



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

# Colorado Delegate's 2019 WSC Report at the Summer Assembly

God help me!

Why am I getting tons of emails and postcards from people that I know, and I don't know!

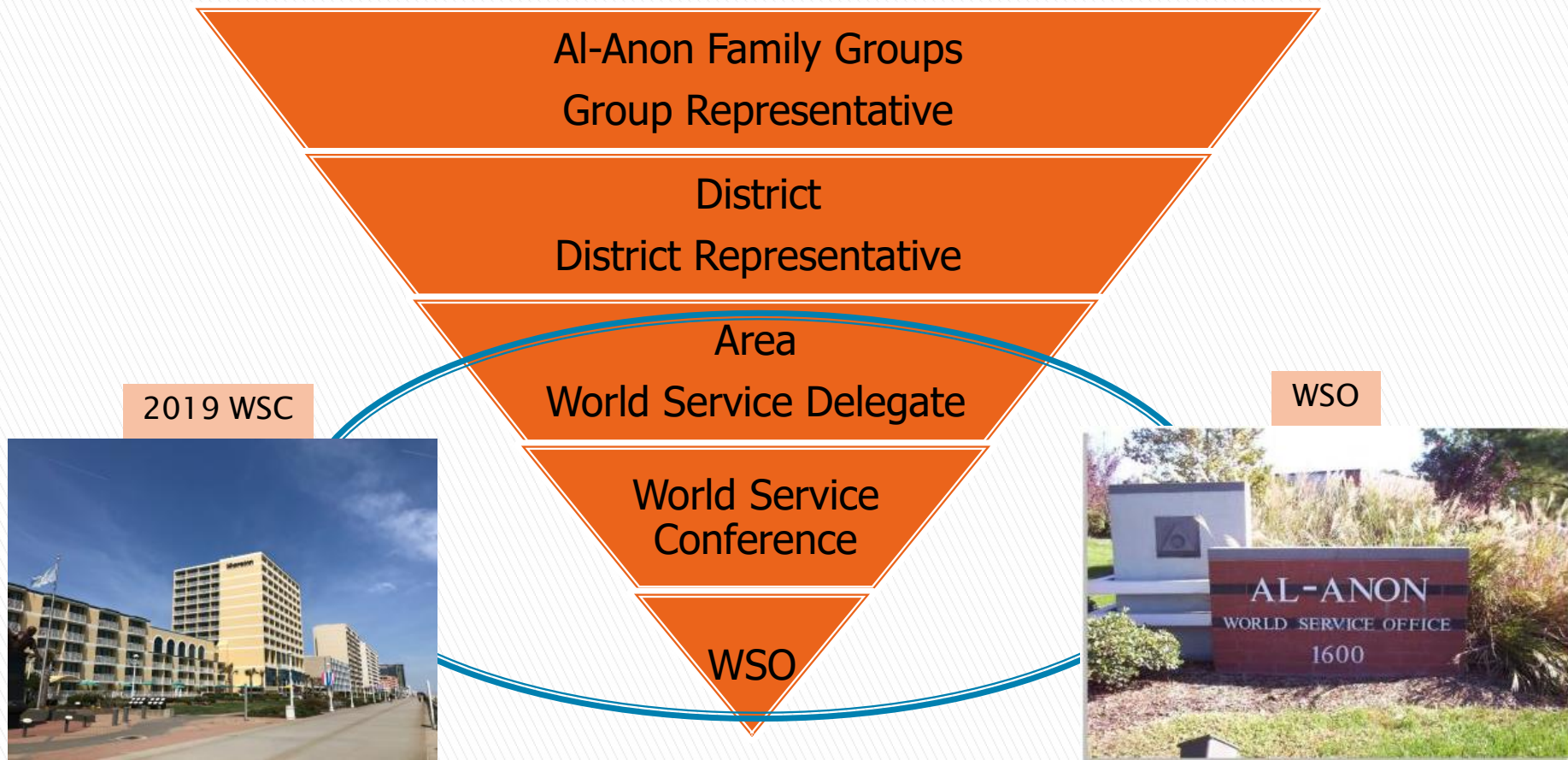
I'm both excited and very nervous!  
Flying to the WCS, I'm thinking...



What's this  
all about?

And now, what's  
going to happen?

