

2018 Annual Report Questions

Below are the questions Conference members had regarding the 2018 Annual Report, along with responses from the World Service Office (WSO):

- 1. What is the “Investment Philosophy?” page 2 (12th bullet point under The Board, in its legal and financial capacity, took action) and 26 (7th bullet point under Other routine functions include)**

Our Investment Philosophy is one of growth and income with a moderate risk tolerance. The Board seeks to balance potential risks with higher potential returns in exchange for lower risk. We believe equities should be a significant portion of the Reserve Fund. The Finance Committee meets with the investment managers at least semi-annually, e.g., in January and July, to determine the appropriate mix of investments. A formal review of each investment management firm will occur at least every five years beginning in 2009.

- 2. What is meant by “capacity is limited”? page 5 (First paragraph under Strategic Planning.) If we know what is needed, maybe the Areas can step up.**

As part of the Strategic Planning process, organizations are encouraged to look not only at what new strategies to undertake to fulfill their mission and vision but also what activities can be streamlined or eliminated because they no longer serve the membership. The reference to “capacity is limited” was made in the context of the latter evaluation, in recognition of the fact that Staff members are already fully engaged in their day-to-day work supporting the worldwide fellowship of Al-Anon. We will evaluate activities each year as we go forward, and if we discover activities that are necessary to serve our primary purpose and that could be completed by members, Staff will reach out to the Delegates and the fellowship for help.

- 3. Safety Document: “This document was published to the WSC Members community on AFG Connects at the end of the year.” P 6 (Second paragraph under Executive Director Updates). It’s my understanding that this document should not be published on our Area Websites, but the reasons for that are unclear. Can you clarify? This is an important resource.**

Let’s Talk about Safety in Al-Anon Meetings! was initially mailed to all registered groups without instructions explaining whether it was permissible to photocopy or post the document on the internet. After Staff received guidance from the AFG, Inc. attorney regarding posting, a Policy Committee review was completed according to the process outlined on page 111 of the Service Manual. The document was approved with the following guidance: “Feel free to photocopy this tool to share with your meetings. Service arms wishing to provide access to the document from a website are asked to hyperlink to al-anon.org to ensure members are provided the most current document.” World Service Conference (WSC) members were made aware of this information on March 19, 2019.

- 4. Meeting List Policies: p 7 (Working with the Areas): How long does it take to receive approval for these Area policies? Some Areas have reported waiting 6 months. I would also like to have more information that would help our Area. We are just beginning discussion on this.**

In addressing this question, it may be helpful to clarify the purpose of and timeline for World Service Office review and approval of these policies.

Areas have autonomy to create their own policy for removing meetings from published lists when they believe meetings are acting in contradiction to Al-Anon principles and, therefore, are affecting other groups and Al-Anon as a whole. The WSO does not need to review or evaluate these Area policies.

The WSO becomes involved if an Area asks it to support an Area's Meeting List Publishing Policy by removing these meetings from the WSO meeting search. At this point, the WSO requires the opportunity to review the Area's Meeting List Policy to ensure it adheres to the principles presented and discussed at the World Service Conference and contained within the document titled "Area Meeting List Publishing Policy Development Resources."

The timeline for an Area Meeting List Publishing Policy review has not yet been firmly established. In the later part of 2018, Staff received policies from three Areas that had created and implemented their own policies in their Areas. The policies were received in the fall and Areas were notified that there would be a delay before Staff reviews could be completed. As you can imagine, Staff did not take the process of completing a review of these policies—which would remove meetings from the WSO meeting list—lightly. Nor did a response flow quickly; Staff recognized that a simple answer was inadequate, since the response required careful articulation of how the policies were aligned with the Traditions and Concepts referenced by the Policy Committee Thought Force. As such, we were guided by the statement in Bill's essay on leadership in the context of Concept Nine, "Nevertheless, we ought to ponder carefully its longtime effect. ... The temptation might be to seize the immediate benefits and forget the harmful precedents or consequences that might result." (2018-2021 Al-Anon/Alateen Service Manual [P-24/27], page 198)

Staff hope to send their responses to these Areas shortly. With this step complete, Staff will be equipped to offer better guidance to Areas contemplating this most serious action. In the meantime, however, Staff are available to answer questions and to guide Areas to the resources created by the Policy Committee Thought Force.

- 5. Electronic Meetings page 13-14: I am so excited about this progress! How can we as Delegates help? I've attended Electronic meetings almost since my first day in Al-Anon and I owe them a lot! I recommend them to sponsees to supplement face to face meetings and to offer service.**

The best way to support electronic meetings is to refer members to where the registered electronic meetings are published on al-anon.org:

<https://al-anon.org/Al-Anon-meetings/electronic-meetings/>.

Members tend to use various search features to look for online meetings; unfortunately, many of these tools can steer them to sites that are not registered with the WSO.

