

May 17, 2014

From: Sue C. WA Area Delegate

Re: World Service Conference Delegate report to Group Representatives

WELCOME TO WA AREA TO SUMMER SERVICE ASSEMBLY: Thank you for allowing me to serve as your Delegate to the World Service Conference and report back to you. As we participate in each workshop, presentation or discussion this weekend, let us remember our three Legacies-Steps, Traditions and Concepts. These spiritual principles of our program bring us together to learn how to serve our Home Groups and take back information that helps make stronger and healthier groups.

With everyone's support and participation and the guidance of God, as we understand Him, or Higher Power Al-Anon will continue to be here for friends and families of problem drinkers far into the future. Where do you think Al-Anon Family Groups will be like fifty years from today? What part will you have in shaping that vision? How will you apply the principles of the program to your vision for your Home Group? Will it start in your Home Group?

World Service Conference (WSC): Was held in Virginia Beach, VA: The days started at 6:00 AM with an Al-Anon meeting, 7:00 breakfast, 8:00 AM Group Conscience business meetings, one hour lunch break and Group Conscience business meetings until dinner from 6:00 to 7:00 PM and followed by Group Conscience business meetings again until 8:30 PM. The day ended with an Al-Anon meeting from 8:30 until 9:30 PM. Every minute was filled with the world wide business of AFG. We were committed to be there to speak for the good of our fellowship worldwide and to remember the spiritual tone of our group conscience/business meetings will prevail by the demonstration of mutual respect and acceptable conduct of its members.

We were asked to write our personal goals for WSC 2014. My personal goals were to be flexible in my thinking, firm in my principles, be kind in my actions and words, be me and leave free of any resentment, support our group conscience. I accomplished my goals. Will you take a moment and write your goals for this weekend as you serve your Home Group as their Group Representative (GR)? I encourage you to identify and reflect on the spiritual principles applied in your work as their Representative and share those with your Home Group. Our groups trust us to bring back information regarding the worldwide fellowship.

WSC Conference Theme, Goals and Procedures: The 2014 theme of "World Service Conference: Our Spiritual Principles in Action" reminds us that we ask

our Higher Power to be present when AI-Anon members discuss and make that affect our Home Group or the world-wide fellowship of AI-Anon.

Our WSC goals were:

Goal 1: Conference members will understand the purpose of the Conference, relationships within the structure, and be able to articulate Conference discussions and decisions.

Goal 2: The spiritual tone of the Conference will prevail by the demonstration of mutual respect and acceptable conduct by its members.

Goal 3: Knowing that our Higher Power is present in the expression of our group conscience, Conference members will presume goodwill.

WSC Procedure and Home Groups: We began by discussing the Conference procedures and rules for our own conduct. We discussed the roles and responsibilities of WSC members, Delegates, Trustees, Executive Committee At-Large members, and WSO administrative staff. The difference in our roles at WSC was based on perspective and responsibilities. The same applies to us. We are each in the life-saving business and we each have a responsibility to report back to our groups. Reporting back enables our groups to trust we are serving them well. You all know a few members think we are here this weekend to sunbathe and paint our toenails. We know we are not here for fun in the sun. We are taking care of AI-Anon business to ensure the future of our program.

What I bring to you is the similarity in our roles. At WSC we use a book of procedures. Last year I brought that back and asked our Chairperson, Magdalena to appoint a Thought Force (ThF) to look it over and brainstorm ideas of what we can use from it to use for our assemblies. This year I am asking her to include Penny R., past Regional Trustee, to participate and bring her WSC expertise, and possibly move it forward Chair as a Task Force.

This year I was struck by how many groups I attend that have almost no procedures. Part of my responsibility is to bring anything from WSC to you for your Home Group use. WSO has great Guidelines available for free downloading on the website. I call them job Descriptions, but the official title is Guidelines. How many GRs have a copy? Use of these Guidelines has solved many Home Group problems. In AI-Anon we need to know what the job is and what we need to do in the way or reporting back to the group.

CHOSEN AGENDA ITEMS (CAI): Nine Agenda items were submitted for the Delegates to choose the top two for discussion.