# Links of Service Leading to WSC



# Role of the Delegate

The Delegate is a **channel through which information flows.**

The duties of the World Service Delegate are:

- ▶ To bring the **Area's viewpoint on matters affecting the entire fellowship** to the Conference and to **return with a broader perspective of Al-Anon worldwide**
- ▶ To be the **bridge of understanding** that links the groups in the **Area** with **world Al-Anon** to help them continue to function in unity
- ▶ To be the **servant of Al-Anon** as a whole

*2018-2021 Al-Anon/Alateen Service Manual, pages 146-147*

# Why Does the WSC Meet?

- ❖ The World Service Conference makes the **group conscience available** and effective for all Al-Anon.
  - ❖ It is the practical means by which the **group conscience can speak**.
  - ❖ It is the **voice of world Al-Anon** and the guarantee that our world services shall continue to carry on under all conditions.
- ❖ *2018-2021 Al-Anon/Alateen Service Manual, pages 146-147*



# Board of Trustees: WSC Goals

GOAL 1: The spiritual tone of the Conference will prevail by the demonstration of **Al-Anon's core principles in action; Trust, Unity, Faith, Participation, Gratitude, Goodwill, Respect, and Equality.**

GOAL 2: The **Conference will provide guidance** to Al-Anon's **Board of Trustees** and the **World Service Office** on **services** to the fellowship and **guardianship of Al-Anon's Twelve Traditions.**

GOAL 3: Conference members will understand the **purpose** of the Conference, **relationships** within the Structure, and be able to **articulate Conference discussions and decisions.**

# Who was at the 2019 WSC?

- ▶ 67 Delegates, 17 Trustees (including Teri M.), 3 At-Large Members of the Executive Committee, and 7 WSO Staff Members (**Voice and Vote**)
- ▶ Director of Finance & Operations and “Associate Director – Digital Strategy” (**Voice and No Vote**).
- ▶ Executive Committee for Real Property Management (ECRPM) Chair (**Voice only on ECRPM and No Vote**).  
(The Chairperson, enjoying Tom’s report)

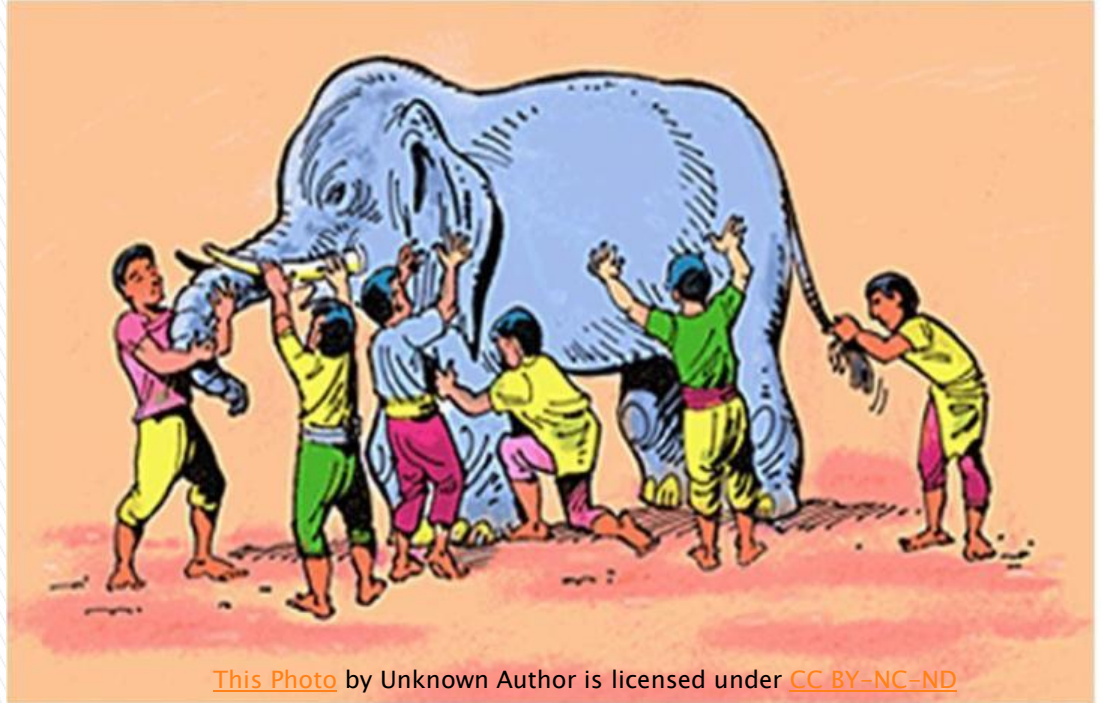


- ▶ Maria - Mexican Representative (**Voice and No Vote**).



