition of communicating with members as together they strove to provide universal access to tools for recovery from the family disease of alcoholism.

Serve Members, Meetings, and Groups

Sue P., Associate Director—Group Services

Scot P., Associate Director—Digital Strategy

Christa A., Group Services Specialist—Members

Valerie Stump, AFG Records Coordinator (Non-member)

Bob H., Webmaster

AI-Anon Members and Group Communication

In 2019, the Group Services Staff continued to answer significant volumes of member inquiries by phone and email related to these common themes: crosstalk, resolving group concerns, group bank accounts, how to welcome newcomers who express a family member problem other than alcohol, service participation by AI-Anon members who are also members of Alcoholics Anonymous (A.A.), gender neutral language in service materials, dominance and lack of rotation of leadership, use of the Alateen name at events that are not connected to an Area, and “Let’s Talk About Safety in AI-Anon Meetings.”

WSO Group Services Staff offered resources to guide the conversations and encouraged members to utilize service tools in addition to the *Service Manual* to discuss matters in a principle-based manner. By applying the Traditions and Concepts, talking to each other and reasoning things out, an informed group conscience can be reached to benefit the group or meeting. Group Services Staff continue to provide articles to *The Forum* and *In the Loop* that focus on the “How to” as it ties into these common themes.

Supporting Members Communication with a Members' Blog

References to AI-Anon principles and spiritual principles in recent years led members to request the Literature Committee to create a piece of CAL on AI-Anon’s spiritual principles. The Committee determined that the spiritual principles are open to each member’s own interpretation, thereby the concern was raised about identifying an “absolute list” of spiritual principles. So rather than creating a piece of CAL, the Committee proposed a blog be developed to allow members to share on the spiritual principles.

Discussing this topic in the context of the Strategic Plan, WSO Volunteers and Staff recognized it was important to help members become more aware and more comfortable using online resources. One Strategy that the WSO Volunteers and Staff believed would accomplish both objectives was to create a Members’ Blog on al-anon.org. The blog would create a free online resource for members to share on various topics as well as the Twelve Steps, Twelve Traditions, and Twelve Concepts of Service.

The first topic published on July 22, 2019 was “Spiritual Principles,” and it generated 32 comments from members on the topic. A new topic was published each month. Starting in January 2020, the Steps, Traditions, and Concepts will be published as topics. Members can comment on any current or past topic as well as any of the Steps, Traditions, and Concepts anytime next year.

Updating Open and Closed Meeting Terminology

The meeting type designation to describe whether a meeting was open to visitors or closed to attendance by members only, often confused members and newcomers. At their April 2019 meeting, the Board of Trustees approved new wording consistent with the AI-Anon spiritual principles of confidentiality and anonymity. The new language was designed to be clear to new members and more welcoming to both new and potential members. To support the change, the field name "Meeting Type" on group forms was replaced with the term "Meeting Attendees" and the new options "Families and Friends Only" or "Families, Friends, and Observers Welcome." Additional information about the decision is available at <https://al-anon.org/pdf/Apr19-policy.pdf>.

The change was rolled out in phases as it impacted many WSO service tools, including the AI-Anon Group Records Form, the Online Group Records application, and AI-Anon Annual Update Sheet. Members' feedback about the new terminology was overwhelmingly positive and AFG Records experienced a higher volume of changes to Meeting Attendee, as groups were eager to have the appropriate information reflected on their group records.

While this information clarified the meeting attendees for AI-Anon meetings, a question arose as to whether the same terminology applied to Alateen groups. The Alateen portion of the "Policy Digest" of the current *Service Manual* clarifies that Alateen meetings are only attended by Alateens and certified AMIAS/Alateen Group Sponsors assigned to the Alateen meeting. Therefore, it was agreed the Meeting Attendee designation did not apply to Alateen meetings.

Alateen Members, Groups, and Trusted Servants

Area Alateen Coordinators: The Alateen Coordinator Web Conference call for Panel 59 was held on February 9. The various resources available and location of information to make the service position successful were reviewed. The PowerPoint presentation shared during the call was posted on AFG Connects. A particular emphasis was placed on understanding Area Alateen Safety and Behavioral Requirements (ASBR) in preparation for the annual Area Alateen Recertification. The web conference call with the incoming Area Alateen Coordinators was attended with a 61% participation rate (19 of the new 31 members). Staff reviewed the 2003 Alateen Motion from the Board of Trustees with the Coordinators, the various service tools available, and the importance of the AFG Connects platform to share information.

The AFG Connects platform discussions were varied and included the following topics:

- How to conduct AMIAS training
- How to support Alateens transitioning to AI-Anon meetings
- How do Areas perform background checks?
- Transgender teens at Alateen overnight (conferences) events – how to create a registration form
- Alateen meetings in schools – are they successful? Who are the resource people in the school?

All Area Alateen Coordinators are now welcomed by an email automatically sent by the new Advanced Processing Automation (APA) module. Use of this technology has significantly streamlined processes for Group Services and AFG Records, allowing information to be received by the Area Alateen Coordinator in a timely manner at the time of election or appointment mid-panel.

Area Alateen Recertification: The 2019 Area Alateen Recertification presented a major challenge this year. It was noted on June 21 that 56 Areas had not yet completed the recertification, which is due on June 30 at 11:59 pm Eastern time. Multiple reminders were sent to the AAPPs. A review of the data entered in the database revealed some major concerns:

- Alateen meetings in some Areas did not have certified AMIAS attached as Group Sponsors.
- Areas did not seem to understand the criticality for active Alateen groups to have certified AMIAS attached to the group.
- AAPPs appeared reluctant to inactivate Alateen meetings as they did not want the Alateens to be affected.

- While some Areas had updated all their AMIAS, they had not updated the Alateen groups impacted by inactivated AMIAS.

The Area Alateen Recertification period ended on June 30 with 12 Areas remaining incomplete in their recertification. AFG Records created an individualized Area report of the names of remaining AMIAS that were not cleared and the Alateen groups without AMIAS attached to them. Each Area (Area Alateen Coordinator, AAPP, and Area Delegate) was sent this report and notified via email as to the consequence of an incomplete Area recertification. Areas were offered an extension until 11:59 pm Eastern Time July 1 to update all records.

WSO made follow-up phone calls to these same trusted servants prior to the close of business. Upon returning to work on July 2, there continued to be two Areas outstanding. These Areas were again contacted and all records were updated by 1:00 pm.

AFG Records and Group Services Staff were concerned about the increasing trend of Areas failing to meet the deadline. They held follow-up meetings to discuss all these issues and identify ways the message can be conveyed of the importance of the completion deadline for the Area Alateen Recertification. As a result, the Recertification training was revised, a longer open window was established for Recertification, and an "on-Demand" tutorial to navigate the Online Group Records database was created.

Nine Areas have submitted updated Area ASBRs for WSO review. Five Areas were able to present the ASBR to their respective Assemblies for approval.

The *Alateen Service e-Manual* posted on al-anon.org was reviewed and revised for content. The document is fully interactive with links to all available resources on al-anon.org.

The *Alateen Newcomer Packet* (K-18) was made available in a new format and in three languages.

Al-Anon Information Services

The AIS and AIS/LDC Annual Update was mailed to 161 entities with 97 responses received (60%).

Inmate Correspondence Service

It has been quite some time since information from Al-Anon members serving the Inmate Correspondence Service was updated. In November, Group Services sent 110 letters to Al-Anon contact members to gather information on the status of the Service. As of December, 41 members had responded (37%). Sixteen letters were returned to WSO and those members were placed in a no mail status for the purpose of the Service. Twenty-five of the 41 respondents informed us they do not currently have an inmate to correspond with but remain interested in participating.

This Service falls under the vacant position in Group Services and will be a primary focus once the position is filled.

Electronic Meetings

Electronic meeting registrations continued to grow. At the end of 2019, there were a total of 252 registered electronic meetings: 106 online and 146 phone. There were an additional 38 meetings registered since the 2019 WSC. Registered online meetings continue to be held in a variety of languages and are displayed on al-anon.org.

Updates to the Electronic Meeting Registration/Update Form have improved clarity and provided the option to register new Electronic Meeting platforms. Since the online version of the registration form was released on al-anon.org, the number of registrations has increased significantly suggesting members find the online form much easier to use to register with WSO.

The al-anon.org online meeting list was completely revamped to display the updated meeting attendee language, whether the meeting is licensed to display CAL, and what language is spoken. A filter was added to the search for platform type and day of week. This update has been well received by the online meeting members.

The al-anon.org phone meeting information display was also revamped to include the new meeting attendee language, the name of the phone meeting, and the WSO ID number. The WSO ID was added to support phone meeting members honoring Tradition Seven, providing them the ability to tie contributions to their meeting. At the suggestion of a phone meeting member, a predominant anchor message was placed on the top of the Electronic Meetings page to assist users in finding the Phone Meeting listing, which is displayed at the bottom of the page.

The CMAs to the electronic meetings were fully incorporated into the AFG Connects Electronic Meetings community launched in January 2019. This community has since hosted many robust conversations. The welcome email for newly registered electronic meetings was revised to include the AFG Connects information to encourage CMAs to access the community for experience, strength, and hope as quickly as possible after registering.

In addition, a total of eight separate business meetings were conducted via web conference with the online and phone CMAs covering the following topics of discussion:

- How to conduct business meetings
- How to abide by the copyright and trademark policy for the display of CAL in the online meeting
- Understanding the permission process to display CAL
- How electronic meetings fit into the service structure and if another service title or position is needed to incorporate the expanded role of the electronic meeting CMA
- Updates on a recent FCC ruling that could potentially close free conference call lines where phone meetings take place
- Review of supportive service tools for electronic meetings
- How to create a meeting format to be used for a phone meeting and the resources on al-anon.org

Group Services Staff were asked to provide experience, strength, and hope when one of the original phone meeting lines announced that it would be closing permanently, affecting 47 registered meetings. This necessitated members of each meeting to decide where to hold their meeting once the line closed. By year-end, all except 12 meetings had updated their meeting information with new conference call information. Consistent with WSO procedure when problems were reported regarding the availability of face-to-face meetings, these phone meetings were removed from the al-anon.org meeting list display since the listed number was not in service. The CMAs for these meetings were informed that their phone meetings continue to be registered and that the WSO would redisplay their information once working dial-in information was provided.

Throughout 2019, Staff and the Electronic Meeting Work Group prioritized creating a community for Electronic Meeting attendees and supporting meeting growth through improved communications with the WSO, an endeavor which has met with success. Use of Al-Anon principles during the Electronic Meeting conference calls, email communications, and phone calls has been pivotal in having all voices heard with integrity and respect. The 2020 WSC theme of “Dreaming Big with 20 | 20 Vision” feels very relevant when it comes to the tens of thousands of Al-Anon members attending meetings on the phone and online.

Impression – Growth and Connection through Electronic Meetings

Lynette K., Chairperson of the Electronic Meeting Work Group (Trustee)

Being on the Electronic Meeting Work Group (EMWG) for the past two years has given me a different and truer perspective about electronic meetings. I thought electronic meetings were just a “stepping stone” for people, a place to get introduced to Al-Anon before they started attending face-to-face meetings. I could not have been more wrong. Electronic meetings are continuing to grow in numbers and membership not only in the WSC Structure but around the world.

One of the duties of the EMWG is to make recommendations to the BOT as to what electronic meetings need. What better way to figure out what electronic meetings need than to ask them? WSO Staff hosts calls each quarter with the CMAs of the phone meetings and every other month with the CMAs of

electronic meetings. EMWG members attend the calls. We use the information gathered from the calls to make recommendations to the BOT so electronic meetings can continue to help the families and friends of alcoholics.

