

District 1 Report
May 2017 Assembly

Greetings from District 1!

We are beginning to focus on the upcoming Panel elections in the fall. In addition to encouraging our members to attend the TEAM event we are planning a district Gratitude Event with a focus on service positions next September. Our hopes are that there will be many in attendance who are not aware of the many service opportunities we have enjoyed and will choose to stand for positions for our next Panel.

One of our members asked why we don't have more fun activities together. This year we are adding a couple of extra gatherings and workshops to our regular District meetings with the goal of lightening things up and enjoying one another.

One member has taken upon herself to check our local libraries to see what they have in terms of Al-Anon literature. She found that there is very little available and some of the literature is outdated. This will be considered as a future public outreach project.

We had the opportunity to use KBDM in looking at our current phone answering service. We have found that our past service was expensive and fewer and fewer people are calling it. Our website is used frequently and the "contact us" email portion of our website is used several times per month by those interested in Al-Anon information. I'm attaching the Task Force notes in case they are helpful to you.

Now that we are using the WSO phone number, we have been reminded that those listed as phone contacts for an AFG agree to receive calls from newcomers seeking Al-Anon's help. (CAL-pp 34, 47 and 70 of the Al-anon/Alateen Service Manual.) When someone calls the WSO phone number, if they choose to talk to a live person, if their questions are not answered, they are given the number of the phone contact person for individual AFGs in their district. We are making sure everyone who has their number listed as the contact for an AFG realizes this. In addition, we will be focusing on guidelines for 12th step phone calls at our next District meeting.

Respectfully submitted,

Susan R.

**Telephone Answering Service Task Force Report
March 1, 2017**

What are our members' needs?

- An anonymous phone number for our website and for flyers and notices
- A way for people to find out about meetings
- A way for people who don't know anything about Al-Anon to reach out, and speak

- live with someone who will provide 12 Step support
- Some kind of communication about who is doing what – so that by following Traditions and Concepts we have accountability, authority and decision-making

What do we know? How much are we paying now? How often is it used?

- Currently paying \$343.00 yearly, up for renewal in late March 2017
- Searches through computers and smart phones are more frequently used to obtain information than in the past when people used phone books and landlines. –In our District phone calls are received only once or twice per month. Request for information occurs approximately 4+ times per month through the “Contact” emails on our website and receive a response usually within 24-48 hours.

What do we need to find out? What are the potential resources? Can we keep our current phone number?

- What are our interests (District-wide) in participating in 12th step work?
Adrienne currently takes calls but has a list of others who stated they are willing to answer the phone.
- What types of phone lines are available and what do each cost? (See chart attached)

What spiritual principles apply to this topic?

1. Tradition 12- Anonymity is the spiritual foundation of all our Traditions
2. Warranty 1- that only sufficient operating funds, including an ample reserve, be its prudent financial principle
3. From How Al-Anon Works- Prudence is not tightfistedness or fear. It is the ability to apply skill and good judgment in the use of resources.
4. Slogan-Keep it Simple

Task Force Recommendation:

1. Discontinue current phone service.
2. Have a trial period for the remainder of this Panel using the free WSO phone number. Meeting information is provided when caller gives zip code and caller may speak to someone at WSO between the hours of 8am and 6:30pm each day. They may give the phone number of the contact person for a specific AFG if the person wishes to talk more with someone local.
3. Include this number and the tallyalanon.org website on all local public outreach.
4. If the need for a local number arises, a Tracphone for the district to be answered by members trained in 12 Step calls would be purchased with minutes on a card.