# WHY ALL THESE PEOPLE?

Shared  
knowledge IN  
ITS TOTALITY  
makes an  
informed group  
conscience.



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Six Blind Men and an Elephant





# 2019 World Service Conference

**“Action is Attraction – There is No Growth in the Comfort Zone”**

L'action, c'est l'attrait – Il n'y a pas de croissance dans la zone de confort

**La acción es atracción – No hay crecimiento en la zona de comodidad**



Main Meeting Room

**First ever trilingual conference!**



Maria L.M.J.  
(Mexico)



Celine G  
(Delegate P59  
Quebec E.)

## *What I heard...*

- ▶ Give you God something to work with, just BE YOURSELF !
- ▶ You represent those who cannot be here, BE HERE!
- ▶ Listen to HP's guidance as filtered through others.
- ▶ Everyone has Al-Anon's best interests at heart!
- ▶ Practice Humility, Trust, Harmony and Equality...

## *What I felt...*

- Unconditional Love...
- The Presence of our "Unseen Member" ...



# More from the 2019 WSC



# Agenda – Conference Report

- ▶ “Pre-Conference” (8 hours)- 5 days of “General Conference Sessions” (12 hours each)- Total 68 hours of meetings!
  - Only the Highlights!- the details are now posted on [Al-Anon.org](https://www.al-anon.org) under the “WSC 2019 Summary”!
- ▶ Outreach Committee
- ▶ WSO Updates
  - Strategic Goals, Translation, Two new PSA’s
  - WSO Website Tour (if possible)
- ▶ WSO Finance Reports
- ▶ Group contributions from Colorado
- ▶ Summary



# *Outreach Committee:*

- Selected to join the Outreach Committee
- Claire R. – Associate Director Professionals
  - Delegate 31 years ago
  - WSO leader for 25 years
  - 1<sup>st</sup> hand knowledge of history and how Al-Anon & WSO functions.
  - Knew Lois Wilson
- I'm Working w/Claire to create "Evidence based Research" that shows effectiveness of both Al-Anon & Alateen.
- AFA orders all year!
- Website & Social Media Teams (Scot P. – Assoc. Director – Digital Strategy)
  - Updating Website, Quotes for Social Media Sites, LinkedIn, Others
- Task Forces
  - Donna D. – Outreach on Taking meetings into Prisons
  - Fatima D. – Culturally Sensitive Spanish Outreach
  - Social Media Al-Anon
- Playing of two new PSA's (Kevin S.)...

# Public Service Announcements

- » Champion vs Challenger  
Two Different PSA Approaches  
Which do you like is best?

# STRATEGIC PLAN



## CORE PURPOSE

Helping families and friends of alcoholics find hope and encouragement to live joyful, serene lives.

## 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.



## CORE VALUES

- **Spiritually based:** adhering to our Legacies
- **Honest:** treating all equally, with integrity and respect
- **Transparent:** sharing process, content, and information
- **Self-supporting:** refusing outside funding

# STRATEGIC PLAN

## 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.



# WSO Updates:

- ▶ Val F.: Executive Director
  - Leading WSO– 50 People
  - Protecting Al-Anon's Trademarks & Copyrights
    - Legally Protect or Lose them
    - Social Media Groups outside of Al-Anon
  - Finishing new Spanish and French Service Manuals
    - Hiring and contracting more translators
  - Improving WSO's efficiency
    - w/Asana for improved tracking and support of Member Communication,
    - Improving amount and speed of Translations
  - Development: Mobile App, Translation Software, Hiring a part-time Spanish editor

- ▶ Niketa Bailey– Dir. of Finance & Operations
  - Leading 18 people
  - Financials–Budget–Audit
  - IT Department: AFG Connects
  - Operational Planning
  - Day to Day Operations
  - Translation Team
- ▶ Scot P.: Assoc. Director– Digital Strategy
  - Leading 5 People
  - Al-Anon Message Online
  - Website, Social Media Pages, Email, National Public Outreach (PSA's, Search Engine, Online Ads, and Meeting Finder Tool, "In the Loop")
  - Website:
    - 2018– 3.5 million Visits!
    - 2019– est. 4 million Visits!
    - 60% first time visitors!