Another duty of the EMWG is making recommendations to the BOT on how to incorporate electronic meetings into our service structure—one of our more exciting duties. The conversations around this topic gave me a slight sense of what it might have felt like for members in the early days of AI-Anon as they were having conversations about how to form our current WSC Structure. I know that a Higher Power has a plan in place. I can't wait to see the innovative proposals that will come from the EMWG.

Facilitate Conference, Convention, and Fellowship Visits

Vali F., *Executive Director*

Marsha W., *Director of Programs*

Suzanne M., *Associate Director—Conference*

Sue P., *Associate Director—Group Services*

Kerri K., *Associate Director—International*

Chris Baker, *Meeting Planner (Non-member)*

Gail G., *Chairperson of the Board (Trustee)*

Rosie M., *Chairperson of the Conference Leadership Team (Trustee)*

Joyce B., *Chairperson of the Proactive Trustee Visit Task Force (Trustee)*

Teri M., *Chairperson of Road Trip! You and Your Board Connect (Trustee)*

The World Service Conference

In January, the Board made a motion “to approve additional text to the Conference Procedures Booklet as presented by the Conference Leadership Team.” The revisions, which include adding a brief section about “Documents Received Prior to Conference” that describes why certain documents are marked confidential, as well as defining the term “abstention,” and giving examples of how abstentions affect the vote count, support one of AFG, Inc.’s Core Values, “Transparent: sharing process, content, and information.”

Prior to Conference, Area Delegates were introduced and trained in using a travel platform that aided in eliminating Conference travel confusion and ensuring accuracy of purchasing flights for Conference. As this platform was hosted by the WSO, there was no initial out-of-pocket airfare expense for which the WSO needed to reimburse Conference members.

As Conference Leadership Team, Board of Trustees, Policy Committee, WSO Staff and Volunteers continued supporting AFG, Inc.’s Core Value of transparency by providing more content and information prior to Conference, all Conference members benefited from increased access to knowledge and resources. An illustration of this was posting the Finance Committee Report and Preliminary Budget for Conference members to review before coming to Conference, which included an opportunity to ask questions in advance. The Finance Committee Report was one of the routine motions originating from the BOT that required approval by the Conference each year.

Voting members of the 2019 WSC (Delegates, members of the Board of Trustees and Executive Committee, and voting members of the WSO administrative Staff) approved major revisions to the “Alateen” policy text in the “Digest of AI-Anon and Alateen Policies” section of the *2018-2021 AI-Anon/Alateen Service Manual* (P-24/27). Setting policy for AI-Anon Family Groups is an extensive process that begins with an individual member, group, or committee; moves through the WSO Policy Committee for thorough discussion and proposed wording; is recommended to the Board of Trustees for review and approval, before finally being presented to the WSC, where each policy requires a two-thirds vote for approval by the entire Conference. The same procedure is required for major revision and amendments to existing policies. (To read the Alateen policy text discussion, see page 56 of the 2019 WSC Summary (P-46), <https://al-anon.org/pdf/P46-2019-web.pdf>.)

A French-speaking and a Spanish-speaking Delegate benefitted from attending Al-Anon's first trilingual WSC, which was held in April. All of the Conference sessions were simultaneously interpreted orally from English to French and English to Spanish and vice versa, which made it possible for these Delegates to successfully participate in Conference. This resource was approved by the Board of Trustees in support of providing barrier-free access to information.

At the end of Conference, a Delegate shared, "I am excited to take back the Finance Report, which is infused with spiritual principles and transparency. The experience of being in a room with the rumbling of interpretation reminded me that this fellowship was worldwide."

Impression – Preparing for Conference

Karen W.P., *At-Large Member of the Executive Committee*

When I went to my first WSC, we didn't use computers and really it was not that long ago. The decision to use computers had to come from the Conference members, and I was happy when things got organized to move forward with this decision.

I remember my first Conference Notebook. It was so big that after a few days, I stopped carrying it back to my room. I left it in the Conference room. The Notebook was beautifully put together, but it was heavy. At the end of each Conference, there was the challenge of how was I going to get the Notebook home in my luggage. The transition to computer was easy and delightful.

I was not present for hand-voting at Conference: We were given a "clicker" to vote. This system was not without a few problems, but I learned at my Area Assembly that voting by hand can take a lot of time away for the agenda. I understand that beginning last year, voting occurred by computer or our cell phones. Perfect.

The Conference Packet with the schedule has also helped to get us where we need to be and on time. The Conference App has added a way to communicate and a way to create memories.

Another change that has created goodwill is the online form for submitting a presentation to the Executive Committee. As a member of the Executive Committee, I can say that it is our desire to give constructive feedback and to make suggestions of ways to enhance WSC presentations.

Impression – The Conference Experience

Lynette K., *Member of the Board of Trustees*

It was an honor to be present at the first trilingual WSC. I got to experience the presence of my Higher Power when listening to the heartfelt gratitude shared by the Delegates who would not have been able to attend Conference if there was no interpretation available.

One goal for the Conference, the spiritual tone of the Conference will prevail by the demonstration of Al-Anon's core principles in action, was accomplished by the Conference members through their respectful listening of differing opinions, especially minority opinions, willingness to cooperate and share ideas freely, and the ability to trust the process and know that each person there was being guided by a Higher Power.

Another goal for the Conference, the Conference will understand the purpose of the Conference and be able to articulate Conference discussions and decisions, was accomplished through sometimes painstaking discussions. A vote was never taken on any matter until everyone had their questions answered and was clear about what was being voted on.

At the end of each day, time was given for any unanswered questions or reflection. This was the Conference members' opportunity to get clarification on anything that had been discussed. I will never forget the feeling of gratitude and humility I had the first time I walked into the room where the Conference was being held. I could not believe I was there! I feel privileged that my Higher Power allowed me the opportunity to attend and participate in the largest group conscience of Al-Anon Family Groups.

Impression – Fulfilling WSC Responsibilities to Guard Al-Anon’s World Services through Policy Discussions and Decisions

Norm W., Chairperson of the Policy Committee

Terry F., Chairperson of the Policy Committee

The Policy Committee is committed to ensuring that all policies are in line with Al-Anon’s Traditions and spiritual principles. The Policy Committee includes all members of the BOT, At-Large members of the Executive Committee, and the voting members of the WSO administrative Staff. The Policy Committee meets quarterly prior to the BOT meeting, and consults electronically between face-to-face meetings, regarding text suggested by various Task Forces in preparation for more discussion, decision, and vote when appropriate, at the next quarterly meeting. “To arrive at answers that are consistent, loving and helpful takes time and patience, both on the part of the individual or unit seeking clarification and on the part of the WSO Policy Committee” (Introduction to the “Digest of Al-Anon and Alateen Policies”, pg. 83). The Policy Committee is always conscious when doing its work, of its responsibility to guard Al-Anon’s world services through its discussions and decisions. It is also always aware of its responsibility to the WSC and the fellowship. The Policy Committee and the Policy Committee Thought and Task Forces have worked hard throughout the year. It is exciting that so many policy items will be presented to the next WSC for decision and vote.

Supporting the WSC Structure Trusted Servants

In support of our Mission Statement, “Al-Anon Family Group Headquarters, Inc. is a spiritually based organization that helps the families and friends of alcoholics connect and support each other through meetings, information, and shared experiences,” the WSO provides a communication platform, AFG Connects, for trusted servants to talk to each other and reason things out. In 2019, Area Chairs, District Representatives, and current and past Conference members, including Area Delegates discussed topics such as Area Officer eligibility, Past Delegates attending Assemblies, Tradition Seven beyond the meeting, Area reimbursement policies, and selling CAL at Assemblies.

The fellowship was invited to learn how the WSO is sharing Al-Anon’s message of hope and help ensuring that when anyone, anywhere reaches out for help, the hand of Al-Anon and Alateen will always be there via a notification of the simultaneous posting on August 7, 2019 of the 2018 World Service Office Annual Report in English, French, and Spanish. This first-time translation of the Annual Report provided universal access to information regarding the work of the WSO, as well as supported the Board’s desire to enhance trilingual communication. <https://al-anon.org/pdf/AnnualReport.pdf>

To assist with the numerous communications to Conference members, the WSO Conference Team created the 2020 WSC Syllabus, which is a resource that provides a summary outline of the documents and other pieces of information Conference members will be receiving (and when) in the months leading up to the Conference.

Indexing Topics of Interest for Our Members

Chosen Agenda Item (CAI) discussions have taken place at Al-Anon’s Annual World Service Conferences since 1976. The purpose of the CAIs is to give all Conference members an opportunity to submit and select topics of concern that affect Al-Anon groups and members worldwide for discussion at Conference. Although the process for submitting topics as well as the name and format of the session(s) have changed over the years, Conference members discuss many of the topics that were on the agendas of past Conferences.

Following an invitation to evaluate the Chosen Agenda Items Process, one of the Conference members suggested the creation of a Chosen Agenda Items Index, which the WSO acted upon. The Index, which is a helpful resource for all Al-Anon members, is available on al-anon.org, and provides universal access to tools for recovery in a user-friendly format that includes links to the applicable *World Service Conference Summary*.

Find out what members of the 2014 World Service Conference shared about service participation by clicking here: https://al-anon.org/pdf/P46_2014_web.pdf#page=45.

The 2020 A.A. International Convention with AI-Anon Participation

Building on the positive responses received from members who attended AI-Anon's 2018 International Convention regarding the various types of daytime sessions offered in Baltimore, the WSO's Convention Planning Team for AI-Anon's participation in A.A.'s 2020 International Convention (2020AAIC) created a program including the following types of daytime sessions in Detroit: Book Study, Next Pick, Panel, Speaker Meeting, Table Topics, and Workshops.

In support of the Board's Strategic Plan priority to enhance trilingual communication, French- and Spanish-speaking International Convention attendees who participate in AI-Anon's daytime sessions will have opportunities to hear AI-Anon speakers share their stories as several Speaker Meeting sessions will include simultaneous interpretation.

The Chairperson for the 2020AAIC AI-Anon Welcome Committee, formerly known as the Host Committee, was selected and began the process of selecting Welcome Committee officers and subcommittee chairs.

Fellowship Visits within the WSC Structure

Sharing Leadership through TEAM Events

A TEAM event is a partnership between an Area(s) and the World Service Office (WSO), with the aim of providing an opportunity for AI-Anon and Alateen members to learn more about service and the AI-Anon program. The Area and WSO Task Force work together to plan an agenda of workshops and presentations that address the Area's specific needs and expand members' understanding of our worldwide fellowship. TEAM events are sponsored by the Area(s) and the WSO. The WSO Task Force is comprised of a voting member of WSO Staff, a WSO Volunteer, and one of either the Chairperson of the Board (COB), Chairperson of the Executive Committee (COE), or Executive Director (ED).

There were six TEAM events in 2019—two in Canada and four in the United States (Maritime Provinces, Quebec East, Nevada, New York South, Pennsylvania, and South Carolina). Presentations—many of which were created through shared leadership between WSO Task Force members and the Area—were well received. Feedback indicated attendees particularly enjoyed the interactive sessions which provided the opportunity to reinforce understanding through discussions and breakout sessions.

In 2019, after much study, discussion, and input from Staff, the Board of Trustees made the decision to discontinue TEAM events and to explore new ways of encouraging member, Staff, and Volunteer interactions. The Board announced at the 2019 World Service Conference that "in deciding next steps, we will use the experience gleaned from the Regional Service Seminars and the TEAM events, as well as what we have learned from Road Trip! You and Your Board Connect as models." The Board has created a Task Force, made up of WSO Volunteers and Staff, charged with exploring ideas for the future.

Impression – The TEAM Experience

Cindy K., Member of the Board of Trustees

I have had the distinct pleasure of attending two TEAM events in 2019; one in New York South and one in Pennsylvania. My heart swells when I remember the hospitality, shared leadership, welcoming dinners, lively conversations, loads of questions, and warm greeting from the fellowship.

