



Delegate's Report-2011 Spring Assembly

Good morning! It's so good to be back with all of you again. It's been a busy and exciting time for me and for Al-Anon.

I visited District 9 the end of March, participated on another Regional Committee on Trustees (RCT) for a special Regional Trustee possible appointment and chaired another Conference Committee on Trustees (CCT) for a possible special appointment process for a Trustee at Large. I also worked on one of our presentations for our TEAM (Together Empowering Al-Anon Members) event next weekend, and then went to the World Service Conference in April. I have lots to show and tell, some interactive things, including a sing-along throughout the day, so get your vocal cords ready and get ready to hopefully have some fun!

My Conference experience this year started off with a trip to Stepping Stones, the home of Lois and Bill Wilson. The Panel 49 Delegates flew into New York, stayed overnight in Connecticut, had a fun-filled day in New York on our own, and then the next day two WSO staff escorted us to Stepping Stones in vans. It was sort of humorous to me as we were driving into Stepping Stones, as our WSO staff member who was driving my van honked at the other van driver numerous times to tell him where to park. About 20 minutes later while in the middle of a tour, the police arrived to talk to the Stepping Stones tour guide about the noise as a neighbor had called them. I thought in my head, Lois and Bill are getting the police called on them even after they're gone!!!! On my display board you can see some pictures of Stepping Stones and website information. It's a very special place, and I feel so privileged to have been there. I hope you go if you're able to at some point.

You'll also find on the table some love gifts sent to all the Delegates for The World Service Conference from other Areas. During a break today, please take one and enjoy!

After Stepping Stones, we were driven to LaGuardia airport to fly to Virginia Beach for the World Service Conference (WSC). Most of the other Panel 49 Delegates were on the same flight to Virginia, but got delayed for close to 8 hours. Two of us got lucky and were on another flight. However, I guess they had a great meeting on patience in the airport, which we then included into our closing skit at the end of the Conference!

The day before the Conference began, Committees, Thought and Task Forces met to further or complete work done throughout the year. I sat on a Task Force during the year that completed its work to revise the Trustee resume. The Board of Trustees approved the resume revision, and the new form will be used starting this year. I will be showing you the new form later today.

I also chaired the Conference Committee on Trustees (CCT) meeting which met the day before the WSC as a joint meeting with the Nominating Committee, a sub-committee of the Board of Trustees. We discussed changes to the CCT documents, and the possible appointment process during the week of a Trustee at Large (TAL), as one TAL position was left open.

Later during the day, all 67 Delegates met for a fast paced "Sharing Area Highlights" session to report an Area success and Area challenge in less than two minutes! Then we had our opening Conference dinner where first year Delegates received and were pinned by their Conference mentors with a Conference pin. The dinner was closed with the outgoing Chairman of the Executive Committee sharing her story.

The World Service Conference started at 8:00AM the following day with an orientation. We were reminded of the 3 Conference goals which were (PPT):

1. The spiritual tone of the Conference will prevail by the demonstration of mutual respect and acceptable conduct as its members presume good will
2. Conference members will understand the purpose of the Conference and the relationships within the structure
3. Knowing that our Higher Power is present in the expression of our group conscience, Conference members will be able to support and communicate Conference decisions

We were reminded of the 4 essential elements of Knowledge Based Decision Making (KBDM) to reach an informed group conscience. They included: Open communication between leadership and membership, dialogue before deliberation, all decision makers will have common access to full information, and we exist in a Culture of Trust.

We went over the "Paths to a Group Conscience" schematic about how decisions are reached (ppt.) which is always on the back of the Conference Summary. It shows how discussions begin member to member and group to group, and then go from member to group to trusted servant, and then from trusted servant to trusted servant, and then the group conscience message is carried back.

We were reminded that no one would knowingly hurt Al-Anon and therefore we “presume good will.”

We then went over the Conference rules as well (ppt.). These are: Two minutes at the mic, Start and Stop on time, No side conversations, Turn Cell phones off, No misc. distractions, No clapping cheering or booing for opinions, If someone before you says what you were going to say...sit down, Stay on Topic, Stick to the Agenda, Be polite and courteous, and No flowers or perfumes.