# WSO Updates:

## ▶ Marsha W.–Director of Programs

- Leading 18 people
- Responsible for:
  - Archives, Group Services, AFG Records, Conference, International, Literature, Public Outreach–Professionals, and TEAM events

## ▶ Suzanne M.–Assoc. Dir–Conference

- Responsible for Communication with Delegates, Area Chairs, District Reps, and past Conference members
- Year around WSC Planning and Implementation
- Planning International Conventions

## ▶ Sue P.– Assoc. Dir. Group Services

- Responsible for:
  - WSO support for Al–Anon & Alateen Groups, Meetings, Members. Inmate Correspondence Service, Alateen Talk, Al–Anon Family Group’s Teen and Younger members worldwide.
  - Brings the Voice of the Electronic Meetings into WSC discussions.
  - “Let’s Talk about Safety in Al–Anon Meetings” service tool. Now posted on Website.
  - New AFG Connects Current Mailing Address (CMA)
- Electronic Meetings
  - 214 total worldwide
  - 6 Bulletin Board, 12 Chat, 27 Email, 3 Facebook Messenger, 6 Free Conference Call Meetings, 27 Skype, and 2 Zoom

# WSO Updates:

- Kerri K. Assoc. Dir.–  
International
  - 36 General Service Offices (GSO's) Worldwide
  - 14 Service Boards
  - Local Al-Anon meetings in 68 countries
  - Staff Liaison to International Coordination Committee
  - Plan the International Al-Anon General Services Meetings
  - AFG Records and Area Records Coord Training



- Tom C. Assoc. Dir.–  
Literature
  - Lit. Committee member
  - Process to develop of new CAL Literature
  - New Daily Reader (in development)
  - “Just for Tonight Bookmark” (M-81)
- Claire R. Assoc. Dir.–  
Professionals
  - Awareness of Al-Anon /Alateen for:
    - Students, researchers, professionals, nonprofits, and government agencies
  - Outreach Committee, Outreach Lit., and Area Service Arms Support
  - Al-Anon Faces Alcoholism
  - Archives

# Financials



- 2018 Audit
- 2019 Budget
- 2018 CO's WSO Contribution Summary

# 2018 Audit



## What is an Audit?

- Examination of financial reports by someone independent of the organization
- Auditors ask formal questions of Staff and Audit Committee members
- Review accounting and financial records – example check stubs, invoices, timecards, receipts, and bank accounts
- Obtain written confirmation of accounts by banks
- Test internal controls
- Observe certain procedures and processes performed

## Who did the Audit?

- Dixon Hughes Goodman, LLP Audit Firm
- Audit conducted January 14–18, 2019
- Issued an unmodified opinion
- Highest Opinion Given!