About 100 members attended the New York South TEAM, including many attendees and Past Delegates from surrounding Areas. The COE shared the "Abundance and Our Twelfth Step in Action" presentation, focusing on "Accomplishing AI-Anon's Mission with Your Help" as well as her personal story. The Director of Programs shared her personal story and participated in a panel titled "Inclusivity in Expanding Our Membership." As a part of the panel, the Director of Programs provided an overview of the statistical information from the 2018 Membership Survey. I shared my personal story and presented detailed information on the search for new Trustees.

Pennsylvania had 130 members in attendance from both the host and surrounding Areas. The Area and WSO hosts shared leadership in discussing “Overcoming Fear in Service.” Two Trustees presented the “Abundance/Spiritual Giving” PowerPoint. Pennsylvania and the WSO teamed up again to share on the topic of generous, abundant giving. The title of this session was “You Can’t Keep It Unless You Give It Away.” I presented detailed information on searching for new Trustees. Following the Trustee presentation, we returned to talk about “Handling the Three Obstacles,” with a panel discussion. The Associate Director—Public Outreach Professionals shared, in such a poignant way, her own background and experiences.

At both TEAM events, attendees loved the pictures of Directors and Staff. They loved putting a face with a name. I feel the fellowship wants and needs that personal connection with Directors, Staff, and Volunteers! I feel there was a better understanding of the gift of abundance and the need for qualified applicants for Trustees!

Participating in the Strategic Plan “Proactive Trustee Visits” Initiative

In October 2017 as part of the Strategic Plan, the Board of Trustees decided to proactively contact Areas which had not recently received a visit from a WSO Volunteer. The Board offered these Areas an opportunity to have a Trustee visit at WSO expense. The Strategic Plan initiative was referred to as “Proactive Trustee Visits” and had a two-fold purpose. To help Board members personally connect with Areas to help their members recognize how important they are to the worldwide fellowship of AI-Anon Family Groups. To share with Areas how they are served and supported by the Board of Trustees and World Service Office.

The following Areas were visited in 2019: Virginia in May; Alaska, Ontario North, Ontario South, and Wyoming in September—it was a busy month for members and Trustees! Comments from attendees have been mostly positive and support the Board’s perspective that the Proactive Trustee Visits have been beneficial and successful in achieving their purpose.

Impression – Reconnecting with the Areas through Proactive Trustee Visits

Brief Snapshots from Members of the Board of Trustees

Alaska: Overall, members were very appreciative of my visit and grateful the WSO sent a Trustee to participate in the Assembly. Conversations and workshops at the Assembly generated ideas for future Area business including addressing the eligibility for Area Officers and Coordinators and brainstorming topics brought up in the workshop. It was such a privilege to travel to Alaska and meet loving members of our fellowship.

Virginia: This was the first Trustee visit to Virginia in many years. (The Director of Programs did attend to provide a personal sharing a few years ago.) The overall experience of the Assembly was quite enjoyable and informative. The enthusiastic response and current Delegate suggestion that she would seek to invite the Associate Director—International to a future Assembly indicated we had achieved the Proactive Trustee Visit initiative’s objective of encouraging connection with the WSO.

Ontario North: There were approximately 50 attendees with 28 voting GRs. About 35 people stayed for my presentation, “Trustees of AI-Anon Family Group Headquarters, Inc. – Who we are and what we do.” I had audience participation throughout the presentation, and I thought it was well received. After the presentation, I told my story. From the comments I received, I think many realized that Trustees are members just like they are. I stressed the importance of service and of having a Service Sponsor. These points had also been stressed earlier by the Delegate.

Ontario South: The Assembly members seemed excited to have a member of the Board of Trustees visit. They were encouraged to learn that we are all “human” members just like them, and they appreciated the willingness to tackle the difficult topic of dilution of the program. Personally, I’m thrilled to have had the opportunity to talk with the members, hear their concerns, and share these back with the Board. Overall, I believe the purpose of the Trustee initiative was accomplished with this visit.

Wyoming: Over the course of the entire weekend there were approximately 30 attendees, which included four past Wyoming Delegates. The Area officers were very pleased with the turnout. They usually do not have that many attending Area meetings. I returned home exhausted and energized all at the same time. It was exciting to be able to connect with Al-Anon members in Wyoming and share with them about the WSO Staff and Volunteers. No one could remember the last time a Trustee had visited Wyoming. Many attendees were grateful for this visit. I am happy to report that Wyoming Area Al-Anon is strong and thriving. Thank you for the opportunity to visit Wyoming!

Road Trip! You and Your Board Connect

Road Trip! You and Your Board Connect! 2019 continued to be well received by both the Area that hosted the event, the Board of Trustees and At-Large members of the Executive Committee who participated in the event. Members of the fellowship have traveled from all parts of the US and Canada to attend Road Trip! Part of the huge success is that the entire Board of Trustees and Executive Committee are all present in one location. Delegates may have experienced this at WSC, but members of the fellowship seldom have this opportunity and have expressed heartfelt appreciation. Members also expressed a deeper understanding of how the Board and WSO work on behalf of the worldwide Al-Anon.

Participating in Area Events

Staff was invited to attend six Area events in 2019. Staff was able to attend Conventions in Washington, Tennessee, and Oklahoma; and Area Assemblies in Illinois, Virginia, and Missouri. The Executive Director was able to attend the Iowa Assembly on her way to the 2019 Road Trip! in Seattle.

In addition to sharing their personal stories, Staff were asked to do workshops or presentations at some events on topic ideas—usually generated by the Area—that supported Area service interests. Presentations at two Assemblies focused on WSO interactions with AFG international groups, evolving structures, and General Service Structures. Additionally, Staff gave participants at one Convention a workshop that featured a tutorial on the al-anon.org website and an overview of the various WSO support services available for the membership. Area feedback indicates the information presented by Staff was educational and informative.

Staff has always and continues to find these visits are not only energizing for them but extremely valuable as an opportunity to interact with local members in the fellowship and understand their needs more directly.

Impression – Gaining Insight through Fellowship Connection

Gail G., *Chairperson of the Board of Trustees*

The WSO Volunteers wish to convey thanks and appreciation for the generous hospitality and enthusiasm which has been demonstrated by members during Trustee visits throughout the year. These events provided the opportunity for conversation and the flow of information and ideas to take place with Al-Anon members throughout the WSC Structure. The Trustees always came back excited to share their reports from the Assemblies and Area events they participated in. Gaining insight and knowledge of our vast World Service Conference Structure showed us where we have been as a fellowship (the history of many Areas), and where we need to grow. It shows us the need for clear communication and the importance of our responsibility of foresight and long-range planning in an ever-changing society. These visits allow the members to see that Trustees really are Al-Anon members and they allow the Trustees an opportunity to offer support and information to the members.

Produce and Distribute Literature

Niketa Williams, Director of Finance & Operations (Non-member)

Claire R., Associate Director—Public Outreach Professionals

Tom C., Associate Director—Literature

Sue P., Associate Director—Group Services

Suzette McKinney, Publications Manager (Non-member)

Colette Norman, Translation Manager (Non-member)

Mark S., Magazine Editor

Marianne B., Trustee Liaison to the Literature Committee (Trustee)

Jean L., Trustee Liaison to The Forum Editorial Advisory Committee (FEAC)

Conference Approved Literature

Al-Anon's latest piece of Conference Approved Literature (CAL), the *Just for Tonight* Bookmark (M-81), was introduced to the fellowship as a companion piece to the still-popular *Just for Today* Bookmark (M-12). It applies Al-Anon principles to preparation for the end of the day. The response to this adaptation of an article from *The Forum* has been overwhelmingly positive.

A writer/editor was selected to work on the NEW DAILY READER (working title), a book given conceptual approval by the World Service Conference in 2014. A timeline for the work was developed and the first milestone, reading and evaluating all 1,587 sharings submitted so far, has been completed, as well as presentation of a detailed report to the Literature Committee. Development of the first draft of the first quarter of the book has commenced.

Three separate "Inside Al-Anon Family Groups" articles about the development, revision, and discontinuance of CAL were published, respectively, in the May, June, and October issues of *The Forum* magazine to help provide members with a better understanding of the CAL process.

For members' convenience, the "Request for Reprint" form used for seeking permission to reprint limited excerpts from Al-Anon's copyrighted material is now also available as an online form at al-anon.org/reprint-permission. Also for convenience, the WSO once again provided 20 quotations for use in fundraising calendars by service arms without seeking written permission. This service has reduced work for trusted servants as well as Staff.

The Trustee Liaison to the Literature Committee gave a presentation about CAL as a part of the Board's "Road Trip!" this year in Seattle, Washington.

Two Board of Trustee motions were made that pertained to literature. One was "to discontinue publication and distribution of the piece of Conference Approved Literature *If Your Parents Drink Too Much* (P-22) effective May 21, 2019, and to advise the Literature Distribution Centers to do the same." The decision was made after receiving communications from professionals and members dismayed by stereotypes within this comic book.

The other motion directed Staff "not to proceed in the development of printed publication of a piece of Conference Approved Literature based on member sharings published in past issues of *The Forum* which was given conceptual approval at the 2015 World Service Conference (Motion #6) due to concern about its lack of appeal to members and therefore its financial feasibility." The project itself has not been canceled, but other methods besides printed publications are being explored for sharing these articles that members consider to be "the best of *The Forum*."

Recovery Magazines—*The Forum*, *Le lien*, *Al-Anon y Alateen en acción*

The Forum continues to provide help to the families and friends of alcoholics and is published monthly. *Le Lien* and *Al-Anon y Alateen en acción* magazines are the French and Spanish versions of excerpts from *The Forum* and are published six times a year. The magazines included sharings from members in a variety of relationships with alcoholics and are designed to provide recovery both in meetings, as well as between meetings. Those sharings were evaluated and scored by At-Large members on the *Forum* Editorial Advisory Committee (FEAC).

The Committee continued to meet four times a year via conference call to discuss the status of the magazine and any concerns that readers may have. An article appeared in this year's *Forum* outlining the work of the FEAC. It was intended to inform members of the work the volunteers do for the magazine in light of the fact that many members were unaware of their existence and hard work. The Committee has continued reviewing and scoring 50 member sharings for the magazine every month.

A brief *In the Loop* article outlined five reasons why groups should subscribe to *The Forum*, as groups no longer receive monthly copies of it.

For each issue of *Le lien* and *Al-Anon y Alateen en acción*, the Translation Team translated the French and Spanish articles. Some articles were adapted to ensure that the referenced literature, material, and URLs were specific to each language. Some selected internet articles from each issue were also published in *Le Messenger* and *En Contacto*, the French and Spanish edition of *In The Loop*.

Alateen Talk

Alateen Talk is a quarterly publication consisting of Alateen and AMIAS/Alateen Group Sponsor sharings. It is mailed complimentary to each registered Alateen group worldwide and is available by subscription. It is notable that in 2019 subscriptions increased by 25% from 1,773 to 2,218. All subscribers are in the United States and Canada at this time.

Alateen Talk celebrated a major milestone in 2019: 55 years of the newsletter publication! The edition was highlighted with the varying newsletter banners that have been published over the years. An additional issue was dedicated to the 18th anniversary of *Living Today in Alateen* (B-26). For the first time in *Alateen Talk* history, sharings were received by Alateens from Russia and Mexico! Trusted servants in those countries translated the sharings into English before forwarding to us. The Publications Team designed each newsletter by using mostly member submitted photos and drawings as well as some stock photos to illustrate the content. These graphics complemented the overall theme of sharing hope and recovery in an energetic and colorful way.