On the first day, we always vote by consensus regarding non Conference members who will be seated at the Conference. These included an International Representative from Mexico and one from New Zealand, the Chair of the Executive Committee for Real Property Management (ECRPM), two non-voting WSO staff members and Dr Vivian Jackson, Research Instructor, National Center for Cultural Competence, Georgetown University Center for Child and Human Development who was our presenter on Cultural Competence.

Annual Report:

We are given the WSO Annual Report which highlights what the Board of Trustees including the Policy Committee, the Executive Committee, and WSO Departments and Committees worked on over the year. A few highlights:

The Forum:

In December, it was approved to change *The Forum* magazine’s tagline from “A Meeting in My Pocket” to “Sharing Recovery, Unity, and Service.” The new tagline will be used beginning with the April 2011 issue. The change is to encourage more use of the magazine at meetings and to better reflect its purpose. *The Forum* is intended to share our program with the fellowship, not to be read in isolation—kept private in our pocket. “A meeting in my pocket” could imply that the magazine could be a substitute for an actual meeting, when instead it provides topics for discussion and sharing at Al-Anon meetings. “Sharing Recovery, Unity, and Service,” the Committee believes, will encourage more members to integrate *The Forum* into their group’s activities and use it as a tool to strengthen shared recovery.

Alateen:

Six Areas have Alateen chat rooms, and at year end there were seven registered weekly meetings. Teen attendance is building slowly. Participating Areas were provided with suggestions on how to incorporate the chat meetings into an overall Alateen outreach plan. The safety of the meetings is maintained by screening of Alateen sharings by the AMIAS serving as the chat meeting Sponsors. No personal information is allowed to be shared. Germany will be the first General Service Office structure to host a chat room.

Lone Member/Inmate Correspondence Service:

The requests from Lone Members for the Correspondence Service continues to wane, as electronic Al-Anon meetings (Internet and telephone) become more accessible to members who live in remote areas and those that are homebound.

The Inmate Correspondence Service serves inmates who do not have access to an Al-Anon meeting in their facility. Requests from such inmates for an Al-Anon member to share their experience, strength, and hope as a result of working the Al-Anon program through the Inmate Correspondence Service remain steady. Male contacts are always needed for the service.

Group Services:

The total number of registered groups in 2010 is 25,452:

U.S. Al-Anon 13,286, U.S. Alateen 1,031
Canada Al-Anon 1,363, Canada Alateen 80
Overseas Al-Anon 8,999, Overseas Alateen 693

A Korean-speaking group was registered in New York City; it is the only Korean-speaking group in the World Service Conference structure.

Membership Outreach- International Conventions:

2013 AL-ANON INTERNATIONAL CONVENTION, VANCOUVER, BRITISH COLUMBIA, CANADA, JULY 5-7, 2013

Following the Board's approval of the 2013 International Convention theme, "Celebrating Worldwide Unity—Al-Anon Family Groups," a logo was designed for the Convention. The logo will be used for stationery (July 2012 – July 2013), flyers, registration forms, etc. (flash drive shown) Be sure to save your change, and order or renew your passport in plenty of time! I included a "Save the Date" flyer with my report. (Attachment 1)

TEAM –Together Empowering Al-Anon Members:

Strengths as well as weaknesses were identified in this first year of TEAM Events. One strength noted was the level of enthusiasm and cooperation between the partners. It was exciting for WSO volunteers and staff to be directly involved with Area trusted servants in planning the program for an event. Communication proved to be challenging at times as the Area Host Committees and WSO Task Forces worked together in creating innovative events and forging a new relationship between the links of service.

Six TEAM Events are already scheduled for 2011 and one in 2012. Information about TEAM Events can be found three to six months prior to the event on the calendar section of *The Forum* page on the Members' Web site.

Translation Highlights:

Discovering Choices (SB-30 and FB-30) was published in Spanish and French. The *2010 – 2013 Al-Anon/Alateen Service Manual* was also updated in Spanish and French.