### Statement of Financial Position

Displays our financial position at December 31, 2018



### Statement of Activities

Reports our revenues and expenses for the year



### Statement of Functional Expense

Displays the areas of expenses for the organization

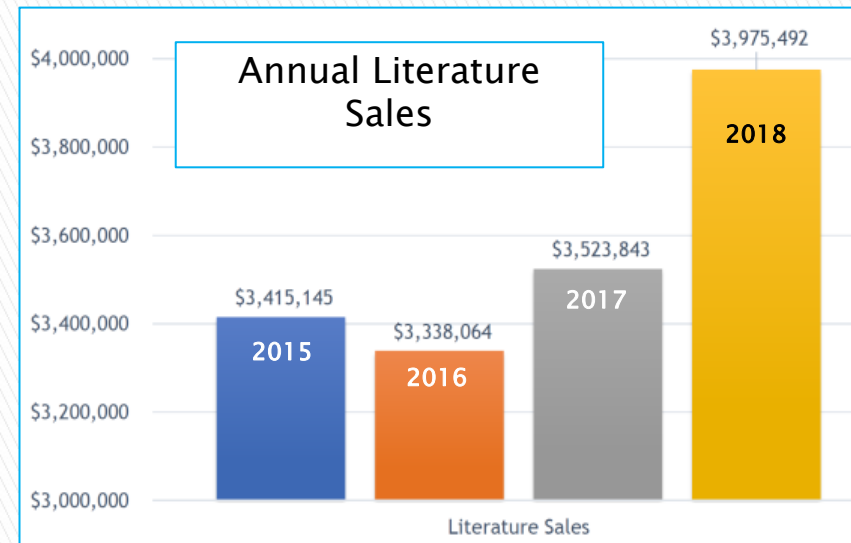
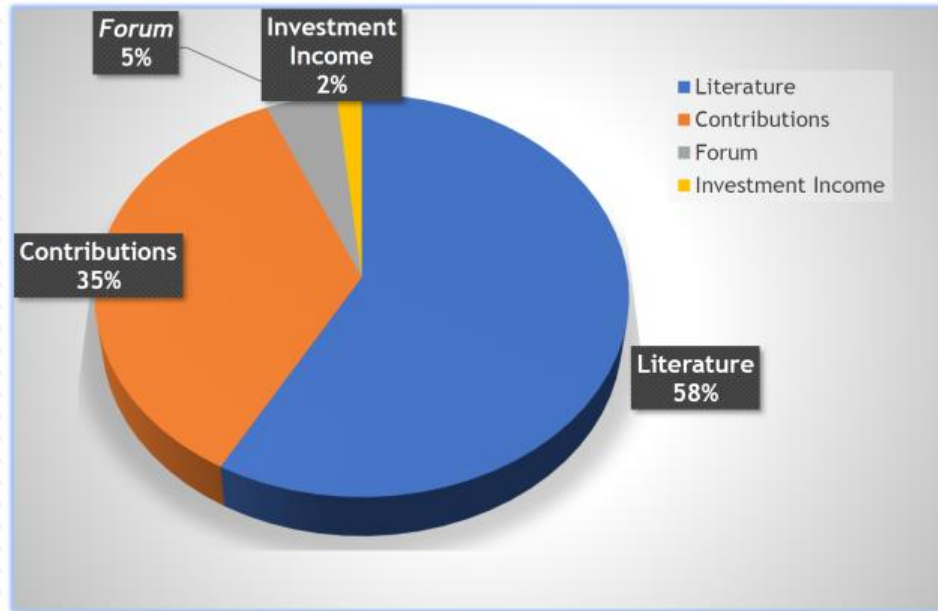