Al-Anon Faces Alcoholism – AFG's Year-Round Public Outreach Magazine

Al-Anon Faces Alcoholism (AFA) is Al-Anon Family Groups' annual public outreach magazine that aims to familiarize families and friends of alcoholics with Al-Anon and to highlight the importance of family recovery from a relative or friend's drinking. Professionals provide the *AFA* magazine to clients and patients as an aid in dealing with alcoholism and as a means of referral to Al-Anon.

In 2019, Staff collaboration resulted in an increased number of members' sharings for the 2020 issue of the *AFA* magazine. Various types of relationships between members and alcoholics as well as the intergenerational nature of alcoholism in families were featured to educate and appeal to families of alcoholics who were unaware of our program and have not yet attended meetings. Articles written by two addiction psychiatrists and a pediatrician identified the importance of changed attitudes and behavior of family members. Ongoing participation in the Al-Anon program was encouraged through the reoccurring themes in members' stories about how they overcame their fear of attending meetings, felt welcomed, and shared other positive experiences at their first meetings.

The three components in the public outreach magazine—basic information about Al-Anon, articles by professionals, and members' stories about benefits of Al-Anon—made *AFA* magazines a welcomed resource at offices of professionals, facilities, and public places in local communities.

Previously, *AFA* was offered for sale twice a year and AFA required members and professionals to purchase in advance of their needs. In 2019, in an effort to expand public outreach to families and friends, the decision was made to offer the magazine all year. This approach ensured members and professionals have access to the magazine whenever needed and in all three languages. To support this change in availability, pricing for the *AFA* magazine—starting in 2020—was simplified to \$8 for 25 copies, plus relevant shipping charges.

Goal: Public

Both the public and professionals recognize alcoholism as a family disease, and Al-Anon as the universally available, effective, and sustainable resource for those affected.

In 2019, the WSO sought to honor the intent of the 1966 Policy statement which encouraged a proactive approach to public outreach: “Al-Anon is cooperating when it works with others, rather than alone.” Working with health care and media communications professionals, the WSO sought to explore, expand, and update its public outreach and communication approaches to ensure both the public and professionals recognize alcoholism as a family disease, and Al-Anon as the universally available, effective, and sustainable resource for those affected.

Attract New Members

Claire R., Associate Director—Public Outreach Professionals

Scot P., Associate Director—Digital Strategy

Mark S., Magazine Editor

Cathy T., Trustee Liaison to the Public Outreach Committee (Trustee)

Public Outreach to the Public

Public Service Announcements (PSA)

A conversation between WSO Staff and the long-standing PSA vendor provided some insight as to the effectiveness of delivering Al-Anon’s message of hope. Specifically, the Al-Anon story approach requires the viewer/listener to experience the entire PSA to understand how life was before Al-Anon, how they learned about Al-Anon, and how their life is since Al-Anon. There are so many distractions today that make receiving the message even more difficult. So with the support of the WSO Volunteers and the Public Outreach Committee, Staff created a new script based on the 20 Questions. The PSA used images representing a diverse population along with questions taken directly from the three 20-Question pamphlets. The overall impression of this new direction has been very positive.

The 2019 campaign consisted of the new 20 Questions format and existing Al-Anon story format, Christina. (The campaign will extend into 2020.) Overall airplays for this campaign were higher than last year, much to do with members’ willingness to reach out to stations in their locations and ask them to play the PSAs. The WSO continued to receive requests from members each week to send the PSAs to various radio and TV stations across our Structure. Airplays for each PSA will be measured and—using special website addresses and unique toll-free numbers—for the first time Staff will be able to track which version generates the most web visits and calls to the meeting line. These statistics will help drive creative decisions going forward.

Public Outreach Service Tools

The *Al-Anon Family Groups Welcomes Gays and Lesbians (S-70)* pamphlet was discontinued and existing inventory destroyed. Literature Distributions Centers were also asked to discontinue making the pamphlet available for purchase and distribution by members in their communities. This decision was taken following discussion by the Executive Committee about negative comments received from members and professionals. They indicated the pamphlet title and the lack of stories from members with bisexual, transgender, or other sexual orientations (LGBTQ+) left an impression that Al-Anon Family Groups was exclusionary. The WSO Executive Committee asked Staff to prioritize development of a new service tool reflective of the LGBTQ+ communities.

The Staff Policy Implementation Round Table (SPIRIT) and Public Outreach Committee held preliminary discussions at their respective meetings about the fellowship’s awareness and utilization of existing outreach tools for racial minorities. The limited distribution figures of *Al-Anon Family Groups Welcome Native Americans/Aboriginals (S-67)* and *Al-Anon Family Groups Welcome African Americans, African Canadians and All People of Color (S-68)* pamphlets indicate that local organizations outside of our meeting rooms are not receiving our tools designed to appeal to minority communities.

Staff added a note to the *Best of Public Outreach* online to inform the fellowship that the posted version contains some outdated links and references and direct them to visit al-anon.org for current information. The service tool continues to be available on the WSO website because of its informational value regarding public outreach activities.

WSO Staff briefly reviewed some of the Public Outreach service tools to ensure they were still relevant in today's everchanging landscape. The *Public Outreach* Bookmark (M-76) was low on stock. Staff revised the bookmark to include a smiling family running outside with the quote beneath it saying "We found HOPE in the midst of an overwhelming situation."

For the past couple of years, WSO Staff has been producing memes (images with text) to attract the non-member/potential member on WSO social media platforms. Text has included stats and quotes from Al-Anon magazines and Conference Approved Literature (CAL). In 2019 members' comments from the social media pages, anonymous quotes from members who answered "Do you have any comments about the benefits you have experienced as a member of Al-Anon?" and anonymously submitted member responses to the "Benefits of Al-Anon" question on the 2018 Membership Survey were reviewed and scored by the WSO Public Outreach Committee's newly formed Social Media Workgroup. Approved quotes became a new source for social media memes. This approach created current, fresh content that portrays the positive aspects of recovery offered in the Al-Anon program.

Impression – Impact of New PSA

Member, Anonymous

"I was in the car on the way to work when the radio station I was listening to went to a commercial break. I heard, 'Do you worry about how much someone drinks?' and, by the time the ad ran, I had pulled over to the side of the road. I was shaken. I could not wait to get to the office to call the radio station that aired it. I asked them how to get the recording, and they gave me Al-Anon's number.

"The PSA was really good, right on target, and I wanted my son's wife and kids to listen to it. Both my sons are alcoholics, and my wife and I have been dealing with one crisis after another for years. My younger son has a really bad problem. After a particularly nasty incident at Thanksgiving two years ago, my wife and I finally went to an Al-Anon meeting. Here we are in November, and I hear this ad! Coincidence or not, but I want my daughter-in-law and grandkids to get help."

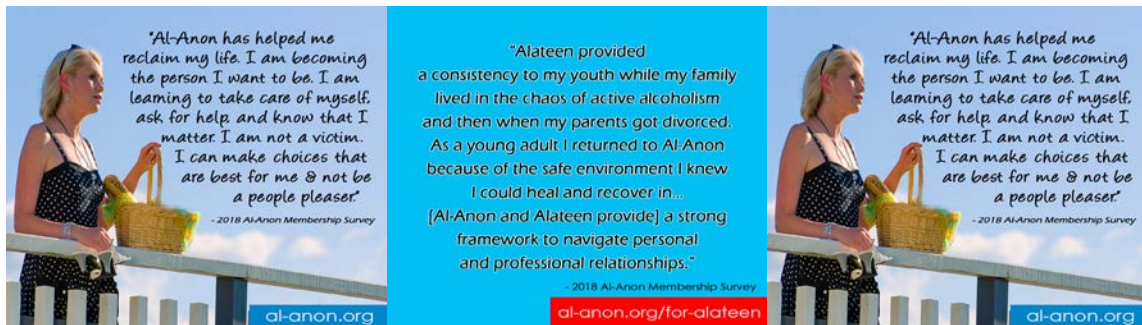
Public Outreach to Professionals

Increasing Professional Awareness of Al-Anon Family Groups

Increasing professional awareness and client referrals to our program is vital to reach the families and friends of alcoholics. The relaunch of the WSO's LinkedIn social media page in the fourth quarter improved the WSO's ability to provide news and timely information simultaneously to professionals unfamiliar with our program and those already utilizing Al-Anon as a resource. Evidence-based data from our 2018 Membership Survey and quotations from members or professionals have been utilized to illustrate the benefits of Al-Anon and the value of professional referrals to clients. Video clips from the professionals speaker panel—"Let's Be Friendly with Our Friends"—at the 2018 Al-Anon International Convention were also included in the WSO's "soft" LinkedIn relaunch. New or updated electronic meeting pages are often "soft" launched—e.g., without announcement—to provide the opportunity to ensure the page is working as designed.

Networking with Professionals

Staff added new events sponsored by national non-profit organizations to federal government agency meetings, e.g., the US government's National Institute on Alcohol Abuse and Alcoholism and National Recovery Month Planning Meeting, and the biennial Issues of Substance Conference sponsored by the Canadian Centre on Substance Use and Addiction, to increase outreach with professionals. Staff learned how school counselors and psychologists, and marriage and family therapists identify and address children, youths, and families affected by a relative's addiction to alcohol.



Staff attendance at these events provides the opportunity to speak to presenters and attendees in a personal manner. Families of alcoholics have a human voice when represented by a person.

Staff noted the amount of attention and reference to the topic of alcoholism and its effects on children and families as well as the drinker at professional conferences were not as prevalent as the focus on opioids and other types of substances.

Protect Al-Anon's Name

Vali F., Executive Director

Kerri K., Associate Director—International

Erin Keavney, Interim Legal Assistant (Non-member)

Trademark and Copyright Protection on the Internet

Based on research undertaken by the Electronic Meeting Work Group—then a Work Group of the Policy Committee—and a recommendation from the Policy Committee, the Board of Trustees at its April quarterly meeting, prior to the WSC, approved a motion “to direct the Office to pursue all appropriate remedies to protect the Al-Anon name, pursuant to the 'Electronic Meetings' portion of the 'Digest of Al-Anon and Alateen Policies' section of the 2018-2021 Al-Anon/Alateen Service Manual (P-24/27). Following this direction, Staff began the process of cataloging violations to the Al-Anon and Alateen trademark identified by members, Staff, and Volunteers. By mid-year, over 30 violations ranging from mobile apps and unregistered social media groups using the Al-Anon name and or logo to websites not linked to Al-Anon service arms posting excerpts from CAL were cataloged.

Despite having access to general counsel who provides intellectual property support as part of a monthly retainer agreement and a trademark attorney engaged to register the Al-Anon trademark internationally, it became evident existing administrative Staff could not undertake the effort necessary to investigate ownership, communicate our concerns, and address continued violations. After discussing the situation with colleagues at the A.A. General Service Office—who employ a full-time paralegal—Staff asked the Board for approval as part of the Strategic Plan Organization Goal initiatives to contract an experienced, intellectual property paralegal as a trial to pursue the violations, create templates for responding to future violations, and identify the scope of ongoing work. The Interim Legal Assistant started in November and has already successfully collaborated with members both within and outside the WSC Structure who have cooperated based on an informed understanding of the need to protect our name, as identified in Warranty Four.

International Copyright Protection and Accessibility

Since the late 1960s, AFG, Inc. has granted permission for Al-Anon structures outside of the WSC Structure to reprint and translate Conference Approved Literature (CAL). This process is administered by the WSO. For many General Service Offices (GSOs), and the WSO, sales of CAL are a necessary source of income for maintaining self-support. For AFG, Inc., it is critical to protect CAL copyrights domestically and internationally. Given that copyrights are generally granted on a national level, out of necessity AFG, Inc. has adopted a policy that prohibits any given country from selling copyrighted CAL outside of this protected area. In other words, prohibits the country from selling outside its national borders. This policy exists for all countries with reprint or translation permission and it helps to protect AFG, Inc.'s copyrights.