International:

The International Al-Anon General Services Meeting (IAGSM) took place October 6-10, 2010. There were 15 service structures which included the World Service Office. Presentations by the Delegates on topics for the general sessions included: Preparation for Strategic Planning, Sharing Structure Successes or

Challenges, Technology, How can we strengthen our Al-Anon and Alateen groups so that we can meet our one purpose of helping families and friends of alcoholics? (discussed using the Knowledge-Based Decision-Making process), The Five Warranties, Abundant Resources in all aspects, Concept Eleven, How to Deal with Conflict. Workshop topics included: Knowledge-Based Decision-Making, Shared leadership, Translation, Finance—Track 1, Finance—Track 2, and The Concepts. The Delegates also had an opportunity to visit the WSO. The bid from South Africa was accepted to host the 2012 IAGSM.

Al-Anon/Alateen Internationally:

AFRICA

South Africa: The General Service Office (GSO) presented a bid during the 2010 International Al-Anon General Services Meeting (IAGSM) to host the 2012 IAGSM. The bid was accepted. This will be the first time that the meeting will take place in Africa.

EUROPE

Austria: The World Service Office (WSO) Board of Trustees approved Austria's request to become a General Service Office (GSO) on a trial basis.

Belarus: During the convention in Poland, a contact advised there are 10 groups in Belarus, five of which are registered with WSO.

Belgium (Flemish-speaking): Because of the lack of volunteers and in an attempt to facilitate service work on a national level, the service structure reorganized and no longer has Selected Committees. Thought and Task Forces were formed as a way to encourage more members to become involved.

Belgium (French-speaking): A new poster was created to inform the general public of Al-Anon Family Groups' existence in Belgium.

Commonwealth of Independent States (formerly the Soviet Union): Using the World Service Conference as a model, the service structure continued discussions about the reorganization of their service meeting.

Denmark: The service structure began a re-evaluation, with the purpose of meeting the needs of the membership more effectively. Discussions continued concerning whether to re-open their service office. Currently the GSO is a virtual office.

Finland: To improve the finances needed for national services, the conference voted to send appeal letters to the membership twice a year. It was also decided that financial reports would be included regularly in publications.

Germany: The Board of Trustees passed a motion that allows the elected position of International Al-Anon General Services Meeting (IAGSM) Delegate to participate on the Board with voice only.

Greece: The Al-Anon Information Service (AIS) submitted a Public Outreach article about Al-Anon Family Groups for a newspaper in Athens.

Hungary: The groups have voted to form an AIS in 2011.

Iceland: The GSO sent two Delegates to the 2010 International Al-Anon General Services Meeting (IAGSM) in Virginia Beach, Virginia.

Italy: During the last quarter of 2010, the GSO began plans for a national convention that will take place September 2011. The theme for the convention is: "Sharing, Living, Growing Together." An invitation was extended to the WSO to send a representative, all expenses paid.

Lithuania: As a part of a planned visit in August, WSO representatives attended a service meeting in Kaunas. Approximately 25 members were present.

Norway: The GSO continues to be open part-time. There are currently 31 active Al-Anon groups.

Poland: The 30th anniversary of Al-Anon Family Groups was celebrated in Sielpia in September. There were over 1,000 Al-Anon/Alateen and A.A. members in attendance. Poland, Belarus, Germany, Netherlands, Slovakia, Slovenia, Turkey, Ukraine, and the United Kingdom were represented. WSO representatives attended and participated in the program.

Portugal: The national conference took place in April. After receiving reprint permission from the WSO, the GSO reprinted *Opening Our Hearts, Transforming Our Losses* (B-29).

Serbia: The only group registered with the WSO is located in Belgrade. The contact for this group advised that the members voted to start an additional meeting.

Slovakia: WSO representatives met with two Slovakian contacts at the convention in Poland. The WSO was informed there are approximately 15 groups in Slovakia. The WSO has received a registration form for one of the groups.

Slovenia: The first AIS for this country registered with the WSO.

Sweden: WSO representatives met with members of the Board of Trustees as well as members involved in service during a visit to Stockholm in August. The purpose of the meetings was to reconnect with members in a face-to-face setting. The GSO has not been able to send a representative to the IAGSM for quite some time.

Switzerland (French-speaking): In September, the 20th Al-Anon/Alateen Convention was held in Crêt Bérard. The theme for the Convention was "Growing all Together."

Switzerland (German-speaking): The *Service Manual* was updated and approved by their conference in June 2010.