- 6. International, page 15: I appreciate this information so much. Thank you.**

Thank you for your comments.

- 7. Literature Committee: Third paragraph under Literature Committee; page 20. Blog or message board on spiritual principles is a wonderful idea. Do I smell a workbook (like *Reaching for Personal Freedom*) in our future? Spiritual Principles are so important, and yet there's so little info/articles/shares in our literature or service literature.**

The Literature Committee recommended a blog or message board because it recognized that what members consider to be Al-Anon principles can be very personal and subjective. Rather than attempt to compile one definitive and finite list, the Committee agreed that the more helpful approach would be to create an ongoing discussion, which would offer a wide variety of ideas. The goal is to begin a conversation. However, if this proves to be effective, like the Legacy blogs, a piece of literature could be considered at some later point.

- 8. Page 4 of the annual report, Executive Committee section. It was stated that they approved discontinuance of a pamphlet based on the recommendations from the Literature Committee. Which pamphlet was discontinued?**

No pamphlet was discontinued or recommended for discontinuance last year. This was a list of responsibilities routinely assigned to the Executive Committee by the Board of Trustees, not a list of accomplishments carried out this year.

- 9. Another question on the same page: formally discontinue Area Highlights for the WSC Structure. Is this in reference to the quarterly publication of Area Highlights? Or is it referring to the Sharing Area Highlights that occurs among delegates before Conference starts?**

This is in reference to the quarterly publication that had been compiled from Area newsletter articles selected by Staff. It began in 1965 and concluded in 2018. The publication was titled Area Highlights.

- 10. I don't have any questions, but I do have a concern that the information on page 9, paragraph 3 (reprinted below) is not quite accurate, although it is what the web master from Texas West posted on AFG connects. Since he only has authority to update the meetings for Texas West on the Texas web site, he is just referring to Texas West meetings. I don't know if this will cause any confusion and/or questions to WSO, when the members of Texas East read the annual report, so I just wanted to let you know. The Texas East meetings are not linked to the WSO site.**

We have edited the text by adding "Texas West" where it said "Texas."

- 11. Page 2 – para 2 – 11th bullet regarding Equalized Expense – I understand from page 165 of the Service Manual how the Full Amount is determined, but how is the substantial portion of the Full Amount determined by the Trustees?**

Staff recommend the substantial portion, or Equalized Expense, to the Board of Trustees based on history and budgeted Conference expenses. The Equalized Expense is generally about 66% of the Full Amount.

- 12. Page 2 – para 3 – 1st bullet – How are the WSC themes chosen?**

A few years ago, the Conference Leadership Team (CLT) started inviting Conference members to submit words and/or phrases prior to the close of Conference. The CLT reviews and discusses those words and phrases and any additional ideas the CLT members may have at the July CLT meeting. The Translation Project Coordinator is included in this portion of the agenda so that she can determine whether the theme will translate into French and Spanish without losing its meaning. After the CLT agrees on a theme, it submits its recommendation to the Board of Trustees. The Board then votes on the theme.

- 13. I don't understand the approving a quotation change (p.4, 5th bullet under action approved by the Executive Committee and approved by....). The pages in my ODAT (B-6), other members ODAT's and ODAT's at my home group "book box" already say wrath and not truth on page 223.**

The typographical error ("for the truth of man") was in printings from 2000 (when the book was retyped) until this past August, when the correction was approved by the Executive Committee and included in the latest printing. Those books printed in August 2018 or books printed between 1968 and 1998 have the correct quotation ("for the wrath of man"). (See Question 70 for further details.)

- 14. Page 5, paragraph 5, I was curious as to why the Associate Director-Digital Strategy was being invited to the Policy Committee meetings.**

In 2018, with the retirement of the Associate Director—Public Outreach Media, responsibility for public outreach and communications (excluding outreach to professionals) was assigned to the Digital Strategy Team. Given this scope of responsibility, the Executive Director asked the Policy Committee at its July 2018 meeting to allow the Associate Director—Digital Strategy (member) to participate in the Committee as a resource. The Policy Committee approved his attendance. The Associate Director—Digital Strategy has voice but no vote.

- 15. Page 6, under Service Manual paragraph 3, Do you have any idea when version two might be available?**

We intend to announce a timeline by the end of April 2019.

- 16. Page 11, Do you have any idea when registration will begin for the 2020 A.A. International in Detroit?**

Yes; online registration is scheduled to become available on September 9, 2019.

- 17. Page 22, 3rd paragraph on the right side, are we able to read what the Surgeon General of the United States reported?**

Yes. Members can use an internet search engine to view the 2016 Surgeon General's Report on Alcohol and Drugs, also known as Facing Addiction. The report focuses on the US.