CAI # 1: How can we encourage and inspire more participation in service in our groups including stepping up to serve as a Group Representative and having members sign-up to lead group meetings? Without members willing to serve in our groups and beyond, we will lose continuity in our fellowship and the ability to spread our message of recovery will be considerably limited as there will be fewer GRS to bring the message from the Area to the groups and from the groups to the Area. Good leadership is essential to the growth of Al-Anon and Alateen. Please discuss this topic in your groups.

CAI# 2: What strategies have been used to address obstacles to success when they arise at the Area level? The three obstacles to success lead to dissension when the principles of our program are not foremost on everyone's mind, not only at the group level, but also at District and Area levels. Destructive critics who power-drive, make accusations and spread rumors and gossip as mentioned in Bill W.'s Leadership essay (*Service Manual*, pages 199-202), affect unity within an Area. Criticism through dominance "for the good of the fellowship" (page 201) can be damaging when attempts to address concerns are prevented due to the control. As suggested on page 55 of the *Service Manual*, "seeking the experience, strength, and hope of other local groups may assist Groups, District or Areas addressing this concern to strategize how to overcome Area difficulties and bring members back to the principles of our program. Dealing with a member (who holds elected positions) that is out of control, dominant, disrespectful, micro-managing everything and everyone; someone with no regard or respect for the feelings and/or anonymity of other members. What is the best action to take to preserve personal integrity and that of the program? It would be most helpful to know how best to address authoritarian and dominance issues when anyone, anywhere reaching out for help comes from inside the program. Again, please discuss this in your groups.

THOUGHT FORCE (ThF) – TASK FORCE (TF) PRESENTATIONS:

WSC members are appointed to Task and Thought Forces at each WSC. They work together during the year for one or more years on each project. Five were completed and presented at WSC. Many times, discussion of the Chosen Agenda Items at WSC indicates the need for Thought or Task Forces:

Task Force: Compilation of Area Guidelines for Trusted Servants not Fulfilling their Responsibilities.

A Handout, Report and Power Point will be given to our Area Chairperson for distribution to the WA Area Coordinator, Grita P., who is coordinating the TF on this topic for WA Area.

Task Force: Create Games Using the Information in the Service Manual.

SMINGO, As The Group Turns and An-Anopoly are games that help us learn the Service Manual. They will be forwarded to you.

TF: Develop a Script or Workshop to Encourage Discussion about the Difference between Principles and Procedures in AI-Anon: I will distribute a handout and present the Power Point at our next assembly.

TF: Create Strategies on the Importance of a Home Group:

Contact me directly for information regarding this project. The Power Point and Notes are available for your use at your Home Group, District or Events.

TF: Technology as more Inclusive rather than Exclusive: A prior webinar training on websites and workshop presented by Karen A., WA Area Website Coordinator demonstrates the need for our Area to establish a technological committee or Work Group (WG) willing to work with our trusted servants and bridge the gap in our diverse technological abilities. I am asking a ThF be appointed to begin discussing ideas of how to address the wide variance in our technology skills and service. Technology is our future and we will have a period of time transitioning. Patience to teach and a willingness to learn will be essential. One more opportunity for growth! Bridging the 'techno' gap may give new meaning to 'talk to each other and reason things out'.

WSC Work Sessions: We were asked to consider AI-Anon Family Groups at our 100th year anniversary and the changes and resources that will be needed while maintaining and using our spiritual principles as our guide. There were six breakout sessions that looked at this in light of: the opportunities the future will bring; the structure of the fellowship; internal communication; the external communication; use of technology by service arms; and diversity. Members

shared ideas and dreams beyond our current reality of Al-Anon as we know it today and what it will be like in 50 years.

World Wide Outreach:

We heard about outreach to Australia, New Zealand, and Finland as well as representation at European and Central American Zonal Meetings. During the visit to Finland to attend their 60th anniversary celebration, members read a page from *One Day at a Time*. At the end of the event, Finland donated to the World Service Office \$4 per page read during the celebration. They challenged all Al-Anon service arms to consider a similar marathon in gratitude for Conference Approved Literature and the unity it provides worldwide. Additionally, we heard from an international representative from Mexico who spoke of the growth she has gained and the gratitude she feels by being of service to the fellowship.