Turkey: The service structure started preliminary plans to host their first Al-Anon Convention in 2011.

UK & Eire: The GSO installed a new phone system. After receiving positive support from conference members, the process of finding a new location for the GSO has begun.

Ukraine: Three contacts were made at the convention in Poland. There are approximate 30 groups. WSO has received registrations for two groups.

ASIA

Afghanistan: The World Service Office (WSO) registered the first English-speaking meeting here. This is a limited access meeting, located on a United States Air Force base.

India: The WSO was advised that the Trial National Service Structure voted that Mumbai will be the location for their General Service Office (GSO). There are currently 28 Delegates and ten Trustees representing the Trial National Service Structure.

Iran: A contact from the United States, on behalf of the Al-Anon members in Iran, informed the WSO that a service meeting took place March 4-6. WSO had, with the assistance of the contact, two phone meetings to discuss various service topics with Iranian members.

Japan: The GSO continued performing more public outreach projects to raise awareness within the professional community that the GSO is a resource for Al-Anon Family Groups.

Korea: The GSO advised that they continue to work on strategies to encourage members to become more involved in service.

AUSTRALIA/ NEW ZEALAND

Australia: As a part of their ongoing public outreach efforts, the General Service Office (GSO) participated in a one-day seminar with professionals and government personnel in Australia.

New Zealand: The GSO is planning to translate three pamphlets into Maori, the language of the “First People” of New Zealand. The pamphlets being considered for translation are: *A Guide for the Family of the Alcoholic*, (P-7), *So You Love an Alcoholic*, (P-14), and *Troubled by Someone’s Drinking?* (S-17).

NORTH AND CENTRAL AMERICA

Cuba: Communication with the members was re-established by the WSO. To help with their Public Outreach efforts, the WSO supplied the service structure with 30 copies of *How Al-Anon Works for Families and Friends of Alcoholics* in Spanish (SB-22) and 50 copies of the “Crying House” bookmark in Spanish.

Dominican Republic: The World Service Office (WSO) established a new contact for the service structure, which updated information on behalf of the Al-Anon Information Service (AIS) located in Santo Domingo. Copies of *Groups at Work* (SP-24) in Spanish were sent with an Al-Anon volunteer.

El Salvador: The second Al-Anon/Alateen convention organized by the AIS took place September 25 and 26. The convention was well attended.

Guatemala: The service office moved due to financial reasons.

Honduras: A long time AIS was closed and a new one registered with the WSO in the city of Juticalpa. There are currently 50 Al-Anon and three Alateen groups.

Mexico: The General Service Office (GSO) hosted a Public Outreach symposium for professionals in October. There were 275 people in attendance, including the First Lady of Mexico. The symposium received local and national media coverage.

Nicaragua: The contact on behalf of the service structure advised that members discussed the possibility of forming and supporting an AIS.

Panama: The contact advised that the AIS is active and continues to serve the members.

SOUTH AMERICA

Argentina: The General Service Office (GSO) hosted a Regional Service Seminar (RSS) in October. The Board of Trustees is considering using the World Service Office (WSO) TEAM Event model to replace this service meeting in the future.

Bolivia: A representative contacted the WSO for guidance surrounding their discussions about the role of Dual Members doing Al-Anon service work.

Brazil: The GSO translated and printed the book *Opening Our Hearts, Transforming Our Losses* (B-29). They advised this book has proven to be a big success.

Chile: The Al-Anon Information Service (AIS) moved. Twenty groups continued to support the AIS.

Colombia: The GSO reprinted the WSO Public Outreach magazine *Al-Anon Faces Alcoholism 2011* and had it available for their convention in October.

Ecuador: A contact who works closely with the service structure requested guidance from the WSO to assist them in their discussions about adapting minimum requirements for Al-Anon Members Involved in Alateen Service (AMIAS).

Paraguay: Members continued to support the work and public outreach efforts of the GSO. There are currently 19 Al-Anon and two Alateen groups.

Peru: The GSO will host the Ibero-American meeting in October 2011 in Lima.

Uruguay: Their conference voted to buy property to house their GSO. The GSO is currently in their new location.