- 18. Page 24, last paragraph on the right side. I would appreciate clarification of this paragraph. I am unsure as to what was decided regarding exclusive use of CAL at AI-Anon Meetings.**

The paragraph refers to Staff efforts to create a timeline of Conference Approved Motions listed in the World Service Conference Summaries and subsequent pages in the “Digest of Al-Anon and Alateen Policies” section of the Service Manual regarding the use of outside literature and A.A. materials at Al-Anon meetings. These materials illustrate the progression of World Service Conference decisions since 1961 regarding the definition of Conference Approved Literature (CAL). They address how CAL is developed, and how and when the World Service Conference modified text to explain why A.A. literature and other outside materials were never and are not Conference Approved Literature. These statements in the Conference Summaries and Policy Digest are the policies that the WSO follows as the clearinghouse for the Al-Anon Family Groups. The hope is that the timeline makes it clear to members that the World Service Conference, as the group conscience of Al-Anon Family Groups, has approved of policies regarding “Use of Material at Al-Anon Meetings” (pages 110–112, 2018-2021 Al-Anon/Alateen Service Manual), and that the timeline clarifies how the policies evolved by Conference discussion and decisions with substantial unanimity.

19. Page 2. What specifically does the following statement mean or apply to: To approve and accept the new Conflict of Interest Policy and the Conflict of Interest statements.

The purpose of the Conflict of Interest Policy is to protect the interests of Al-Anon Family Group Headquarters, Inc., especially when the organization must contemplate whether or not to enter into a transaction or arrangement that might benefit or appear to benefit the private interest of any present or former Trustee, committee member, Officer, or employee of the corporation, either directly or indirectly. For example: The Board of Trustees is presented with a bid for the 2028 International Convention, and the Director of the Convention Visitor Bureau is the niece of a current Trustee. That Trustee would be required to disclose the relationship and recuse themselves from the decision-making process and vote.

20. To approve the use of the wording "Families and Friends Only" and "Families, Friends, and Observers Welcome" to replace "Closed" and "Open" Meetings. Please clarify or more information on what that means.

Newcomers and non-members inquiring about meetings frequently do not understand our internal “open” and “closed” meeting designations. Following several discussions, the Policy Committee suggested that new terms would be helpful to clarify the intent behind these designations. The statement “Families and Friends Only” helps newcomers understand they will be attending a meeting with others who are also struggling with the challenges of living with the disease of alcoholism. “Families, Friends, and Observers Welcome” clarifies for newcomers or anyone interested in learning more about our program that the meeting welcomes them. The word “Observers” is designed to include professionals, students, the public, and anyone interested in learning about Al-Anon. Students are often required to attend; some must observe an Al-Anon meeting as a requirement for a course. Professionals like to observe Al-Anon meetings to learn how they are conducted. Sometimes they observe because it fulfills a requirement; they may need to do so to earn Continuing Education Units (CEUs) for recertification of their licenses in a state or province.

21. Digital Strategy-p 8. "His experience suggests the Al-Anon PSA message no longer resonates well, so he provided ideas that were shared with and considered by the Public Outreach Committee." It was my understanding the PSA's were ranked high by Nielsen's?

Nielsen reports each time a PSA spot is played, noting the version, language, and day part in which it was aired. Day parts are early morning, daytime, early afternoon, primetime, late evening and late night. Nielsen does not rate the quality or effectiveness of our PSA; it only keeps track of when and where the PSA was played. Our vendor stated that our announcement takes too long to catch the attention of someone who is not already familiar with Al-Anon, and therefore the message of hope doesn't resonate as well as it could. So rather than abandon what we feel has been working for years, we decided to test this by offering a different look and feel to the PSA and collecting data on whether viewers are seeking a meeting as a result.

22. The Lone Member discontinuance. Could we have more historical information published in a Conference Summary? I.e. when and why Lone Member was initiated, then how much Lone Members depended on the opportunities, which years saw the most use?

The Lone Member Service was used primarily during the 1980s and early 1990s. It began as a letter-writing service provided and coordinated by the World Service Office and was meant for Al-Anon members who could not attend Al-Anon meetings due to distance or disability. Lone Member Contacts—Al-Anon members who were willing and available to connect with these isolated members through written correspondence—were their support. However, with the availability and growth of the internet and phone and online meetings, in addition to information that can be found readily on Al-Anon websites, the Lone Member Service became obsolete; there were no more requests from the membership for this type of service.

23. Closed/Open meeting designation now renamed Families and Friends Only or Family, Friends and Observers Welcome. Thank you!!! Why a 3-month trial period as opposed to a 6 month or year?

The Executive Committee did establish a six-month trial for the replacement of the wording "Closed" and "Open" with the updated phrasing "Families and Friends Only" and "Families, Friends, and Observers Welcome" in identification of meeting attendees on the AFG Electronic Meeting Registration/Update Form. This timeframe was designed to allow the World Service Office enough time to gather data on whether the revised descriptions provided sufficient clarity for electronic meetings to register. Once this data is compiled, a recommendation will be made to the Board of Trustees regarding the implementation of this change on the Al-Anon Registration/Group Records Change Form (GR-1).

