



Delegate Report Assembly July 18, 2020



Hello Area 9 and welcome to our first Virtual Assembly! I'm excited to share with you the experiences I had at our Virtual and Hybrid World Service Conference. And, also excited to get to see you all on Zoom! In this written report I will be very detailed and comprehensive. I'd like to share as much as possible here, so that we can "zoom into" the details when we are together in online.

Before I get started I'd like to offer a few notes:

- I hope you have all seen my "Delegate Zoom Share" flyer – which outlines the three opportunities for us to get together and look more deeply at some of the issues discussed in the 60th World Service Conference. Please pass this information on to your friends in Al-Anon. They are open events.
- I will also be posting the "In the Loop" and other fellowship updates as they come from the World Service Office and the Board of Trustees. Please consider making it a habit to check into your District, our Area and the World Service Office (WSO) websites. Sometimes information changes so quickly we may not all be up to date. We are in such new territory, and it is very important that we presume goodwill. I, for one, am embracing this as an opportunity to practice the spiritual principle of FLEXIBILITY!
- With the elections for Panel 61 coming up, I'd like to start off my report with a look at what this service position is. I hope you will keep it in mind as you read the report, and perhaps consider standing for Delegate for our Area. These are exciting times, and the worldwide fellowship needs you!

What does a Delegate do?

- The World Service Delegate is an Al-Anon member elected at an Area Assembly.
- Represents all the Area groups at the annual World Service Conference (WSC).
- The Delegate is the primary communication link between the groups and the World Service Office (WSO).
- Shares the Area experience at 3 annual Conferences.
- Brings the views and the spirit of worldwide Al-Anon back to the Area.
(See the World Service Conference Chart on page 171 of the Service Manual, as well as our Area Guidelines on Job Descriptions and Elections Procedures. There are also many references to this position in the Service Manual.)

What is the World Service Conference (WSC)?

- It's the largest **Informed Group Conscience of Al-Anon/Alateen** worldwide.
- An annual business meeting attended by 67 Area Delegates from the United States, Puerto Rico, Canada, and Bermuda, along with the Board of Trustees, the Executive Committee, WSO Administrative Staff and volunteers (voting and non-voting).
- This year there were 92 voting members.
- On Al-Anon's overall policy matters, the Conference makes the final decisions.
- The Conference can direct committees to further study or to postpone action in a given situation.
- The Conference cannot mandate or govern the Al-Anon fellowship, which it serves.
- As part of their duties, Delegates are invited to serve on either a:
 - Thought Force
 - Task Force
 - Or a Delegate Member committee

- Delegates from our Area also serve on the U.S. Southeast Regional Committee on Trustees. That committee will be responsible for reviewing any nominees' application for the Southeast Region Trustees. This process will be ongoing for two years. I'm happy to clarify all that further if you're interested.

The 60th World Service Conference (WSC) – the first Virtual and Hybrid WSC – 2020

- The 2020 WSC is the first hybrid Conference, ever. Even though the Conference did not meet face to face in Virginia Beach, we met in a combination of online discussions on AFG Connects for WSC members, 2 four hour WebEx sessions and a two hour observation of a Board of Trustee meeting.
- Voting took place electronically, through an app titled VoxVote. Votes were cast on voting members' devices, and the app tabulated, then posted the results.
- Under normal circumstances, this Conference would have included a visit to the WSO headquarters in Virginia Beach. This was not possible this year.
- The Conference Leadership Team canceled the Opening and Closing spiritual speakers and the outgoing Panel 58 Delegates three-minute talks. All of these will be transcribed and published in the World Service Conference Summary.
- Several items including Policy Committee reports, Literature Discussions, updates to the Service Manual and some Thought and Task Forces were moved to the 2021 World Service Conference. There will be lots going on next year!