Venezuela: The GSO has been active reprinting Al-Anon Conference Approved Literature. Ten pieces were reprinted.

Public Outreach:

There is a new Al-Anon video called *Al-Anon and Alateen's Role in Family Recovery* which Kathy is going to show you this afternoon that I think you will really like. It replaces the other Al-Anon video. I included an attachment order form with my report (AV-31, Attachment 2)

Also, last year, Al-Anon PSAs were ranked in the top 2%. It was suggested that email distribution lists are important for Public Outreach success of PSAs. We have a new 2011-2012 PSA called "Portraits" that I want to show you now. I think it will be sent out in a few weeks, so I hope you'll use it.

Websites:

The public website has been updated so we're going to try to show you that now at www.al-anon.org. It's great for newcomers and professionals. It has multiple easy links and audio sharings from members. I have included a links attachment page to my report (Attachment 3).

And then there's a link also to the Members' site, www.al-anon.org/members. On the members' site, I wanted to show you the TEAM link has our event for next weekend listed. And also the link to the WSO podcasts, the latest of which is a new podcast on sponsorship (Attachment 4). You can share your thoughts on the podcasts by clicking on the comments section. French and Spanish podcasts are coming soon. The Legacy Blogs are on the site as well, and it was noted that Spanish Blogs were needed. There is also a new blog on the page about "Thinking Abundantly in All Our Affairs." When you go to this blog, you will also see another podcast with a podcast about the topic as well. WSO does plan to update the Members site in the coming months as well.

As I reported in March, new discussion boards for trusted servants are being added on ecommunities, the website for members doing Area service to obtain information from WSO regarding their positions. Alateen Coordinators and Group Records Coordinators discussion boards have already begun. Very soon, other discussion boards will also be added. These will include Area Chair persons, District Representatives, and past Conference members.

We were also informed that after this summer, *Area Highlights* will only be available electronically. This will help to again reduce WSO printing and mailing costs.

Literature:

At the Conference, two books were introduced. One is the long awaited history book, and the other is a soft cover book at a much reduced price. You will hear and see more about them this afternoon from our literature Coordinator, but I did include the order forms for them as well to my report (Attachments 5 and 6).

How many of you remember a booklet no longer available from the early 90's called "Sexual Intimacy and the Alcoholic Relationship?" After a discussion on the Conference floor, a motion was passed by the Conference, to give conceptual approval for a new piece of literature on intimacy in general, including sexual intimacy, in alcoholic relationships. I should share with you that when Tom C. stood up and talked about the history of the first booklet, he described it as having been "a quickie!!!"

Finance Report:

The Audited Finance Report and Finance Committee Report were both passed by the Conference as well. We were encouraged to share with you that **it costs WSO \$238.23 per group per year to service, and that WSO provides an equivalent amount to all groups. The average group contribution per group per year is \$104.04, with 57.98% of the groups contributing to WSO.** On pgs. 127-128 of the World Service Handbook, it lists what is covered in those services to groups, (ie. What the World Service Office does). Twenty separate items are listed so please take a look.

The Finance Committee also invited the idea of a "Spirit of Generosity." Through a series of vignettes, we were shown how the spiritual connection is developed by paying our gratitude forward when we give our financial resources to enable Al-Anon Family Groups to reach out to future members, as well as serve our current members. We're going to see some of these vignettes now and some a little later. Do you have your singing voices ready? (Vignettes 1-4, please come up front)

2018 International Bid and Discussion:

It is time once again to prepare bids for the 2018 International Convention, Al-Anon's Sixth. So, that means bids. After the 2012 Conference, bids will be accepted by the International Convention Site Committee from any Area that is interested in having the convention. We have a bid questionnaire regarding all information that must be researched and completed for the presentation. All Areas are welcome to submit a bid. This afternoon I'd like to hear any thoughts or questions you may have regarding our Area submitting a bid. If I am to submit a bid, the deadline is December 1, 2011.

Leadership Workshops

Improving communication by understanding different learning styles, by active listening and by enhanced reporting skills and presentations were the topics of the leadership workshops at the Conference. Each workshop was intended to be skill-building through shared leadership with Delegates, Trustees, and staff members. The highlights of these workshops will be in the *Conference Summary*.