### Statement of Cash Flows

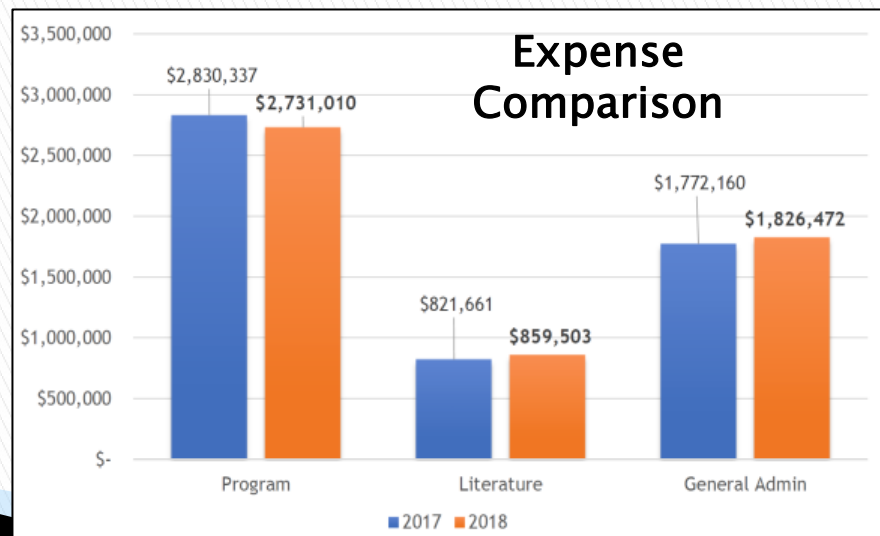
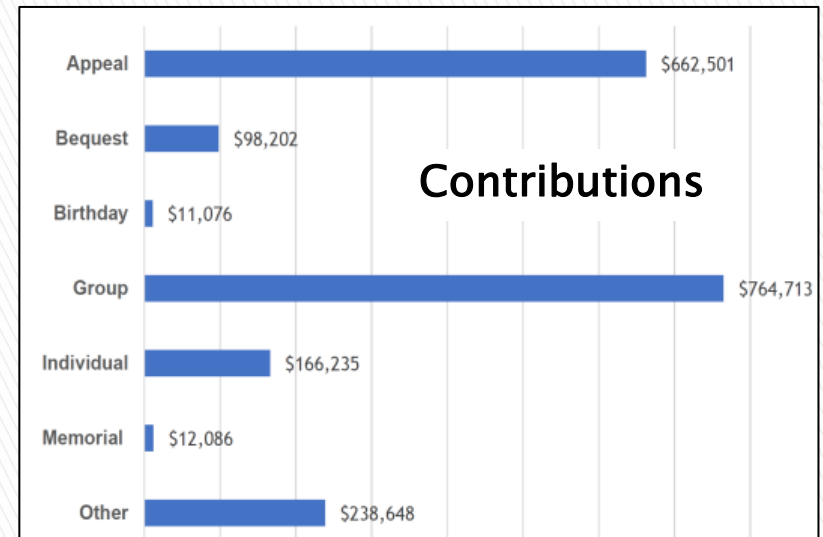
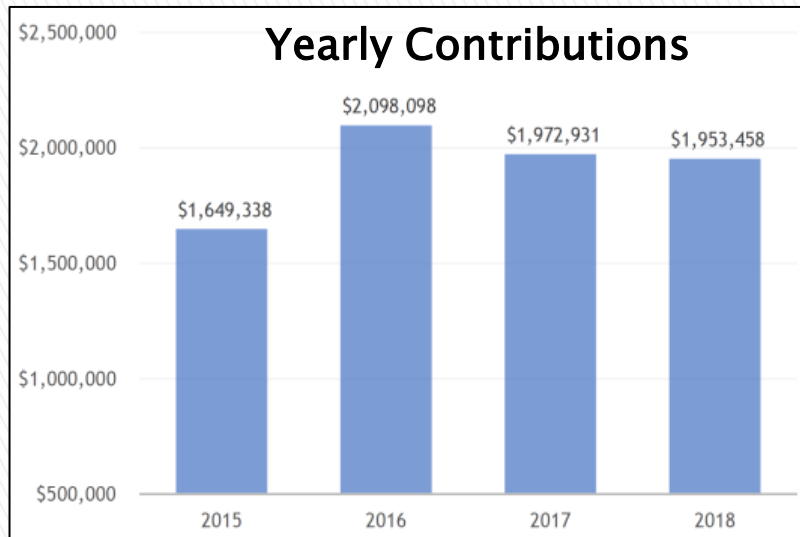
Reports our sources of cash inflows and outflows



# 2018 Revenue:



# 2018 Revenue & Expense



# 2018 Accomplishments

- Strong year for literature sales
- Contributions consistent with prior year
- Successful Al-Anon International Convention
- New literature introduced during the year
- Resources allocated to technology and innovation
- Hosted International Al-Anon General Services Meeting (IAGSM)



# BUDGET CONSIDERATIONS

Normal Operations



Enhanced Programs/Goals



Strategic Plan Initiatives





# 2019 Budget

## SCHEDULE 1

### AL-ANON FAMILY GROUP HEADQUARTERS, INC. 2019 OPERATING BUDGET

	2019 Preliminary Budget	2018 Revised Budget	2018 Audited Actual
<b>Estimated Revenue</b>			
Literature Sales less Cost of Printing	2,850,000	3,000,000	3,194,194
Contributions	2,050,000	2,000,000	1,953,460
Forum Subscriptions	255,000	260,000	257,685
Convention Income (Net)	-	-	217,358
Investment Income/Transfer from Reserve Fund	232,600	243,800	(90,787)
<b>Total Estimated Revenue</b>	<b>5,387,600</b>	<b>5,503,800</b>	<b>5,531,910</b>

## Bottom Line

## SCHEDULE 1

### AL-ANON FAMILY GROUP HEADQUARTERS, INC. 2019 OPERATING BUDGET

	2019 Preliminary Budget	2018 Revised Budget	2018 Audited Actual
<b>Total Estimated Revenue</b>	<b>5,387,600</b>	<b>5,503,800</b>	<b>5,531,910</b>
<b>Total Expense</b>	<b>5,511,969</b>	<b>5,501,028</b>	<b>5,391,908</b>
Net Increase (Decrease) from Operations	(124,369)	2,772	140,002
Strategic Plan Initiatives	(\$54,587)		
Planned Net Increase (Decrease)	(178,956)		