Highlights of the 2019 Audit

- As of December 31, 2019, our World Service Office (WSO) had total assets of \$11,059,746 and liabilities of \$1,530,745, leaving **net assets of \$9,529,001** among three funds: General, Reserve, and Building.
- Last year, income from operations totaled \$5,468,281 in the General Fund, and expenses for the year were \$5,383,762. As a result, the General Fund net assets increased by \$84,519.
- **Literature sales yielded a gross profit of \$2,914,454, and contributions for the year were \$2,186,645.** Forum subscription income totaled \$274,853.
- In October 2007, the Board of Trustees (BOT) approved annual transfers to the General Fund; these transfers could total up to 4% of the average fair value of the Reserve Fund for the 36 months leading up to December 31 of the prior year. The Finance Committee determined that a transfer to the General Fund was not needed to fund operations for 2019.
- A net increase of \$998,237 was recorded in the Reserve Fund net assets. The Reserve Fund income included realized and unrealized gains totaling \$1,155,032. Included in the increase is a \$156,795 increase from the estimated postretirement health benefits liability.
- Building Fund expenses are charged to the General Fund as occupancy costs. A transfer of \$82,164 represents the occupancy costs for 2019.
- The Audit was released to WSC members on March 6, 2020; the WSC approved the report on April 22, 2020.

Highlights of the 2020 Budget

- The 2020 Budget showed that we expected expenses to be \$129,866 more than revenue for the year. We were estimating expenses to be \$5,773,026 and revenue to be \$5,643,160.
- **Overall expenses** were budgeted to increase in 2020. The increase was related to the costs of French and Spanish interpretation at the 2020 World Service Conference, execution of Strategic Plan Initiatives, expanded digital market for Public Service Announcements and facilitation of the International Al-Anon General Services Meeting (IAGSM) in London. Salaries were budgeted for

normal cost-of-living increases, which represent only a 1% increase in salary expense over 2019's budget.

- We were **estimating income from 2020 literature sales** to be comparable to 2019. Included in Magazine sales are *The Forum* subscription and *Al-Anon Faces Alcoholism* (AFA) sales. We were budgeting contributions to be \$2,000,000, which is comparable to last year's budgeted amount. Beginning in 2008, we agreed to transfer up to 4% of the fair value of the Reserve Fund to the General Fund. For 2020, we had budgeted a transfer of 4% again. In addition, The Board of Trustees (BOT) voted to fund the Strategic Plan Initiatives from the Reserve Fund. The transfer of those initiatives total \$68,160 for 2020.
- The Preliminary 2020 Budget was released to WSC members on March 6, 2020; the Budget was approved by the WSC voting members on April 22, 2020.
- At Conference, and in the May 14 Appeal Letter from the Board of Trustees Treasurer, we continue to discuss the impact of the pandemic on our World Service Office and on our worldwide fellowship as a whole. The specifics of items such as disposition of the payment of equalized expenses, drastic cuts in salaries and travel plans, cancelation of events continues to be transparently offered to the WSC members and the general membership of the fellowship.
- The Board of Trustees is planning to devote substantial time at the July Board Meeting and we hope to have more information for you when the Chairman of the Board (COB) letter comes out after that.

WSO Expenses Per Group for 2019:

- In 2019, the average for US/Canada groups' contributions to WSO was \$152.61 with 64.53% of groups contributing.
- In 2019, there were 14,429 groups in the U.S. and Canada, down from 14,551 in 2018.
- The average cost of WSO services per group was \$304.39.
- **For Florida North, group contributions averaged \$ 175.37 per group; 76% of Groups donated. Our Area contributed \$53,313 (Area, District, Group and Individual).**
- I am always grateful that our Area is able to be generous and come in above the average for contributions and percentages. It is my hope that we can continue to be supportive, financially and with other services, during this time of radical change.