Chosen Agenda Items:

Two Chosen Agenda Items selected by Conference member vote were also discussed for an hour each during Conference week. One was on trusted servants and technology use, and the other was on Cultural Diversity. The summary of these two topics will be included in the 2011 *Conference Summary* coming out later this year.

Cultural Competence

Continuing the conversation on ways to expand our outreach to diverse populations that was begun last year, we were honored to have Dr. Vivian Jackson, a Research Instructor at the National Center for Cultural Competence at

Georgetown University Center for Child and Human Development, with us to discuss cultural competence. Dr. Jackson led us through an exercise that asked us to evaluate our values and the cultural factors that influence diversity among individuals and groups. One of the statements she made that resonated with many was, "We always say, 'They are different;' we never say, 'I am different.'" It was a self-reflective and thought-provoking session, the concepts of which will continue to be discussed.

Several Thought Forces and one Task Force presentation were given during the week. One of these was "How to Include Dual Members in Service, While Maintaining Our Policies." After Conference, it was noted in the Chairman of the Board's letter that, "Based on the discussion at the Open Policy Meeting at the World Service Conference, a Task Force will be appointed to review the spiritual principles underlying the dual membership policy (pages 78-79 in the "Digest of Al-Anon and Alateen Policies"). The Task Force will present the Committee with a proposed language that maintains the current policy while more effectively communicating the spiritual rationale for the policy to the fellowship."

A second Thought Force centered on "Supporting Areas in Dealing with Groups whose Activities Fail to Consider Al-Anon or Alateen as a Whole." Also noted from the Chairman of the Board letter, "Based on discussion at the 2011 World Service Conference, a Task Force will be appointed to make recommendations on a "do not refer" policy for those groups that violate Al-Anon's Traditions, as determined by their Area. The recommendations will define criteria for designating groups as "do not refer" in the database used by the WSO's toll-free telephone line operators who respond to newcomers and other members in search of a meeting."

There were other Thought Force presentations on alternatives to the current Conference structure, how service contributes to growth, and a Task Force presentation to create a process to submit items for the World Service Conference agenda.

A final Thought Force was to "Identify Information for a Guideline on Memorial Contributions" (Can I have my Memorial Contributions actors up front now)? Hopefully you will find this information helpful as a guide While WSO moves forward to complete a possible formal guideline in the future.

Property Ownership:

After the conclusion of the 15-year trial period of property ownership, this year was the year to vote. There were three possible outcomes: 1. End the trial and keep the building, 2. End the trial and sell the building, 3. Extend the trial for another period of years. With a vote of "substantial unanimity" the Conference voted to end the trial and keep the building. (Property Ownership Motion, Attachment 7) It is our Al-Anon home. Whatever your personal feelings about the vote, I hope you will agree that the process to reach this decision using KBDM allowed all questions to be answered and all opinions heard.

2012 World Service Conference Announcement:

We were informed that the 2012 WSC will be held in Stamford Connecticut, April 15th through the 19th, arriving on the 14th. The annual open Board of Trustees meeting will be held on Friday, April 15th. All Conference members will visit Stepping Stones.

60th Anniversary Celebration:

At 3:00PM on April 16th, the day after the Conference ended, a ceremony was held at which time WSO's paid off mortgage was burned. That evening, 512 people attended Al-Anon's 60 years celebration. It was a special way to honor our recovery.

2018 Bid Discussion:

I want to allow a little time to hear your thoughts about whether you would like me to submit a bid for our Area to host the 2018 International Convention.

Trustee Resume Form:

I want to show you the new resume form now and go over it a little. It is accessible through your Delegate. It is an acrobat reader document, is filled out in acrobat with word efficiency needed, is then printed and signed. I'm showing it now as every year the Board solicits resumes from qualified members and this new form will be used this year. Box 1 allows 5 lines, the five questions boxes allow three lines.

Last 3 budget vignettes: Can I have my last three vignettes players come up front now)? (Song, Attachment 8) (Question, Attachment 9)

Final question from "Spirit of Generosity" theme we were left with, and I will end with for you to consider:

What Spiritual benefits do I receive when I give of my resources?

Love in service,

Terry F.

Delegate, Panel 49