The need to protect this valuable intellectual property must be balanced with the need to fulfill the primary objectives of the WSO, one of which is to prepare and distribute CAL. People, goods, and services are more mobile than they were in past generations, increasing the expectations that AFG, Inc. will act similarly to other global organizations. The WSO routinely receives requests from members and groups seeking to use CAL in ways that are not supported by the policy and increase the difficulty for AFG, Inc. to monitor and enforce its rights. Examples include:

- Groups that conduct themselves in something other than a given country's official language, e.g., Polish-speaking groups in Germany, who want to be able to purchase literature in the language of their choice regardless of the geographic location of their meeting.
- Members who prefer electronic formats to paper formats.
- Members and groups who want their service arms to stock and sell CAL in a variety of languages to meet the needs of a diverse, multicultural membership.

In 2019, efforts focused on research in two primary areas. One was in the area of book publishing operations and how the WSO could increase the global availability of existing CAL. The other was in talking with the global AI-Anon community to understand the needs and wants of the fellowship, AI-Anon service arms, and the WSO. AFG, Inc. continued to seek advice from its attorneys regarding how these needs can be met through licensing of its trademarks and copyrights. The WSO continued its monitoring efforts where reprints and translations have been made. This was part of an ongoing responsibility to determine if additional trademark protection is needed to ensure that CAL can continue to be available to the broadest possible audience.

International Trademarks

Re-registration of the three AI-Anon trademarks (AI-Anon, Alateen, and the AI-Anon (triangle) logo) continued in 2019 for countries where AI-Anon literature is translated and reprinted. The following registrations were completed and received: India, Japan, Paraguay, and South Africa. Trademark registrations were also received for the AI-Anon and Alateen trademarks in Slovakia while the AFG (triangle) logo is currently pending at the Slovakian trademark office.

Goal: Organization

AFG, Inc. has one global structure, increasing access to knowledge, resources, and the program.

The Board of Trustees, Executive Committee Volunteers, and WSO Staff worked closely throughout the year to support AFG, Inc.'s Goal of having one global structure, increasing access to knowledge, resources, and the program. Several coordinated efforts resulted in achieving significant progress toward the Goal.

Increase Global Availability

Marsha W., *Director of Programs*

Kerri K., *Associate Director—International*

Gail G., *Chairperson of the Board of Trustees*

Rosie M., *Vice-Chairperson of the Board of Trustees*

John McL., *Chairperson of the International Coordination Committee (Trustee)*

Global Fellowship Support

Combining the skills of Staff from multiple Departments, in 2019 the WSO was able to fulfill a long-held desire to include “international meetings” in the al-anon.org online meeting search. For the purposes of the project, this included any meetings registered with the WSO that occur outside of the WSC Structure. The project kicked off in the first quarter and used a phased approach to implementation. In August, at the completion of the second phase, more than 550 meetings plus dozens of national and evolving structures had been added to the meeting search. Unfortunately, technical limitations existed that prevented 100% of WSO-registered meetings from being added to the search. Additional phases of the project will attempt to improve on this outcome. In the meantime, the number of groups included in the search has continued to grow because as new meetings registered, new requirements ensured that the necessary information was collected at the time of registration. Prior to this, members seeking information about these meetings were required to call or write to the WSO to access the information. This project expanded access to resources by making meeting information available 24 hours a day, seven days a week on a platform that enables users to view the information from anywhere in the world, in their own languages and time zones.

Adding “international meetings” to the al-anon.org meeting search is one example of how Staff and the Board worked together to prioritize resources to benefit the global fellowship. Another was through efforts to provide support to evolving structures. Support took the form of providing technical assistance in completing meeting registration or reprint permission forms; clarifying roles and responsibilities of service workers; understanding the Traditions and Concepts of Service; beginning outreach to professionals, media, and the public; authorizing first-time requests for reprint/translation permission; or explaining policies. New and evolving structures encountered policy questions as often or even more than in the WSC Structure. These related to translation, finances, Alateen, group registration, websites/social media, anonymity, and other topics.

The goal of the International Team and the International Coordination Committee (ICC) is to provide the information, resources, and shared experience that new and evolving structures need to be successful. In 2019, three evolving structures sought assistance with establishing a service board, one of the first steps in forming a national structure. They were Bolivia, Czech Republic, and Latvia. The Russian Federation was an established evolving structure that progressed this year to forming Finance, Policy, and Executive Committees for the first time. After a long period, Turkey resumed communications with the WSO and launched a significant effort to translate and print more than ten books and pamphlets.

Connections to national service structures were strengthened through ongoing communications with elected leaders and paid office staff alike. WSO Staff and ICC members were kept informed, through verbal or written correspondence, of activities of General Service Conferences and General Service Boards for many national structures including Australia, Brazil, Denmark, France, Germany, Mexico, New Zealand, Norway, Slovenia, South Africa, UK & Eire, Uruguay, and others. When asked, Staff and the ICC provided assistance and shared experience. Much was gained on the part of WSO Staff and ICC members, as well, as the result of being a part of the global fellowship.

International Structure Events

Zonal Meetings are structured and organized service meetings for countries outside of the WSC Structure. Attendance is open to national and evolving service structures. Zonal meetings offer an opportunity for service structures and the WSO to meet face-to-face, hear reports, exchange information, and strengthen our mutual connections. They are hosted and attended by structures in Central America, Europe, and South America and occur every second year.

Participating in the European Zonal Meeting

The first of the 2019 Zonal Meetings took place in Ankaran, Slovenia September 20-22. The theme of the meeting was Embracing Changes. There were 32 Delegates in attendance representing 17 national and evolving structures. Although individually the Delegates spoke 30 different languages, the mutually agreed upon written and spoken language for the meeting was English. Kerri K., Associate Director—International, and Gail G., Chairperson of the Board of Trustees, attended on behalf of the WSO.

Discussion topics included:

- Modern Communication (Inside and Outside the Fellowship) — The discussion focused on the use of electronic media for communication with service volunteers and the public. As the structure using the greatest variety of electronic media, the WSO was asked to share its experience first. Delegates contributed similar sharings of what did and did not work for their members and public audiences.
- Advantages and Obligations of a Legal Structure — Discussion was held regarding registering as a legal structure; the types, the advantages, and the challenges. Delegates shared on adapting to changes in local laws and the effects on AI-Anon. The topic of legal literature and licensing was raised and the WSO was able to supply information on the process.
- Concept Twelve/Warranty One — Delegates shared about the strength of their structure’s financial position, methods of conveying the needs of the service structure to the fellowship, and accepting and supporting the group conscience.
- Know-how on Public Outreach — Delegates shared information and concerns. WSO shared on using PSAs on radio and television, publishing the yearly magazine *AI-Anon Faces Alcoholism*, and maintaining a strong position on Google. Poland shared that AI-Anon had been invited to its parliament to take part in a conference about organizations that help with the problem of alcoholism.

The 2021 European Zonal Meeting will be held in Essen, Germany.

Participating in the Ibero-American Zonal Meeting

The purpose for this meeting was an opportunity for service structures—with the WSO as a resource—to meet in a face-to-face setting to report service activity that has occurred within their respective structures since the last meeting in 2017. Through this platform structures exchanged information, answered questions, and strengthened their mutual connections. This meeting took place in Mexico City, Mexico and was hosted by the AI-Anon General Service Office for Mexico in October.

WSO participants to this event were Board of Trustee member Rosie M. and Director of Programs Marsha W. Although WSO participation for this meeting was limited to voice and not vote, both representatives participated in workshops, answered assigned questions scheduled within the program, and answered general questions while collaborating with each structure present.

The two-day meeting was the ninth Ibero-American Meeting. In addition to WSO’s participation, other countries present were Brazil, Ecuador, Mexico, and Peru. Paraguay, Bolivia, Argentina, and Uruguay were originally scheduled to come, however, all were unable to have representation present for various reasons.



Workshop topics included the following:

- Linking Service Experiences in Ibero America
- From Mexico with Love
- Literature
- General Service Offices as Service Centers
- Going Back to Basics
- The Structure's Spirit
- Effective Communication between Structures

The 2021 Ibero-American Zonal Meeting will be hosted by Peru.

Missing the Opportunity to Participate in the Central American Zonal Meeting

The Central American Zonal Meeting was hosted by El Salvador on November 13-15. Unfortunately, WSO Staff and Trustees were unable to attend due to unavoidable schedule conflicts. Staff researched technological solutions that might have enabled remote participation, but none were feasible. Staff was learning more every day about how to improve services and communication using technology, but have not yet mastered the skills to achieve meaningful participation that does not create an unreasonable burden on behalf of either the hosts or the participants.

Impression - Connecting with the Worldwide Fellowship

Gail G., Chairperson of the Board of Trustees

Attending a Zonal Meeting is an inspiring, heart-warming experience and has convinced me that these meetings are essential to the future growth of AI-Anon. Sitting at the table with the European Delegates and listening as they provided a brief rundown on what was happening in AI-Anon in their respective countries was an experience I will never forget. A lot of the countries have had AI-Anon meetings since the 1950s and '60s, but several are much newer to AI-Anon.

The Delegates, even those that were newer members, exhibited such knowledge, insight, and passion for their structures and AI-Anon as a whole that the sharing of experience and information was amazing. Many are facing challenges of coping with the changing laws in their countries. Most are experiencing the concerns of the "cashless" trend of today. The literature was a huge obstacle both in terms of translation and licensing to sell within borders.

One of the many highlights for me was meeting the two participants from Latvia. AI-Anon was founded in Latvia in 1991 and has ten groups. One of the participants has been an AI-Anon member for two years; the other is a member of an online international AI-Anon meeting and they came to the EZM because they saw the need to break the isolation of AI-Anon in Latvia. They wanted to get information on starting Alateen meetings. These members were an inspiration and hearing them say the Serenity Prayer in their language was an emotional experience tying us all together. I will forevermore carry them in my heart knowing that we are all members of the *worldwide fellowship of AI-Anon*.

Impression - Collaborating as a Trilingual Organization with our Spanish-Speaking Neighbors

Rosie M., Vice-Chairperson of the Board of Trustees

It was an honor, blessing, and very exciting opportunity to attend the Ibero-American Zonal meeting in Mexico City alongside Marsha W. of the WSO, where we collaborated with our Portuguese- and Spanish-speaking neighbors and countries such as Peru, Brazil, Ecuador, and Mexico. I was in awe and very inspired to witness the shared sentiments throughout this meeting by all in attendance.

The International Delegates displayed their commitment, responsibility, and loving encouragement of one another and their passion for their structures and our AI-Anon fellowship. It was very evident through their sharings and reports and I was very inspired and mesmerized by their dedication. Their common vision included wide and varied interests, challenges, and items of importance within the neighbors of the Ibero-American countries. One common challenge within all the countries was their literature, reprint, printing costs, and sale within their borders. Another important and shared challenge was their communication with each other, with differences in time zones, platforms, etc. AFG Connects was relayed and displayed to them as a tool during this meeting and they were very excited.

The International Zonal Meetings were of utmost importance in providing an opportunity for International service structures and the WSO to meet face-to-face to strengthen our mutual connections. Language was not a barrier but a heartfelt connection of collective thoughts and ideas. We patiently waited while the individual thoughts and ideas were collected. Each could see the challenge for our Spanish-speaking neighbors, trying to communicate in another language other than their own, for example, Portuguese, yet, their ideas were conveyed beautifully. For myself, I listened in Spanish and simultaneously translated into English as I was taking my notes. To me, this was a collaboration in action by all attendees. It was a tear-jerking moment when the translator found a picture of his Delegate grandmother on the walls of the board room. I'm very grateful for the opportunity, more than words can express, to have this glimpse and experience of the worldwide fellowship of AI-Anon as it is a reality—AI-Anon members from across the globe, our neighbors, peers and friends, all with the same common bond that unites us.