Trustees

- The Board of Trustees is made up of volunteer members. They represent the legal and business side of our worldwide fellowship.
- The Board is always actively seeking resumes for new Trustees. Please pause and consider this service need.
- Regional Trustees present their resumes to their respective Areas, and then go through a process of Regional Selection. The qualifying chosen resume is then submitted to the Board.
- Trustees At Large submit their resume directly to the Board.
- Duties of all Trustees are the same.
- The Conference gave Traditional Approval to the following nominees, who were then elected during the Annual Meeting of the Board of Trustees, on Friday, April 24, 2020.
 - Trustee at Large:
 - Teri M. Second three-year term
 - Jeri W. First three-year term
 - Regional Trustee:
 - Diane B., US South Central First three-year term
 - Cindy M., US Southwest First three-year term

- Board Officers, 2020-2021:
 - Lynette K Chairperson of the Board
 - Rosie M. Vice Chairperson of the Board
 - Cathy T. Treasurer
- The Board of Trustees, in its legal capacity, made the following one-year appointments:
 - ***JP M.,** **US Southeast Trustee**
 - Mary W., US Northwest Trustee
 - Nancy S., Trustee at Large
 - Elizabeth D. Executive Committee for Real Property Management
- The Board of Trustees, in its legal capacity, elected the following:
 - Executive Committee:
 - Debbie G. Second one-year term
 - Karen W-P. Second one-year term
 - Terry F. First one-year term
 - Chairperson of the Executive Committee:
 - Debbie G.
 - Executive Committee for Real Property Management Chairperson:
 - Kay R. One-year term.
- ***Please note:** The US Southeast Region (our region) has had a vacancy for the past two years.
 - The Board of Trustees appointed JP to fill the position for one year.
 - There is a Regional Committee on Trustees seeking resumes for a **one year term**, the deadline for filing with the Board of Trustees is **August 15, 2020**.
- If interested in standing for the next **three-year** term for the Southeast Regional Trustee, there will be a new Regional Committee on Trustees in April 2021, and the **deadline for filing with the Board of Trustees is August 15, 2021**.
- If we have any members who would like to submit a resume please feel free to call or contact me and we can walk through the details together!
- See the WSO website for a listing of Duties, Qualifications and the resume form. www.al-anon.org>Members>Board of Trustees>WSO Volunteers> Qualifications.

Highlights of the 2019 WSO Annual Report

- The purpose of the Annual Report is to give the membership a glimpse of the accomplishments of the WSO Staff and Volunteers (Board of Trustees).
 - In response to many past requests, the 2019 WSC was the first tri-lingual Conference (English, Spanish, and French).
 - It was also the first Conference with an Annual report released in all three languages simultaneously.
- WSO Staff made many upgrades to the WSO website in 2019.
- WSO Staff continued to answer “significant volumes of member inquiries” related to the following common themes: crosstalk, resolving group concerns, group bank accounts, how to welcome newcomers who express a family member problem other than alcohol, service participation by Al-Anon members who are also A.A. members, gender neutral language in service materials, dominance and lack of rotation of leadership, use of Alateen name at events that are not connected to an Area, and “Let’s Talk About Safety in Al-Anon Meetings.”
- The Alateen Service eManual is updated and available for all Al-Anon Members in Alateen Service. This is a vital resource for all of us because, after all, Alateen is a part of Al-Anon.

- **Conference Approved Literature (CAL)**

- **The top 10 Best Selling Books/Pamphlets in 2019** (in English), in order from highest units sold to least.
 - *How Al-Anon Works* (B-32)
 - *Courage to Change* (B-16)
 - *One Day at a Time* (B-6)
 - *Hope for Today* (B-27)
 - *Paths to Recovery* (B-24)
 - *Intimacy in Alcoholic Relationships* (B-33)
 - *Blueprint for Progress* (P-91)
 - *“Groups at Work”* (P-24)
 - *Reaching for Personal Freedom* (P-92)
 - *Paths to Recovery* (P-93)
- **New Daily Reader** (working title) progress
 - First approved in 2014
 - First milestone achieved – 1,587 submitted sharings have been read and evaluated.
 - First draft of first quarter of the book has commenced.
 - Three articles about the book’s progress have been published in “Inside Al-Anon Family Groups” in the May, June, and October issues of *The Forum*.
- The “Request for Reprint” forms are now available as an online form at www.al-anon.org/reprint-permission. Use this form to request permission to reprint limited excerpts from copyrighted CAL.
- **20 quotations for use in fundraising calendars** without requesting written permission have been made available again this year.
- **Recovery magazines** – in addition to *The Forum*, the WSO produces *Le Lien* and *Al-Anon y Alateen en accion*, French and Spanish magazines. They contain excerpts from *The Forum* translated into French and Spanish.
- **Alateen Talk** is the quarterly publication of Alateen and AMIAS/Alateen Group Sponsors.
 - A complimentary copy is mailed each registered Alateen group.
 - It is also available by subscription.
 - 2019 subscriptions increased by 25%, from 1,773 to 2,218.
 - 2019 was the publication’s 55th anniversary and included sharings from Russian and Mexican Alateens, translated into English by members.