## SCHEDULE 1

### AL-ANON FAMILY GROUP HEADQUARTERS, INC. 2019 OPERATING BUDGET

	2019 Preliminary Budget	2018 Revised Budget	2018 Audited Actual
<b>Operating Expenses</b>			
Salaries	3,200,459	3,191,569	3,065,192
Payroll Taxes	240,343	232,000	239,292
Employee Benefits	436,789	445,000	455,893
<b>Total Labor Costs</b>	<b>3,877,591</b>	<b>3,868,569</b>	<b>3,760,377</b>

Building Occupancy	271,500	265,800	278,633
Packing & Shipping (Net)	(60,000)	(75,000)	(46,330)
Postage	190,000	198,000	194,432
Telephone (Phone & Internet)	51,000	51,000	47,907
Stationery & Office Supplies	70,000	83,000	64,116

Office Services & Expenses	235,000	230,000	235,089
Repairs & Maintenance	13,000	8,000	13,265
Travel & Meetings	259,000	206,103	217,372
Direct Conference Costs (Net)	74,000	103,000	97,220
Conference Interpretation	20,000	-	-
Legal & Audit	70,750	70,750	73,774

Printing	127,000	132,000	113,728
Canadian Office	2,000	1,700	1,591
In-Office Volunteers	100	100	60
PSA Campaign	87,828	102,126	95,625
Bank and Credit Card Fees	106,500	91,000	103,572
Miscellaneous	16,000	19,000	18,105
Postretirement Health Benefits	68,000	69,800	70,150
Depreciation (Exc. Bldg.)	32,700	55,000	32,907

# 2019 Budget Highlights – Expenses

Expense budget is increased to \$5.5 Million

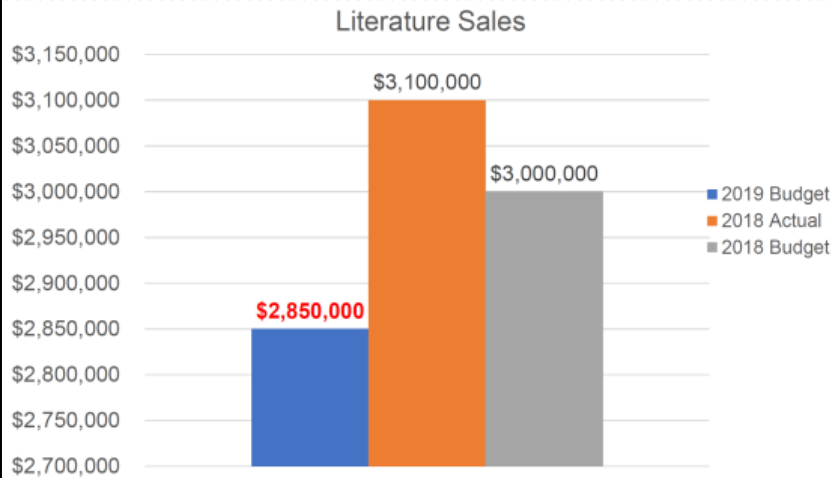
Why?

- Increased cost of labor
- Increased travel & meetings (6 TEAM events in 2019)
- Strategic Planning initiatives
- Development of mobile app,
- Translation software
- Hiring a part-time Spanish editor)