Facilitate Access to Our History

Claire R., *Associate Director—Public Outreach Professionals*

Joe T., *Archivist*

The WSO's archival software was upgraded to the latest, cloud-based version. The Events & Special Projects Team helped to facilitate the project. The Archives Team was fully satisfied that existing data on local servers had been transferred and could be successfully searched and retrieved from their new cloud-based storage locations. The implementation included ten workflows configured to eliminate or reduce the need for any Staff intervention when loading high-volume documents, such as Board and Executive Committee minutes, into the archives. The standardization of naming involved in the workflows will also improve Staff's ability to retrieve and disseminate archival data for Staff, WSO Volunteers, and the fellowship.

Recruit, Grow, and Retain Staff

Vali F., *Executive Director*

In 2019, the WSO Staff turnover rate was 27% percent, which is slightly higher than the 26% percent average reported by our local payroll provider. One significant departure was the Events & Special Projects Manager. In accordance with WSO procedure, Staff roles are revisited whenever an individual leaves the organization as requirements can shift rapidly as the WSO strives to meet the needs of the evolving fellowship and environment. Additionally, two-thirds of the Group Services Team changed in 2019 through retirement and a resignation to support family commitments.

Ten new Staff members joined the WSO throughout the year and a new position—Programs and Digital Strategy Assistant—replaced the Programs Generalist position. This new role was charged with supporting both the Literature and the Digital Strategy Teams. For more than half of 2019, the WSO operated with an Interim Human Resources Manager. Hiring continued at year-end to find the right candidate for this critical position.

Our three Staff leadership Teams—Strategic Leadership Team (SLT), Staff Management Team (SMT), and Staff Policy Implementation Round Table (SPIRIT)—created early in 2019 operated throughout the year within the scope of their carefully-defined service responsibilities, supporting Strategic Planning, Staff management, and Policy implementation respectively.

The SLT participated in a leadership workshop and utilized those skills as it undertook a rapid-paced effort to draft proposed Strategies in support of the AFG Strategic Plan for the Board of Trustees' consideration for 2020. The SLT has operated most of the year with only six members given the absence of a permanent HR Manager.

The SMT expanded its purpose to include recommending and approving WSO procedures. As part of its revised mandate, the SMT discussed data captured over a ten-month period regarding incoming call volumes and origins to the WSO phone lines between 5:00 pm and 6:00 pm. As a result of this discussion—recognizing the data confirmed that volumes during this timeframe were extremely low and did not support a long-held belief that these calls primarily originated from the west coast—the SMT gained consensus from the Executive Committee to adopt 8:00 am to 5:00 pm as the WSO phone hours starting in January 2020. This decision will help the WSO recruit and retain qualified professional Staff, since the 9:00 am to 6:00 pm shift was a deterrent for many candidates.

Members of SLT introduced facilitation tools from the leadership workshop to the SPIRiT agenda, helping that Team increased its ability to more efficiently address the long list of complex AI-Anon Policy implementation questions.

Impression – Evolving the World Service Office to Meet Changing Needs of the Fellowship and Organization

Debbie G., *Chairperson of the Executive Committee*

Today's WSO functions with a dynamic and evolving workforce with opportunities for continued personal and organizational growth designed to meet the needs of our fellowship now and into the future. The office work environment demonstrated the heart of the Strategic Plan's Core values: adherence to our Legacies, equality, respect, and integrity in interactions between Staff, the Board of Trustees and At-Large members of the Executive Committee, and the fellowship as a whole. Transparency was achieved through weekly Director Reports, communication with the fellowship through the various communities on AFG Connects, and the multitude of daily emails and phone calls. There was opportunity for growth in positions through continuous review and audit of what is needed—how can those vacancies best service the needs of the Strategic Plan now and into the future. The open-door policy for all Staff offered the opportunity for building trust, clarity, and unity. Yearly evaluation for needed training, up-to-date technology, and equipment ensured a healthy future not only for our Staff but for our WSO as a whole. Our future is bright and evolving in a positive direction due to the work of our Staff.

Manage Operations

Niketa Williams, *Director of Finance & Operations (Non-member)*

Karen Wolff, *Software Engineer (Non-member)*

Michael Rodriguez, *Building and Office Manager (Non-member)*

Improved Effectiveness with Technology

A record of Area trusted servants was maintained in the WSO database, including Area Delegates, Area Chairs, Coordinators, and District Representatives. Members holding these positions gained access to AFG Connects, which provided a platform for discussions with peers from other Areas and resource documents useful for their position. New trusted servants received a welcome from the WSO at the beginning of their term introducing them to their new position and providing their AFG Connects login credentials. Creating these welcome emails has been a time-consuming and manual process involving multiple WSO Staff.

This year the WSO added a module to our database program called Advanced Process Automation for the purpose of automating repetitive tasks. So far the WSO has created 26 tasks to generate welcome emails, notify Area Alateen Process Persons of newly-certified AI-Anon Members Involved in Alateen Service, and provide a number of internal alerts. Already more than 1,100 emails have been automatically sent using this new productivity tool.

WSO Staff Well-Being and Safety

Staff are valuable resources to the WSO. To ensure Staff well-being, the WSO improved our existing security system by installing cameras at key entry points. The new security system allowed activity to be monitored in and around the building for asset security as well as Staff and visitor safety. Panic buttons were installed within the building to silently alert the police in case of an emergency. The fire control panels were upgraded to ensure quick and expedient notification of a fire emergency.

An emergency response plan was developed. The emergency response plan mapped out protocol in case of an active shooter, natural disaster, or immediate evacuation. Most importantly, the emergency response plan allows for immediate communication and restoration of operations at the WSO as quickly and safely as possible. By implementing these new tools, the WSO has ensured the safety of its Staff and visitors to the WSO.

Manage Our Budget & Financials

Niketa Williams, *Director of Finance & Operations (Non-member)*

Mary Davis, *Accounting Manager (Non-member)*

Joan S., *Treasurer of AFG, Inc.*

Cindy K., *Treasurer of AFG, Inc.*

A total of \$5,375,953 in contributions, *Forum* subscriptions, and literature sales were received from members, creating a real impact within the fellowship through a combination of programs, literature, and new technology. Member support provided enhancements to meeting search database, secured Spanish and French interpretation at the 2019 World Service Conference, and launched exciting new public service announcements.

Al-Anon's operating funds come from three main funding sources: revenues from literature sales, contributions, and other revenue. More than 67% of total expenses go directly towards achieving the Mission of Al-Anon Family Groups. The supporting services included in general and administrative expenses provide customer service support, shipping, and financial support to maintain operations.

Impression – Investing in Our Future

Cindy K., *Chairperson of the Finance Committee and Treasurer for AFG, Inc. (Trustee)*

Lois W. said, on more than one occasion, "There is no standing still in Al-Anon."

If you have gotten this far in reading this Annual Report, you can see for yourself Al-Anon Family Groups has been making great strides in accomplishing our Strategic Plan Goals. Because the fellowship has practiced the spiritual principles of abundance, trust, unity, and love with their contributions, the organization has been able to accomplish some important objectives!

I have been amazed at how the Finance Committee and Director of Finance & Operations, along with WSO Staff, have managed the financial aspects of accomplishing everything described in the Annual Report above. The Director of Finance & Operations and Accounting Manager monitor all expenditures with professional and practiced procedures.

Everything the organization does—from the day-to-day operations to implementing all kinds of new and exciting Strategic Plan initiatives—requires funds. As an organization and a fellowship, we cannot afford to stand still. There are many competitors for the funds that Al-Anon members provide for the fellowship's growth—from a daily designer coffee to other family recovery programs. We must keep our name in the forefront of the electronic search engines because that is how newcomers are finding us today.

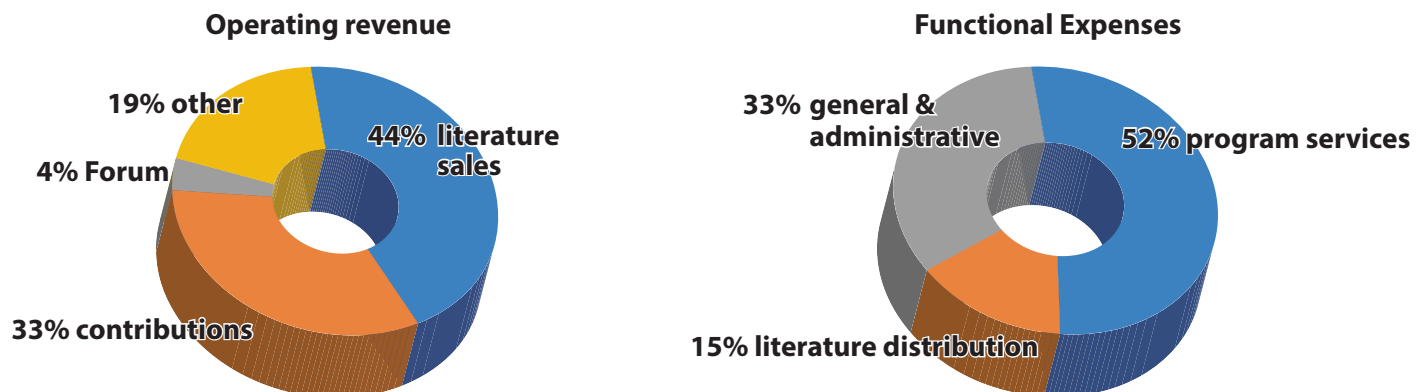
Service is the rent I pay for my recovery but my donations are the gift I give the fellowship to assure Al-Anon Family Groups' survival. I can already tell my great-grandchildren will need what Al-Anon has to offer!

Note: The complete audited financial statements of Al-Anon Family Groups Headquarters, Inc. for fiscal year 2019 may be obtained online at www.al-anon.org.

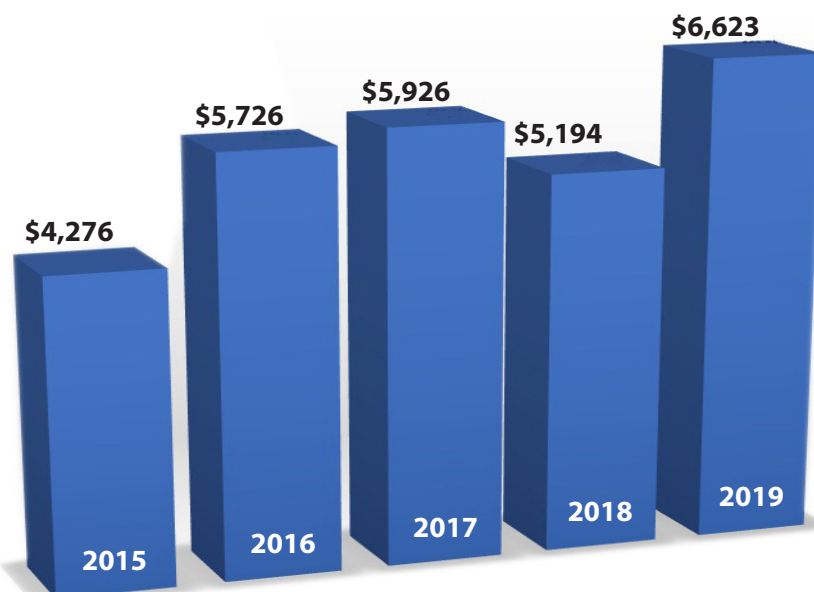
Financial Highlights

Statements of Financial Position	2019	2018	2017
Total Assets (in thousands)	\$11,060	\$9,833	\$10,513
Liabilities and Net Assets			
Total liabilities	\$1,531	\$1,387	\$1,867
Net Assets without donor restrictions	\$9,529	\$8,446	\$8,646
Total liabilities and net assets	\$11,060	\$9,833	\$10,513
Operating revenue (in thousands)	2019	2018	2017
Literature sales, net	\$2,914	\$3,194	\$2,771
Contributions	\$2,187	\$1,953	\$1,973
Forum sales	\$275	\$258	\$264
Other income, net	\$1,247	\$(211)	\$918
Total operating revenue	\$6,623	\$5,194	\$5,926
Operating expenses (in thousands)	2019	2018	2017
Program services	\$2,865	\$2,731	\$2,830
Literature distribution	\$839	\$860	\$822
General & administrative	\$1,837	\$1,804	\$1,172
Total operating expenses	\$5,541	\$5,395	\$4,824

AI-Anon FY2019 Revenue & Expense



AI-Anon's Five Year Revenue Trend (in thousands)



Strategic Plan

2019 Strategies Update

Staff Strategic Leadership Team

A new Strategic Plan for AFG, Inc. was developed in 2018. At that time, Volunteers and Staff were resolute in the desire that the Strategic Plan would not be a list of activities to pursue, but rather a place to document the envisioned future of AFG, Inc. With it, the WSO would establish a long-term vision that could be realized over time by executing a series of relatively short-term actions. Strategic planning in 2018 would lead to strategic actions in 2019.