- **Electronic Meeting Work Group (EMWG) Report**

Electronic Meetings continue to have a work group focused on bringing information back and forth between these groups and the World Service Office. *These Electronic Meetings (EM) are different from face to face Al-Anon meetings that are temporarily meeting electronically because of the pandemic. Those meetings are not counted as Electronic Meetings (EM) by WSO.*

- Online Meetings total 129 (81 additional meetings are “multiple meetings” that are registered under the same WSO ID number)
- Phone Meetings total 155 (35 additional meetings are “multiple meetings” that are registered under the same WSO ID number)
- Total autonomous registered meetings is 284. When you add in the additional “multiple meetings” it brings the total to 400 meetings taking place online or on the phone
 - The electronic meetings are held in a variety of languages, time zones and formats.
 - Electronic meetings are listed at www.al-anon.org/meetings

- Electronic meetings do not have Group Representatives, are not confined to any geographic area, and do not belong to any District or Area. They are not part of the traditional service structure. They are connected directly to the WSO.
 - They have a Current Mailing Address (CMA), who meets quarterly via WebEx meetings with WSO staff.
 - They have their own AFG Connects community to talk with each other and the WSO and BoT.
 - WSO developed a Welcome Kit for new members to Electronic meetings. You can find this at: www.al-anon.org/welcome
- **CONFERENCE AGENDA ITEMS** – These topics are submitted by the Delegates from November through February and then voted on to arrive at the top choices for Conference. This year we had two CAIs:

How is Al-Anon going to reach new members in the 21st century and the millennial generation?

The population age of Al-Anon members are 56-60 years old. If we continue doing the same things in some moments Al-Anon Family Groups will struggle difficult times. So, is important for Al-Anon seeing new ways to reach out the message.

Our Envisioned Future sees Al-Anon being a global organization with barrier-free access to the program, how do you see this manifesting?

Today, approximately 40% of our groups exist outside the WSC service Structure. This does not even include electronic meetings which are without geographical limitations. These groups and meetings are growing, while our face-to-face groups are getting smaller. The creation of an actual worldwide group conscience is not only desirable but imperative. All voices must be heard. How to make Al-Anon a truly global organization is a difficult task, with many visions. Input from the Conference can only further this goal.

Each of these topics was posted in the Hybrid Section of the Conference, using a specially set-up AFG Connects platform. Every Conference member had one opportunity to share, up to 300 words, on each one. The sharing was profound and helpful. Even though we didn't "discuss" in the traditional sense of the word, there is a lot of interaction and ideas, a lot of vision and movement.

I'm sure details will be posted in the World Service Conference Summary. And, I will be going over these in my Delegate Zoom Shares.

THOUGHT AND TASK FORCES – These detailed reports and PowerPoints will be available on the Delegate's Corner after Assembly.

Task Force: Reaching and Unifying Rural and Large Geographic Populations

The charge was to discuss ways we can work toward connecting our members within our current structure. The discussion included large geographic distances, as well as dense populations. We will also be discussing the details in our Delegate Zoom Share on July 29.

Thought Force: Fear of Change – I was fortunate to be part of this Thought Force, and we shared on it at our last Assembly. The Thought Force report was well-received at Conference. We will be looking at this at the Virtual Assembly, including the skit! I think it will be fun. Because, after all, isn't dealing with our fears always fun? 😊

Thought Force: Identify Ways to Look at Service in Relation to Roles, Terms, and Possible Roadblocks

The World Service Conference has a long history of addressing the concerns about links of service and the organization of our service structure. In these changing times this Thought Force was focused on Roles, Terms and Possible Roadblocks. It turns out to be very timely considering we have had to change our ways of doing service these last 4 months. We will also be discussing it in our Delegate Zoom Share on July 27.