24. If someone does primarily electronic meetings, including being the CMA or initiator of one, can they still apply for the various at-Large position? (thought occurred because of a member limited to online meetings here in Ohio)

Consistent attendance at electronic meetings does meet the requirement for regularly attending Al-Anon meetings.

- 25. P.4 agree with discontinuing Area Highlights. All the discussions happening on AFG Connects gives a lot of information that way, plus provides a way to engage in discussions about particular problems or successes.**

Thank you for your comments.

- 26. P.5 yay to the ability to order Al-Anon Faces Alcoholism magazines (AFAs) throughout the Dec-Nov year**

Glad to know you like the idea. The implementation of the idea has called for extensive planning and is more complex than anticipated. However, the WSO believes this expanded service will be welcomed by the fellowship. In April, members will be able to order AFA magazines throughout most of the year. The desired outcome is to help more families of alcoholics receive information about Al-Anon. Now that the magazine has increased its availability, members can go to more offices of professionals and replenish the supply of AFA magazines at locations where they have already been.

- 27. P19 last paragraph under International Coordination Committee- extending French and Spanish interpretation service to other service structures. but does this generate another cost that was not previously considered when it was decided to provide this for 2019 WSC?**

No, it does not generate additional cost. The offer is only available to International Representatives if it is already needed by a WSC Delegate. (If it is not needed by a WSC Delegate, the International Representative is still permitted to bring an interpreter, but the cost for the interpreter would have to be paid by the international structure sending the Representative.) In 2019 there was a confirmed need within the WSC Delegates for both French and Spanish interpreters, and we extended the offer to other structures. This strategy maximizes the return on our investment in interpreter costs.

- 28. Page 2 The Board. 2nd Column, 6th bullet down. It mentions Obj. 2 under Goal for Members. Do members relate to the Board or the Fellowship? If Fellowship, what was the Goal/Objective?**

The development of the Goals and Objectives is the responsibility of the Board of Trustees of AFG, Inc. The goal relates to members as part of the fellowship.

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

The second Objective is: Increase member participation in service by reducing barriers to serve.

- 29. Page 5 Policy Committee. 1st Column, 2nd complete paragraph down. It states Due to the great variations in the forms of meditation or “quiet time” practice at meetings, no resolution was reached at that time. What does this mean? Is the thought force done, continuing to gather information, tabled for now?**

Discussion of this topic will continue as part of the Board of Trustees' selected Chosen Agenda Item at the World Service Conference.

- 30. Page 5 Policy Committee. 1st Column, 4th complete paragraph down. A thought force was created regarding if a procedure is needed to submit motions to the WSC between annual meetings. (1) What types of motions would this be? (2) Why would this be needed? (3) Where does the Board of Trustees play into this? (Concept 6, 8, 9)**

Answer to question 1: The thought force charge included brainstorming the types of motions for which this procedure might be appropriate.

Answer to question 2: This procedure could be helpful if a minor clarification to policy text could help members better understand a policy. If this occurred between Conferences, the electronic Policy Digest could be updated in a timely manner.

Answer to question 3: After the Policy Committee approves the changes, the Board of Trustees reviews/approves them prior to recommending any policy changes to the Conference.

- 31. Page 5 Strategic Planning. 2nd Column, Last 2 sentences of section When is the AFA distribution going to become annual? 2020?**

Effective April 2019, AFA 2019 magazines will be available while supplies last. Once AFA 2019 stock is depleted, members will be invited to order AFA 2020 magazines when the new issue is available. One year at a time!

- 32. Page 6 Staff Leadership Team. 1st Column, last sentence of section. STL began using a next generation project management tool in Dec. 2018. Will there be an update during the WSC? What software and how is it going?**

Staff is very excited to have begun the software implementation and will provide an update on progress during the Annual Report section of the agenda. The product selected is called Asana and Al-Anon has implemented the Asana Business version of the software.

- 33. Page 6 Service Manual 1st Paragraph. What was the new technology implemented to give adequate control over updates to the Service Manual?**

Staff implemented version control to ensure all changes are captured with traceable Track Changes. Additionally, edit and view access to the Service Manual versions was restricted to those Staff members who require access. (Access requirements fluctuate throughout the production cycle of the Service Manual.) These steps ensure that changes will not be missed and that unapproved changes will not be introduced to the Manual.