Using the Concepts of Service as a guide, the WSO began 2019 with clarity about the differing roles and responsibilities of the Board, the Staff, and the Executive Committee. The Board, uniquely entrusted with administrative authority for Al-Anon World Services (Concept Six), would have the task of oversight. Their role would be to ensure that plans and actions (Strategies) developed by Staff would be appropriate, efficient, and demonstrate meaningful progress toward achieving the long-term Goals and Objectives of the Strategic Plan. The Staff, who “often develop new plans and policies” (Concept Eleven), would be responsible for designing, implementing, and managing budgets for the shorter-term Strategies. The Executive Committee, having been delegated the authority to manage routine operations of the WSO (Concept Eight) and specific responsibility to monitor Strategic Plan progress (Board Motion), would serve as a valuable sounding board—part focus group, part support squad, and part governor—they would provide useful insights to Staff and their thoughtful suggestions would improve Staff planning.

Overall excitement about the process, enthusiasm for confronting challenges, and hope for the future brought many Staff ideas out into the open. In no time at all, such excitement had created a problem of abundance—too many opportunities and not enough resources. Over time and with frequent Board and Executive Committee conversations, Staff right-sized its ambitions to match more closely the WSO’s physical, financial, emotional, and spiritual capacity for accomplishing the Strategies. Though reality forced Staff to narrow the scope of original ambitions, in the end the WSO achieved more than any of us might have believed we were capable of.

The milestone achievements of 2019 included transitioning to a continuous publication schedule for the WSO’s outreach magazine for professionals (*Al-Anon Faces Alcoholism*), adapting the online Meeting Search to include more than 500 registered meetings occurring outside of the WSC Structure plus registered evolving and national service offices, designing and testing a new database module that allowed automation of several manual processes for Customer Service and AFG Records Staff, inventorying and improving the content on all Al-Anon digital properties, translating the 2018 Annual Report into French and Spanish for the first time in AFG, Inc. history, expanding professional contacts by increasing Staff attendance at their conferences, improving communication with members by establishing an AFG Connects Community for Electronic Meeting CMAs, and expanding the use of technology by creating the Members Blog and initiating plans to develop a mobile app.

Impression – Infusing the Strategic Plan in Every Decision and Action

Debbie G., *Chairperson of the Executive Committee*

In Concept Nine, Bill W.'s essay on leadership tells us that the all-important attribute of leadership is vision. He goes on to say that ... "As individuals and as a fellowship, we shall surely suffer if we cast the job of planning for tomorrow onto a fatuous idea of Providence. God has endowed human beings with considerable capability for foresight and evidently expects us to use it." Page 197 – 2018/2021 *AI-Anon/Alateen Service Manual*.

The current Strategic Plan is a vibrant and visionary blueprint or roadmap which connects us, ensuring the work meets our primary purpose of helping families and friends of alcoholics. It takes us from where we are today to where we want to be in the future. During this past year, the work of Staff, the Board, and Executive Committee have demonstrated how we continue to move forward by constantly asking ourselves key questions: Are our activities strategic in thinking? Does our thinking support our Envisioned Future, Core Purpose, Mission Statement, Core Values? Do our actions accurately communicate this message to the members of the fellowship and those still suffering who have not yet found us?

Our current Strategic Plan is a tool that provides guidance in fulfilling a mission with maximum efficiency and impact. Our current Plan fully articulates specific Goals and describes the steps and resources, including Staff and financial capacity, required to attain them; the data to support our findings and outcomes; and the process for evaluating outcomes and timely progress.

We have all learned this past year that new roads require review and maintenance to ensure the potholes are filled, possible detours are diverted or in some cases required while new construction is underway. Roadmaps become useless if not regularly updated. Roads change, environments change, construction can cause delays or perhaps an opportunity to take a route less traveled, one never considered or even dreamed possible.

One key to ensuring we have stayed the course has been keeping the work visible. Staff, Board of Trustees, and At-Large members of the Executive Committee have access to our Strategic Plan through a newly implemented software program that promotes daily communication and visibility to progress and outcomes. Visibility is offered to all visitors through placement of framed posters of our Strategic Plan in the Board Room, every conference room, and desktops throughout the office. During the 2019 WSC, Conference members were introduced to and enthusiastically received our new Strategic Plan. Conference members expressed confidence in the Staff, the Board, and Executive Committee that we are moving our fellowship forward in a spirit of unity and trust.

2020 Plans for the AFG, Inc. Envisioned Future

Gail G., *Chairperson of the Board of Trustees*

Terry F., *Chairperson of the Strategic Plan Oversight Work Group*

Norm W., *Chairperson of the Envisioned Future Work Group*

The Strategic Plan is connected to AI-Anon's Core Purpose and the Mission Statement and is the plan for how these will be carried out. The Board of Trustees strives to focus 80% of its work on forward-thinking and planning for the future. In 2018 the Board revised and fine-tuned the Core Purpose, Mission Statement, Core Values, Envisioned Future, Goals, and Objectives. Clarification was provided that the Board is responsible for the "what," the Strategic direction of AI-Anon Family Groups, and the Staff is responsible for the "how," the Strategies and action plans to accomplish the Goals and Objectives. With the use of the new technology program, the Board has visibility to all the Strategies which Staff are working on and is able to track progress as it transpires. At the October Board of Trustees meeting, Staff provided information on the resources, scope, outcomes and where applicable, the budget impact for the proposed 2020 Strategies with explanations on the boundaries around Staff capacity and budget. With the Board's approval, the 2020 Strategies being advanced will focus on enhanced trilingual communication, expanding technology through a mobile app, a competitive analysis to identify ways to help the public understand why

AI-Anon is the most effective resource for recovery for those affected by the family disease of alcoholism, and addressing trademark and copyright violations to protect our name. Of course, this is on top of all other work being executed on an on-going basis. With the guidance of the Board and the implementations by the Staff, it is exciting to see glimpses of AI-Anon's envisioned future becoming a reality.

As part of the Board of Trustees' responsibility for the strategic direction of AI-Anon Family Groups, in 2019 the Board began prioritizing the Strategic Plan Objectives for 2021, to allow Staff sufficient time to create Strategies and provide the Board information on the budget implications of the proposed Strategies. A Task Force was formed which provided the Board with information at the October Board, on factors for the Board to consider, in deciding which Strategic Objectives Staff will focus on implementing in 2021.

The presentation initially provided the Board a review of our Strategic Plan, to set the context for the Board's decision. The time frame for future-oriented Strategic thinking was discussed—an Envisioned Future is based on a vision for the next ten plus years; Goals are what can be accomplished in the next three to five years; and Strategies have a one to two year time frame.

Factors relating to shifting demographics, evolving technology, multiple cultures and generations, transformations in how members and the public receive information, and new digital competencies were also discussed. Information on developing trends—e.g., reduction in face-to-face meeting attendance, growth in international meetings and non-English-, Spanish-, and French-speaking members, increase in participation in electronic meetings, increased outside entity competition for members, fewer members volunteering for service and breakdowns in the links of service, continued pressure for online and social media presence, AFG, Inc.'s continuing dependence on sale of literature, with plateauing contributions and many others—were discussed by the Board.

The presentation also included a review of the Knowledge-Based Decision-Making (KBDM) questions. The Board of Trustees was invited to consider an Objective's "Impact," the breadth of its importance, how essential it is. Another factor discussed was the "Consequence" of the Objective, measuring the "depth" of importance, how directly linked is it to our Mission and Core Purpose. The Board also considered the concept of "Immediacy." How important is it to accomplish this now? Finally, the Board was tasked with considering which Objectives offered the greatest return on financial and human resource investments.

The Envisioned Future Work Group (EFWG) was initially set up as the Strategic Planning Oversight Work Group (SPOWG). Historically, the Work Group was put in place to track the implementation of the Strategic Plan. Since then the Board has evolved with the recent revision of its comprehensive strategic plan, use of software, and the Board's transfer of responsibility and authority to the Executive Committee for reviewing the Staff's progress on the assigned Strategic Plan Strategies.

At the January 2019 Board of Trustees meeting, it was felt that this Work Group should have a new purpose and name, to help the Board focus more on forward-thinking and planning for the future. In April 2019, the Board approved a new name for the Work Group, the Envisioned Future Work Group. The Board also approved the following purpose for the Work Group:

The Envisioned Future Work Group of the Board of Trustees of AI-Anon Family Group Headquarters, Inc. is a visionary Work Group that supports the Board of Trustees in its role of world service leadership. With a focus on foresight, the Work Group stimulates future-minded, strategic thinking and is committed to advancing AI-Anon's Mission.

In July the Board of Trustees approved the following duties for the Work Group, to help effectuate its purpose, which have been incorporated into the EFWG's initial Guideline:

Future Trends: Provides Trustees with information about future trends as they relate to the Board's role of governance and the future viability of AFG, Inc.

Environmental Scanning: Helps the Board understand the fluctuating environment in which Al-Anon is operating by bringing future-focused information for discussion about social and cultural issues that may affect not-for-profit organizations

Generative Discussions: Leads the Board in open-ended, non-directed discussions, focusing on issues related to AFG, Inc.'s Mission Statement and spiritual principles.

Visionary Discussions: Guides the Board in focusing on the future by planning discussions/presentations that engage Board members in visionary discussions.

Consistent with its new goal to lead the Board in visionary discussions on future-oriented topics, the initial discussion held with the Board, at its October 2019 meeting, was on the topic of: "What effect does 'culture, language, and non-binary gender identification' have on Al-Anon as it expands from its current demographic base"? In a very emotional, spiritual, and forward-thinking conversation, the Board of Trustees discussed the effects of the changing demographics, not only of Al-Anon members, but of those not yet reached. Conversation was held regarding the challenges and opportunities provided as the WSO reaches out and reaches into a variety of cultures, defined in part by language, national origin, non-binary gender identification, and generation. The Board members recognized that since alcoholism affects all communities, regardless of race, religion, or socio-economic status, the fellowship will continue to be confronted with the need to be able to welcome and accommodate different cultural, language, and spiritual needs and beliefs of these potential members.

Our ideal is set forth in the introduction of the "Al-Anon and Alateen Groups at Work" section of our *Al-Anon/Alateen Service Manual*; it states "Al-Anon is a unique fellowship that unites members of different backgrounds, races, and walks of life in an inspiring endeavor: helping themselves and others to lead purposeful, useful lives by overcoming frustration and helplessness caused by close association with an alcoholic." We focused our discussions on how to better make this ideal, a reality.