This leaves us with a projected budget  
*deficit* of almost \$180,000

# 2019 Budget Highlights – Revenue

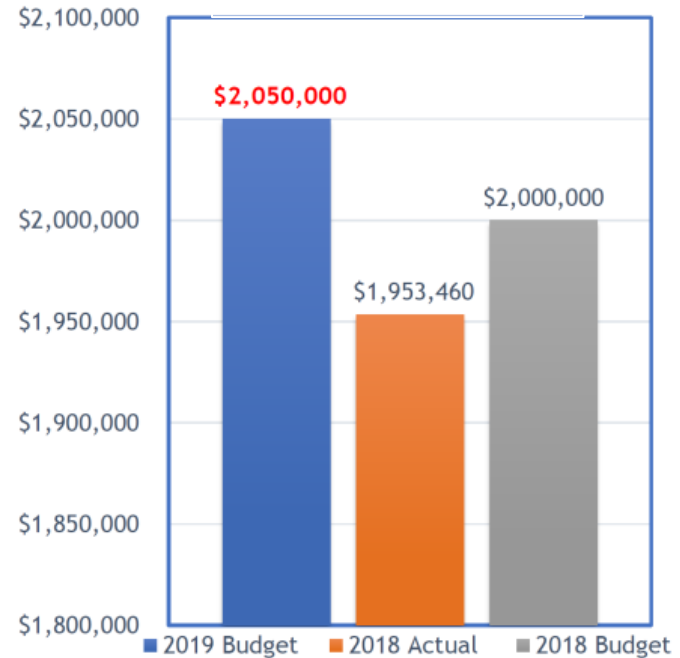
Revenue budget \$5.3 Million



Strong literature sales in 2018 were due to introduction of new literature.

Literature sales are projected to decrease 5% and get back to 2017 levels.

Contributions



If each active group contributed ***\$10 more in 2019 than 2018***, we could meet the budgeted contributions target!

# Once again...

**Please** consider raising your group's contribution to meet our WSO donation goals...





# Colorado Area's 2018 Contribution

Colorado	Total 2018	Total 2017	% Change
Groups	\$24,713	\$26,016	- 5.0 %
Other*	\$9,822	\$11,374	-13.6 %
Total	\$34,535	\$37,390	

\*Other contributions from individuals & AIS's, LDC'S, and Area Meetings

2018	% of Groups	Average \$ /Group
Colorado	67.1%	\$125.45
USA & Canada	64.1%	\$147.76
% Difference	+4.7 %	-15.1 %

Of All the Areas:

Highest Participation= 72.2%

Highest Ave Donation= \$213.74/group

How Al-Anon Serves  
Your Group & You:

- Programs
  - Group Services
  - Literature
  - Public Outreach/ Professionals
  - Conference
  - International
  - Other Program Services
- Administration & Digital Strategy
- Finance & Operations

(From the Back of the  
WSO Quarterly Appeal  
Letter)

It costs WSO **\$292/ group**  
to support the services  
provided to groups

# 2019 WSC MOTIONS

## Approvals

- Seating Motions
- Approval of Annual Report
- Approval of Audited Financial Report
- Approval of Finance Com Report

## Board & Policy

- Amending Alateen Text page 93-97
- Amending Bylaws
- Revision of Concept 5 Descriptive Text
- Revision of Service Manual Text pages 139,140,168,171



## Elections & Announcements

- Traditional Affirmation of Trustees
- ECRPM and Executive Committee Announcements

More details are found in the online 2019 WSC Summary Report!

# Why the Changes?



- **Concept Five:** Clarify language on filing a minority appeal- reminds members to use the links of service
- **Bylaws:** Updated to reflect current standards and laws
- **Handbook:** Clarity improved on policies re staff members who vote at WSC
- **Alateen:** Clarified minimum safety requirements, suggests the addition of AMLAS training.
- **In general:** clarifying practices, improving consistency

# What is planned for 2019?

- Online store redesign for enhanced user experience
- Meeting search database upgrade
- Project management software implementation
- New and exciting public service announcements
- Interpretation offered at 2019 WSC
- Strategic Plan Initiatives





# Why do I Contribute to WSO?

- ▶ One Purpose: **Helping families & friends** of alcoholics find hope and encouragement **to live joyful, serene lives.**
- ▶ I found **everyone** at WSO **loves Al-Anon** and they **work** very hard **to make it better!**
- ▶ It is a **non-profit**, donations are **tax deductible.**
- ▶ **I personally have benefited** and wish the same for others!

***Thank You for Your Time!***  
**Are there any Questions or Comments?**



# Tour the WSO Website?

- Meetings – electronic meetings
- Members – Member Resources – Literature – Slogans and Free Downloads
- Public Outreach – Best of Public Outreach
- WSC – Conference Summary: Posted Online: July/August – can order for \$5
- Board of Trustees – WSO Volunteers: what are the duties and qualifications for various volunteer positions?
- WSO – Financial Information: has audit report, budget, tax returns
- WSO – Research and Surveys: 2018–Member Survey and 2016–Alateen survey