- 34. Page 6 Service Manual Last sentence of 2nd paragraph. Edits to Groups at Work were completed in December. When will the new version be made available? How will we distinguish between the 1st and 2nd versions?**

Beginning with version two (2) of "Groups at Work," a notation has been added immediately following the publication number on the copyright page—bottom center—indicating the version, in this case "P-24 version two (2)." The version number augments the notation on

the bottom left corner of the copyright page, which denotes the year and the printing of the piece in question. For “Groups at Work” (P-24 version two [2]), the first printing of version two (2) has the notation “19-30,” which means it was published in 2019 and is the 30th version. This is the notation system adopted by the Literature Committee to keep track of updates for all CAL. Members will be afforded the opportunity to download all pages with revisions, as was done with the 2014–2017 version of the Service Manual.

Printed copies of 2018–2021 “Groups at Work” version two (2) are currently available in English and will be available for order in Spanish and French by the 2019 WSC. Once all printed versions are available, “Groups at Work” version two (2) will be posted online for digital access, in all three languages.

35. Page 6 Service Manual, Last Paragraph of Section. Does this mean each section will be released when updated and translations are completed?

Groups at Work is the only separate booklet. The complete Service Manual version two (2) will be released when the remaining translations and version two (2) changes from the Policy Digest and “World Service Handbook” are complete.

36. Page 6 Executive Director Updates. 1st Paragraph. What was the security breach and will the WSC be updated with the details?

The security situation that arose mid-year was not a “security breach,” which is typically understood to be a cybercrime, but rather a physical concern that fortunately turned out to be a non-issue. Updates related to ongoing emergency response planning sparked by this incident will be incorporated into the 2019 Annual Report.

37. Page 7 Human Resources. 1st Paragraph. Turnover was 20% which means approximately 5 left. How many retired, left and terminated?

In 2018, two employees retired. Details regarding other personnel decisions are shared confidentially—with the Executive Committee only—in accordance with Human Resources best practices.

38. Page 8 Digital Strategy. Last sentence, 2nd paragraph. A test was run during the International conference regarding the polling feature of the mobile app to see if we could use it at WSC for voting. Will we be using it the 2019 WSC?

Subsequent testing has proven that the Attendify mobile app used at the International Convention and 2018 WSC will not be suitable to support voting at the WSC. As a result, a different mobile app has been selected to replace the clickers on a trial basis at the 2019 WSC. In 2019, Conference members will still have access to the Attendify mobile app for scheduling, room location, etc.

39. Page 14 Electronic Meetings. Paragraph above the “Miscellaneous” Heading Participants were excited to participate in regularly scheduled business meetings with WSO. Has it started? If not, when will they start and if so, what is happening? What will the Agenda items be?

Historically, the phone meeting CMAs have had a yearly meeting with the WSO, but the meeting cadence was recently increased to quarterly. The first quarterly meeting will occur

March 27, 2019. The online meeting CMAs are tentatively scheduled to have their first business meeting with the WSO on April 24, 2019. Agenda items for the business meetings include topics such as reminders about keeping CMA and meeting information current, discussions on how to welcome the newcomer and the use of Conference Approval Literature in electronic meetings, and timing for future business meetings.

40. Page 14 Group Records Updates 1st Paragraph. University counselors wanted to start young-adult meetings. What kind of info were they looking for? What was provided to them?

Information was provided about how to start an AI-Anon meeting and the counselors were provided with the contact information for the local Public Outreach Coordinator.

41. Page 15 Online Group Records Forms. Paragraph under the # of groups. Who was the structure that provided so much growth in Alateen?

Mexico.

42. Page 15 Alateen Annual Recertification of AMIAS. 1st paragraph. It didn't sound like it went well. What has the past process been? Has there been as much delay in past years? It was stated the process was re-evaluated. What, if any, enhancements/changes were made?

In 2018 there was a problem with the Online Group Records (OGR) application on June 30, which is the last day to update information. The WSO became aware of the problem, implemented an extension, and alerted the Area Alateen Process Persons (AAPPs) and Alateen Coordinators via AFG Connects.

Some AAPPs did not understand that Alateen recertification covers both the AI-Anon Members Involved in Alateen Service (AMIAS) and the Alateen groups. The recertification training emphasizes that the list on the recertification page must be cleared before recertification for an Area is complete, but there were two misunderstandings:

- There were AMIAS who did not recertify in time and remained on the recertification page in the OGR application. When the AAPPs were contacted, they were under the impression that if they remained on the page, the WSO would inactivate them. This, however, was not the case.
- Some AMIAS (who were inactivated because they did not recertify in time) were connected to an Alateen Group as a Sponsor, Current Mailing Address, or Phone Contact. This placed the Alateen group in an inactive status, which impacts the recertification for the Area.

The training has been revised so that it now emphasizes that the purpose of recertification is to allow the Area to continue using the Alateen name and that recertification impacts all Alateen groups and AMIAS. Each Alateen group needs currently certified AMIAS and all AMIAS need to be current in their certification before the Area can be recertified, in accordance with the 2003 Alateen Motion from the Board of Trustees.