International Reprints Matrix

2019 English CAL Reprint Permissions

Australia

<i>Just for Tonight</i> (Bookmark)	M-81
<i>Intimacy in Alcoholic Relationships</i>	B-33
<i>Hope & Understanding for Parents & Grandparents</i>	P-94

South Africa

<i>Alateen Hope for Children</i>	B-3
<i>Just for Today Alateen</i> (Bookmark)	M-13
<i>Just for Today</i> (Bookmark)	M-12
<i>Detachment</i>	S-19
<i>Just for Tonight</i> (Bookmark)	M-81
<i>Has Your Life Been Affected...?</i> (Alateen)	S-20
<i>Paths to Recovery</i>	B-24
<i>Intimacy in Alcoholic Relationships</i>	B-32

2019 Spanish CAL Reprint Permissions

Argentina

<i>En todas Nuestras Acciones</i>	SB-15
<i>Como ayuda Al-Anon a los familiares y amigos de los alcohólicos</i>	SB-32
<i>La intimidad en las relaciones alcoholicas</i>	SB-33
<i>Al-Anon es para hombres</i>	SP-1
<i>El enfoque de Al-Anon</i>	SP-45
<i>Esperanza y comprensión para los padres y los abuelos</i>	SP-94
<i>Un día a la vez en Al-Anon</i>	SB-6
<i>Un día a la vez en Alateen</i>	SB-10
<i>Valor para cambiar</i>	SB-16

Colombia

<i>Alateen solo por hoy</i>	SM-11
<i>Padrinazgo: Trabajando junto por la recuperación</i>	SM-78
<i>Paquete para el recién llegado a Al-Anon</i>	SK-10
<i>Sola por hoy</i>	SM-12
<i>Solo por esta noche</i>	SM-81
<i>¿Se molesta por la bebida de otra persona? Al-Anon es para usted</i>	SS-17
<i>La intimidad en las relaciones alcoholicas</i>	SB-33

Mexico

<i>Sólo por esta noche</i>	SM-81
<i>La intimidad en las relaciones alcoholicas</i>	SB-33

APPENDICES

2019 Spanish CAL Reprint Permissions - Cont.

Peru

<i>Manual de Servicio de Al-Anon y Alateen</i>	SP-24/27
<i>Abramos el corazon, transformemos nuestras perdidas</i>	SB-29
<i>Alateen: Examen del 4to. Paso</i>	SP-64
<i>¿Ha sido tu vida afectada por la bebida de otra persona?</i>	SS-20
<i>Oracion de la serenidad</i>	SM-26
<i>Intercambio amoroso para resolver conflictos</i>	SS-71
<i>En busca de la libertad personal—Los Legados en nuestra vida</i>	SP-92
<i>Declaración de Al-Anon</i>	SM-08

Spain

<i>Sólo por esta noche</i>	SM-81
<i>La intimidad en las relaciones alcoholicas</i>	SB-33

2019 Translation Permissions

Finland (Finnish)

<i>Intimacy in Alcoholic Relationships</i>	B-33
<i>Just for Tonight</i> (bookmark).....	M-81
<i>Hope & Understanding for Parents & Grandparents</i>	P-94
<i>Reaching for Personal Freedom</i>	P-92
<i>Paths to Recovery Workbook</i>	P-93

Iceland (Icelandic)

<i>Sponsorship—Working Together to Recover</i>	M-78
<i>Al-Anon Spoken Here</i>	P-53
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Italy (Italian)

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<i>Freedom from Despair</i>	P-6
<i>How Can I Help My Children?</i>	P-9
<i>So You Love an Alcoholic</i>	P-14
<i>What Do You Do about the Alcoholic's Drinking?</i>	P-19
<i>Why Anonymity in Al-Anon?</i>	P-33
<i>Hope & Understanding for Parents & Grandparents</i>	P-94
<i>Anonymity (Table Card)</i>	S-9
<i>Al-Anon Family Groups Welcome Adult Children of Alcoholics</i>	S-69
<i>Al-Anon/Alateen Service Manual 2018-2021</i>	P-24/27

Slovenia (Slovenian)

<i>Detachment</i>	S-19
<i>One Day at a Time in Al-Anon</i>	B-6
<i>How Al-Anon Works</i>	B-22
<i>Just for Today</i>	M-10
<i>So You Love an Alcoholic</i>	P-14
<i>To Parents of Alcoholics</i>	P-16
<i>Al-Anon Sharings from Adult Children</i>	P-47
<i>Information for the Newcomer</i>	S-4
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Turkey (Turkish)

<i>Courage to Change: One Day at a Time in Al-Anon II</i>	B16
<i>Freedom from Despair</i>	P-6
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<i>Sponsorship, What It's All About</i>	P-31
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Board of Trustees Motions

Debbie G., Chairperson of the Board of Trustees

Gail G., Chairperson of the Board of Trustees

The Board, in its legal, financial or oversight capacities, took action:

- to accept the 2018 Annual Report
- to recommend to the World Service Conference the seating of the following non-voting participants at the 2019 World Service Conference
- to approve the 2019 World Service Conference Agenda Topics as presented
- to approve additional text to the Conference Procedure Booklet as presented by the Conference Leadership Team
- to approve the BYLAWS OF AL-ANON FAMILY GROUP HEADQUARTERS, INC. as amended
- to approve the BY-LAWS OF AL-ANON FAMILY GROUP HEADQUARTERS (CANADA) INC. as amended
- to eliminate TEAM events effective January 2020
- to approve the World Service Handbook Administrative Staff Language as amended
- to approve the text revisions to Concept Five as amended
- to accept two Regional Trustee nominees, two Trustee at Large nominees, the At-Large member for the Executive Committee for Real Property Management (ECRPM), as well as Board Officers, Executive Committee At-Large members, and the Chairpersons of the Executive Committee and ECRPM
- to leave two three-year terms Trustee At-Large vacant for one year and to solicit résumés for the remainders of the terms through the usual process.
- accept the Quarterly Financial Statement (unaudited) of December 31, 2018 as presented.
- to approve the 2019 Preliminary Budget as presented.
- to approve the current Road Trip! event trial period be extended for an additional three years (2020 through 2022) and that the further recommendations be adapted as outlined by the Work Group
- to approve that the Board of Trustees maintains the Reserve Fund as is because it does not exceed one year's operating expense
- to approve IRS Form 990 as presented
- to approve the Policy Committee recommendation to the Board of Trustees to direct the Office to pursue all appropriate remedies to protect the Al-Anon name, pursuant to the "Electronic Meetings" portion of the "Digest of Al-Anon and Alateen Policies" section of the *2018-2021 Al-Anon/Alateen Service Manual (P-24/27)*.
- to approve the text of Concept Five as amended
- to approve the Update Communication Process to support Area selection of Regional Trustee Candidates Task Force's recommendation to distribute the training material to Delegates and Area Chairs on AFG Connects and include it in the Regional Trustee training packet starting in 2020
- to revise the Trustee Résumé to include a requirement to "travel independently without special accommodations"
- to approve the Revised 2019 Budget as presented
- to rescind motion #7 from July 2018 regarding cost of interpretation
- to approve a special project to provide professional interpretation, when required, to support Spanish- and French-speaking Delegates who attend the World Service Conference. The project will start in 2019 as a three-year trial, with the cost of interpretation to be transferred from the Reserve Fund
- to approve that the Equalized Expense amount for the 2020 World Service Conference be set at \$1,289.00 US (66%) and that the Full Cost for a Delegate to attend the 2020 World Service Conference be set at \$1,953.00 US

- to approve that the Equalized Expense for the 2020 IAGSM to be held in London, England be \$1,685.62 US (90%) per Delegate and the full cost for a Delegate to attend the meeting is \$1,872.92 US
- to recommend to the 2020 WSC a change to the portion of the Regional Trustee plan related to the process for electing Regional Delegates, Out-of-Region Delegates, Regional Committees on Trustees Chairperson, and co-Chairpersons, beginning in 2021
- to change the designation of the Regional Trustee Oversight Committee to Regional Committee on Trustees Selection Work Group
- to approve that Executive Committee members serve a maximum of three one-year terms.
- to approve not including an Open Board of Trustees meeting during World Service Conference, beginning in 2020
- to approve that, beginning in 2020, the Open Policy meeting occur once per Panel during World Service Conference rather than once a year, to occur the year when not visiting Stepping Stones or the World Service Office
- to approve the Staff's Recommended Process and Timeline for Members and Chairpersons of At-Large Committees
- to approve that WSO Staff has the authority to make housekeeping changes to update information in the Handbook and the descriptive text of the Twelve Concepts of Service and that the Board of Trustees is notified of the changes
- to approve the Board of Trustees Handbook Reimbursement Policy and Miscellaneous Travel / Trustee Operational Matters sections as presented
- to separate the current Board Handbook into a "Governance Handbook" and a "Board Handbook" and to approve the recommendations of the Board Handbook Work Group as amended
- to delegate the responsibility of updating AFG Connects Usage Policy at least annually to the WSO Staff, subject to the Executive Committee's approval
- to accept the letter of engagement of Dixon, Hughes, Goodman LLP for audit service for the financial year ending December 31, 2019
- to offer interpretation services to Quebec West for the projected 2020 Trustee Visit and to transfer the cost from the Reserve Fund
- to accept the Investment Philosophy as presented
- to accept the Investment Guidelines as amended
- to approve 2020 International AI-Anon General Services Meeting (IAGSM) theme: "Practicing Universal Principles with 20 | 20 Vision"
- to request the help of a professional to evaluate the Board's activities and use of time in serving
- to adopt and implement the Board Officer Skills and Résumé Form
- to accept the recommended process to address the Board of Trustees concerns
- to approve the following 2020 World Service Conference Theme: Dreaming Big with 20 | 20 Vision

Executive Committee Motions

Paula B., Chairperson of the Executive Committee

Debbie G., Chairperson of the Executive Committee

The following actions were approved by the Executive Committee, presented to, and approved by the Board of Trustees:

- to approve At-Large members for the Audit Committee, *Forum* Editorial Advisory Committee, Literature Committee, and Public Outreach Committee
- to rescind the August 20-21, 2018 Executive Committee motion to approve translation of the Lois W. Memorial Issue of *The Forum* into Spanish and posting it in all three languages in 2019
- to approve the first sentence on page 303 of *One Day at a Time in Al-Anon* (B-6, B-14) be corrected to replace the word “decision” with “decisions”
- to cease selling and discontinue *Al-Anon Welcomes Gays and Lesbians* (S-70) immediately, to advise the Literature Distribution Centers to do the same, and to prioritize creation of a new service tool reflective in content of the current definition of the “LGBTQ” communities
- to discontinue publication and distribution of the piece of Conference Approved Literature *If Your Parents Drink Too Much* (P-22) effective May 21, 2019 and to advise the Literature Distribution Centers to do the same
- to extend the 2019-2020 PSA campaign to two years instead of one year
- to approve the redesign of the Public Outreach Bookmark (M-76, SM-76, and FM-76)
- to accept revised Guidelines for the Audit Committee, Conference Committee on Trustees, Policy Committee, Board of Trustees Handbook Work Group, Board Presentations Work Group, Conference Leadership Team, International Coordination Committee, Nominating Committee, Finance Committee, Envisioned Future Work Group, Literature Committee, Public Outreach Committee, Forum Editorial Advisory Committee, Executive Committee, and Compensation Committee.
- to adjust the scope of the 2020 Strategies, subject to the approval of the preliminary Budget process
- to approve the recommendation to discontinue distribution, remove website links to the Social Media Guideline, and provide a specific explanation of removal to Districts and AISs