WSC Ongoing Discussions:

As requested at WSC 2013 the discussion on non-member family memorial contributions continued. The Policy Committee defined the terms requested. Currently a non member cannot make a one time memorial donation to honor a deceased Al-Anon member. The Conference members want the discussion to continue.

Trustees: The Conference gave traditional approval and the Board gave legal approval on the following:

Regional Trustees:

Joyce B., US Southwest First three-year term

Donna E., US Northwest First three-year term

Joan S., US Northeast Last two-years of first three-year term

Annette T., US South Central Second three-year term

Trustee at Large: Terry F., First three-year term

GRATITUDE AND GIVING—AKS FINANCIAL REPORTS

WSO Finance Committee: The 2014 Preliminary Budget indicates that expected expenses will exceed estimated revenue by \$195,000. In 2013 revenue was \$5,335 more than expense. The sale of literature is expected to be less than last year. In 2013 literature sales less cost of printing was \$3,144,000. We estimate Income earned on literature sales will be about \$44,000 less this year since no new pieces of literature will be available in English. Income from *Forum* subscriptions are expected to be about \$3,000 less and contribution receipts are projected at \$1,500,000, the same as the 2013 Budget. Increase in Postage and Printing reflects the cost to print and mail the new Service Manual. Travel is

budgeted to be more than 2013 due to expected team meetings during the year. Labor costs projections of \$3,593,000 are \$110,000 higher. We plan on a cost of living increase of 2% and up to a 4% merit increase beginning June first.

Ninety six members contributed a total of \$7,889 at WSC. This money is used to continue the support of our fellowship and our primary purpose as expressed in Tradition Five.

Finance Committee workshop: Can help groups determine ways to be both self-supporting as well as support their service arms. This included a discussion of the criteria for establishing a reserve fund. While this information focused on groups, the same financial principles can be applied to districts and Areas when developing a budget to support their service arm activities and services for which the WSO is responsible.

Home Group Budget Worksheet: See Attached Finance Presentation Home Group Budget

CONFERENCE APPROVED LITERATURE (CAL):

New Daily Reader: WSC 2014 gave conceptual approval for a new daily reader to be released at the AFG International in 2018. This book will provide an opportunity for all members to express what AlAnon means to them and what topics are pertinent to them today. This book can provide a voice within the program and illustrate the diverse type relationships that lead people to AlAnon; while still focusing on what struggles and solutions we have in common. Some countries have one piece of CAL. Some have no access to mail and must bring their literature back in suitcases when they travel out of their country. Does your group have any pieces of CAL stuck in the back of the shelf or in a box in the closet? Please discuss in your groups how to get CAL off the shelf and into action.

One Day at A Time: Is available in Audio Book. Contact WA Area Literature Coordinator, Ardel T. with questions regarding CAL. WSC 2013 gave conceptual approval for a pamphlet addressing parents and grandparents of problem drinkers. WSO needs more sharing from members. Ardel T. is available to come to your group or district for writing workshops.

The Forum: A recent Readership Survey revealed 90 %_of The Forum Readers say it provides stories they can relate to. The Forum readers participate in service more strongly than the Al-Anon Fellowship as a whole. There is a loss of more than 4,000 subscribers in the last three years. Reality Questions? Does The Forum have a future? What can Group Representatives

do to improve the understanding of the importance of The Forum in our recovery and meetings?

New CAL: Using Al-Anon Principles to Resolve Conflict: Resolving Conflicts within Al-Anon. Sections include: Introduction, Groups, District, AIS and LDC, Area, Group Conscience, Helpful Tips. Contact Ardel T./WA Area Literature Coordinator for more information regarding the Readership Survey, Conflict Packet and she is available to come to your group or district for writing workshops.

The Conference gave traditional approval and the Board gave legal approval on the following:

Regional Trustees:

Joyce Bush, US Southwest First three-year term
Donna Eubank, US Northwest First three-year term
Joan Sullivan, US Northeast Last two-years of first three-year term
Annette Thuresson, US South Central Second three-year term

Trustee at Large: Terry Follett First three-year term

WSC 2014 MOTIONS:

MOTION # 1: Seating Motion with voice but no vote. CARRIED

MOTION # 2: Give conceptual approval to develop a new daily reader that reflects the diverse relationships that led us to the Al-Anon fellowship.