43. Page 20 Service Materials & Reports. Revised Area Forum Coordinator Guideline. When will it be available?

The revised Area Forum Coordinators Guideline (G-32) will be available May 10, 2019.

- 44. Page 20 Literature Committee. 3rd paragraph. Was the electronic board/blog created? If it was, how did it go, and can it be used in other instances? Was this specifically for developing material for a piece to discuss spiritual principals?**

Development of a blog is being evaluated as part of a Strategy related to the Members Goal. The WSO would develop a blog or other similar tool instead of creating a piece of literature that discusses spiritual principles. (Also see Question 7.)

- 45. Page 20 Literature Committee. Last paragraph. Five candidates participated in a meeting to see what the committee was about. Will this be offered to other committees for potential at-large members?**

Staff Liaisons are collaborating with the Trustee Liaisons of the different At-Large committees to identify best practices from the different approaches used by each committee, recognizing some variations may be required, for instance in the case of the Audit Committee. Together they will put forward a recommendation to the Board of Trustees on one process to use going forward. The recommendations will not extend to the Executive Committee or Executive Committee for Real Property Management.

- 46. Page 21 Comm & cooperation with Professionals. 1st paragraph. This is confusing to me. An electronic form is available, but under-utilized. Are we taking steps to get it more utilized?**

As part of a 2019 Strategy developed to bring AFG, Inc. closer to its Public Goal of the Strategic Plan, Staff will be reviewing all website content and making changes. These changes may include making the request form more prominent for the professionals visiting our website.

- 47. On Page 2 - Why are Area Highlights formally being discontinued for the WSC Structure?**

At the 2016 World Service Conference, it was reported that the World Service Office was in the process of reevaluating publications. In the past, Area Highlights was produced quarterly. After the Area Highlights newsletter was produced in an electronic format in 2011, the WSO noted that throughout 2014 and early 2015, visits to view this publication on the Members website averaged about 159 members per quarter. The WSO only produced one Area Highlights issue in 2016. Prior to the production of that issue, the WSO received four inquiries about this newsletter. Given this minimal interest and the fact that the communities available on AFG Connects now provide adequate opportunities for Area interaction and experiences, it was decided to discontinue this publication.

- 48. On Page 2 - What is the banking resolution?**

The banking resolution provides authority to the Executive Director and Director of Finance & Operations to make banking decisions as needed to support the operations of the WSO.

- 49. On Page 3 - It is stated that the staff hired a Strategic Planning consultant. What was the cost for the consultant? What was the company name?**

The strategic planning consulting firm was Tecker International, LLC, which is a firm that leads workshops at the American Society of Association Executives (in which Al-Anon participates). The workshop cost of \$8,000 was approved by the Board of Trustees. Information on the process used and an overview of the work completed with the consultant can be found under Strategic Planning, Board of Trustees on pages 2 and 3 of the Annual Report.

- 50. On Page 3 - Under “GOALS (2022-2024), the first goal is shown as: Goal: Members - AFG, Inc. provides universal access to tools for recovery from the family disease of alcoholism. Since providing universal access to tools for recovery will require that Al-Anon materials be available in Spanish and French, what is the current status on the translation of all Al-Anon materials into these two languages? Will there be an update on this topic at the WSC?**

The Member Goal does involve improving access to tools in Spanish and French. One Strategy related to this Goal is enhancing trilingual communication. To support this Strategy, the Board approved the purchase of software to expedite translation, as will be described during the Finance Report at Conference. Additional actions taken to support this Strategy include, for the first time, translating the 2018 Annual Report into all three languages and hiring a part-time Al-Anon member Copy Editor of Spanish documents. The former was done to improve visibility of the activities undertaken by the WSO on behalf of the worldwide fellowship. Staff will announce the latter during the Annual Report section of the WSC agenda.

- 51. On Page 4 - It is stated the use of the wording, “Families and Friends Only” and “Families, Friends, and Observers Welcome” will be used for a trial period of six months. When did the trial period begin?**

The trial period began in November 2018 after a motion was made and accepted in the Executive Committee meeting. For the six-month trial, use of the wording “Families and Friends Only” and “Families, Friends, and Observers Welcome” has replaced “Closed” and “Open” for identifying meeting attendees on the AFG Electronic Meeting Registration/Update Form. A recommendation for next steps in the trial will be made to the Board following discussion by the Policy Committee.

- 52. On Page 4 - It is stated that there would be a transfer of surplus 2018 operating budget funds, less \$2,000, to the Reserve Fund prior to the close of the audit year? How much was transferred to reserves?**

During 2018, \$323,836 was transferred to the Reserve Fund.

- 53. On Page 7 - It is stated that a new position was created - Editorial Quality Specialist. What is their role and what exactly will they do?**

The role of the Editorial Quality Specialist is to provide uniformity and conformity to punctuation and grammar. The Editorial Quality Specialist supports the WSO by editing various written service materials, executive reports, and literature, as well as periodical and online publications, utilizing grammar standards and the WSO editing guidelines. This Staff member also evaluates and recommends improvements to the WSO Style Sheet for

grammar and punctuation and provides coaching to Staff to help them utilize Microsoft Word to review, edit, and proof materials.

- 54. On Page 7 - It is stated that the Translation Team was expanded to include French-speaking and Spanish-speaking contractors. How many were added? What is their role? Was this action taken to address the current need to get materials quickly translated into French and Spanish in the U.S. and Canada, PR, and Bermuda?**

During 2018, one French-speaking contractor and one Spanish-speaking contractor were utilized. The contractors were added to assist with the current workload and to enhance trilingual communications with members. The contractors worked on a variety of projects, including newsletters, appeal letters, and guidelines updates.

- 55. On Page 8 - What is the Anniversary Dinner in 2021?**

WSO Staff members are planning this anniversary dinner in celebration of Al-Anon's beginnings in 1951. We will celebrate 70 years in 2021. Specific details regarding the event will be announced as plans progress.

- 56. On Page 10 - Concerning the one-on-one video interviews: When will they be released?**

The one-on-one video interviews originally taped at the 2018 Al-Anon International Convention are currently in the review process after having been edited from their original length. These video interviews are undergoing the service tool review process outlined on page 111 of the 2018-2021 Al-Anon/Alateen Service Manual, which includes review and approval by the Executive Committee and a review by a Policy Committee Task Force to ensure the material adheres to the Traditions and Al-Anon policies. Once they are approved, we will begin posting them on the website and on social media.

- 57. Page 22 Staff Travel. I read about the attendance at the association for addiction professionals, at the mental health for all conference where staff also attended a workshop on best practices in the mental health field and attendance at the national recovery month planning meetings where WSO had the opportunity to share info with the executive director of Nar-Anon. That's great and an example of what we in our areas can do. Would you recommend Al-Anon groups also follow this example? I see that the outreach you're doing extends to all addictions.**

As society evolves, it is important for us to be able to share our experiences with other Twelve-Step programs, because we do affect each other. Communication amongst programs also provides each entity with a better understanding of how to adhere to spiritual principles in an ever-changing world where the ways in which we consume content, communicate, and spend our time are centered around smartphones. How does Al-Anon stay relevant and attractive to families and friends of alcoholics? As Lois once said about our relationship to A.A., "Our separateness is our strength." Yet there are certain commonalities, such as our respective organizations' use and interpretation of the three Legacies; means of addressing questions about members who are coping with a loved one's issues separate from alcoholism, e.g., addiction to drugs, gambling, etc.; and literature copyrights.

Areas are welcome to replicate the WSO's model of cooperation with state and provincial addiction and mental health organizations—today often referred to as “behavioral health.” National non-profit organizations and government agencies usually have state, provincial, or territorial chapters or affiliates. Likewise, there are county and community chapters or agencies that Districts or Al-Anon Information Services could contact. Areas interested in the listing of national website resources that provide state, provincial, and territorial agencies can contact professionals@al-anon.org.

Al-Anon groups are encouraged to participate in public outreach by accessing these links of service and by distributing AFA magazines.

58. page 3 would you say more about “a common theme in the planning process was the word universal: universal access to tools of recovery and Al-Anon as the universal available resource.” I’m interested in hearing more about this discussion.

The discussion focused on how to break down barriers to communication and use available technology to ensure Al-Anon is available globally. The objective is to address the ever-changing world and the ways in which Al-Anon Family Groups can continue to reach professionals and families and friends of alcoholics, no matter their location.

59. Page 8 (2nd paragraph): Who can attend the anniversary dinner?

Al-Anon, Alateen, and A.A. members, and their guests. The Anniversary Dinner will be a ticketed event with limited seating.

60. Page 19: New Daily Reader: Is there a projected completion date?

There is not a projected completion date for the NEW DAILY READER (working title) at this time. The office is currently in the process of selecting a professional writer/editor who is an Al-Anon member. Discussions with the writer/editor will help us finalize a schedule for the completion of the project.

61. Page 19: Magazines- "Talk to Each Other" - Is there a reason to not include this department on a regular basis? it seems like a great way for the fellowship to share concerns and solutions worldwide.

The only reason “Talk to Each Other” has not been included as a regular, ongoing department of The Forum is because we have not received enough suitable articles from members that fit this purpose. Plans are underway to request sharings from the readership that would be appropriate.

62. Page 22: Public Outreach & Communications: 3 PSAs were planned for 2018. Did those PSAs reach the public?

Two PSAs were redistributed during the summer of 2018: “Samantha” and “Jack.”