71 YES 22 NO 3 ABSENTIONS 0 VOID

MOTION # 3 To approve the 2013 Audited Financial Report

96 YES 0 NO 0 ABSTENTIONS 0 VOID

MOTION # 4 To approve the 2014 Finance Committee Report

96 YES 0 no 0 abstentions 0 void

Motion # 5: To approve the 2013 Annual Report

95 YES 0 NO 0 ABSTENTIONS 0 VOID

MOTION # 6: To amend the text of the 'dual membership in Al-Anon/Alateen section

88 YES 8 NO 1 ABSTENTION 0 VOID

MOTION # 7: To authorize the use of electronic devices for note taking starting at the 2015 World Service Conference on a three year trial basis

91 YES 6 NO 0 ABSTENTION 0 VOID

NOTE: See attached WSC 2014 Motions for full text

PUBLIC INFORMATION:

Treatment Facilities Outreach Project:

A new power point is available for outreach to treatment facilities. Building relationships with professionals at treatment facilities is a vital public outreach activity. Our cooperation with these professionals helps bring our message of hope to the families or friends of alcoholics. We can make Al-Anon information available at a facility whether or not services for family members are available. There are four PowerPoint modules intended for use at a workshop to explain how Al-Anon members go about building a relationship with treatment facilities. These modules include a full script for the presenter. The PowerPoint modules can also be used as handouts. The workshop is also an educational tool. In addition to motivating members, it can also be used to recruit members for implementation of treatment facilities outreach projects. Contact WA Area Public Outreach Coordinator, Grita P., for more information or go to the "Public Outreach section of the WSO Members' Web site and contact Karen A. if you need assistance accessing the WSO Website.

PUBLIC SERVICE ANNOUNCEMENT (PSA):

2014-2015 PSA-TV Power Point is available in English, Spanish and French. It is vital to our outreach to contact the stations that play our PSA on TV or radio and express our gratitude. Contact WA Area public outreach coordinator Grita P. for information regarding stations and contact information.

WA AREA PANEL 53 MEMBERS: Are available to attend your group or district to present workshops. Our contact information is listed in the WA Wanderings or we may be contacted through the WA Area Website. Panel members include WA Area officers, delegate, coordinators, District Representatives and AIS Liaisons. We serve for a three year term. Panel 53 began January 1, 2013 and transitions out December 31, 2015. Group Representatives and District Representatives are encouraged to serve concurrent with the Area Panel dates.

Group e-News: We discussed the importance of the Group e-News as a resource for the groups. The person serving as the Current Mailing Address (CMA) is encouraged to forward the Group e-News to individual group members and bring copies to the group meeting so that all members have equal access to this communication. If the CMA does not have an e-mail address, options should be discussed with the group including another member serving as the electronic CMA or a e-mail address for the group. District Representatives are encouraged to obtain the e-mail addresses for all the groups in their districts and forward

those addresses to the Area Group Records Coordinator who will update the WSO database

WSO OFFICE SERVING GROUPS FOR 60 YEARS:

We had lunch at our home, the World Service Office (WSO). We were greeted by our Trustees and given a tour. Just like home is or is supposed to be.....we were greeted with love and open arms. Many, if not all of us, shed a few tears. The serenity and love was abundant. I met the lady that packages our newcomer packets. She sits at a long table alone in the warehouse and works all day putting our newcomer packets together. One group on a tour was so touched by her dedication; they now travel on occasion for five hours to help her by volunteering to stuff the packets. If you are ever in Virginia Beach....go visit 'our' home! Do a few chores and stuff newcomer packets. Our WSO office runs on a tight budget and I saw first hand how they work diligently to conserve every dime our members donate. The offices, furniture and building are in pristine condition and the same furniture is in place that was there when the building opened. Many of us serve from a sense of gratitude for what the fellowship have given to us. Thank you for what you have given to me. Thank you for allowing me to show my gratitude by serving you,

Sue C.

WA Area Delegate

Panel 53

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Attachments: Home Group Budget form

WSC Motions