In 2018, based on insight from our PSA vendor, Staff (with support from the Executive Committee) also shifted plans from developing three highly targeted PSAs to two broad-based PSAs to test the effectiveness of our historic format against a new format. For this 2019 campaign, Staff made the strategic decision to launch the PSAs in August—ahead of Recovery Month—allowing the announcements to gain momentum heading into the

holidays, rather than trying to launch during the holidays when media space comes at a premium.

Staff will begin sending alerts and reminders via AFG Connects after Conference to prepare Public Outreach Coordinators for the PSA campaign and will incorporate messages into The Forum, Le lien, and en acción, and In the Loop, En Contacto, and Le Messenger in August to energize members' efforts in August and September.

August will be the planned launch time for PSAs each year going forward.

63. Page 23: Public Outreach Committee (first paragraph after 2 bullets): Does WSO know which 10 areas will be included in the Spanish speaking AI-Anon groups task force?

Ten of the 67 Areas with the largest number of Spanish-speaking groups will be selected by the WSO as the sample. The groups in these Areas will be asked to participate in a survey that addresses how they attract, welcome, and retain newcomers. The task force's charge is to create the survey questions in English so that they can be translated into Spanish for the survey.

64. On page 4, bullet point 5 under "The following actions were approved by the executive committee": 5) To approve that the quotation on page 223 of One Day At A Time In AI-Anon (B6, B14) be corrected to replace the word "truth" with "wrath" - It was correct in the previous editions when it said "the wrath of man". How did this word change occur in the 50th Anniversary edition? Who approved of/made it? I thought there had to be 75% agreement from the Fellowship to make any changes to wording in any piece of CAL? If that had been the case, this would not have happened. Someone had to actively choose and change the word as far as I can understand, so please give clarity to how something like that happens when there are protocols in place for protecting each and every word of CAL.

In late July 2018, the WSO received a message from a member pointing out a typographical error in the quotation on page 223 of One Day at a Time in AI-Anon (B-6, B-14). Research showed that the quotation had been printed correctly from its first printing in 1968 through its 1998 printing. The error occurred when the book was retyped in 2000 to accommodate changes approved by the 2000 World Service Conference (see pages 7–8 and 58–60 of the 2000 World Service Conference Summary and page 326 of Many Voices, One Journey [B-31]). Changing “wrath” to “truth” was not one of the approved changes from the 2000 WSC and was clearly a typographical error. According to the King James Version of the Bible, the correct word is “wrath.”

Although in 1978 the World Service Conference voted that no changes could be made to One Day at a Time in AI-Anon without approval of the full Conference, in 2000 the Conference carried Motion #16, which states that the Executive Committee is authorized to approve housekeeping changes to the book. Housekeeping changes were defined as: “updating addresses, phone numbers; statistics; correcting misattributions and incorrectly stated quotes.” The matter was brought to the Executive Committee in August 2018 so that corrections could be made for the next printing, which was imminent. No one at the WSO

had been aware of the error until mid-July. The 50th-anniversary edition of One Day at a Time was printed in May and June, matching the exact text of the then-current One Day at a Time printing.

The only Al-Anon documents that require changes to be approved by written agreement of three-fourths of our worldwide fellowship are the three Legacies. (See pages 226–227 of the 2018-2021 Al-Anon/Alateen Service Manual.) (See Question 13 for additional details.)

65. In the middle of page 6 on the left-hand side, 4th paragraph, who made the decision to delay publication of version 2 of the Service Manual?

To clarify, the original delay in publishing the Spanish and French 2018-2021 Al-Anon/Alateen Service Manual came as the result of technological issues and staffing changes at the World Service Office. The Executive Director made the decision to print version two (2) rather than version one (1) of the Service Manual in Spanish and French because the timing for translation would put version one (1) availability after the English version two (2) was printed. The changes between version one (1) and version two (2) were small, so the decision does not further delay availability.

66. On page 22, para 3 under Staff Travel it says that Digital Strategy attended the NAADAC Conference. Why does Digital Strategy attend this?

The Digital Strategy Team is responsible for the WSO's outreach to the media through the al-anon.org website, social media pages, podcasts, and audio/visual interviews. The goal of WSO outreach is to help inform the public, the media, and professionals about the Al-Anon program of recovery. Digital Strategy collaborates with the Associate Director—Public Outreach Professionals to perform outreach to professionals. The Associate Director—Digital Strategy's attendance at the Association for Addiction Professionals (NAADAC) Conference with the Associate Director—Public Outreach Professionals enabled Al-Anon to make twice as many contacts, e.g., presenters and attendees willing to be interviewed or to write articles for AFA. Additionally, the Associate Director—Digital Strategy was educated on how professionals communicate with each other and their clients, how they use social media and websites, and what differences there are in terminology used by professionals to describe alcoholism and family recovery. This all served to ensure that WSO outreach aligns with current standards. (See Question 14 for additional details.)