- **PUBLIC OUTREACH**

PSA – Public Service Announcements

From the WSO Annual Report: “A conversation between WSO Staff and the long-standing PSA vendor provided some insight as to the effectiveness of delivering Al-Anon’s message of hope. Specifically, the Al-Anon story approach requires the viewer/listener to experience the entire PSA to understand how life was before Al-Anon, how they learned about Al-Anon, and how their life is since Al-Anon. There are so many distractions today that make receiving the message even more difficult. So, with the support of the WSO Volunteers and the Public Outreach Committee, Staff created a new script based on the 20 Questions. The PSA used images representing a diverse population along with questions taken directly from the three 20-Question pamphlets. The overall impression of this new direction has been very positive.

The 2019 campaign consisted of the new 20 Questions format and existing Al-Anon story format, Christina. (The campaign will extend into 2020.) Overall airplays for this campaign were higher than last year, much to do with members’ willingness to reach out to stations in their locations and ask them to play the PSAs. The WSO continued to receive requests from members each week to send the PSAs to various radio and TV stations across our Structure. Airplays for each PSA will be measured and—using special website addresses and unique toll-free numbers—for the first time Staff will be able to track which version generates the most web visits and calls to the meeting line. These statistics will help drive creative decisions going forward.”

Strategies of the WSO for envisioned future – The Annual Report is a fascinating, in-depth report of the incredibly effective work being done by our World Service Office. I encourage you to read it carefully. Take your time. There is much to learn! Here is just a sample:

“The milestone achievements of 2019 included transitioning to a continuous publication schedule for the WSO’s outreach magazine for professionals (**Al-Anon Faces Alcoholism**), adapting the online Meeting Search to include more than 500 registered meetings occurring outside of the WSC Structure plus registered evolving and national service offices, designing and testing a new database module that allowed automation of several manual processes for Customer Service and AFG Records Staff, inventorying and improving the content on all Al-Anon digital properties, translating the 2018 Annual Report into French and Spanish for the first time in AFG, Inc. history, expanding professional contacts by increasing Staff attendance at their conferences, improving communication with members by establishing an AFG Connects Community for Electronic Meeting CMAs, and expanding the use of technology by creating the Members Blog and initiating plans to develop a mobile app.”

Digital Resources

I am including a short list of some of the Digital Resources as links. This will go up on our Area Website in the Delegate’s Corner and also as a reference in the Resources section. These are links to online literature that is available for free download, online samples of Conference Approved Literature, links to the Member Blogs, and links to the podcast recordings for newcomers. It’s a handy and easy list to pass along to our Groups and Members.

The WSO would like to share with you some vital links/resources from al-anon.org that can help you if you are new to Al-Anon:

- Podcasts on early recovery in Al-Anon: <https://al-anon.org/newcomers/first-steps-al-anon-recovery/>
- FAQ: <https://al-anon.org/newcomers/faq/>
- Sample chapters of CAL: al-anon.org/for-members/members-resources/literature/...
- Free downloadable options: al-anon.org/for-members/members-resources/literature/...
- Slogans page: al-anon.org/for-members/members-resources/literature/...
- Members Blog: al-anon.org/for-members/members-resources/member-blog which is also available for use for any Al-Anon meeting.
- *The Forum* magazine excerpts: "[The Forum](#)" Magazine Stories
- The 2020 *Al-Anon Faces Alcoholism* magazine: al-anon.org/for-members/members-resources/literature/...

Events coming up

- **2020 A. A. Convention** in Detroit, MI – canceled.
- **2020 Road Trip! You and your Board Connect** in Cleveland, OH – canceled.

- **Al-Anon's 70th Anniversary Celebration – Sat., April 17, 2021**
 - Anniversary Banquet, Sat., April 17, 7:00 – 10:00 pm
 - Held at the Westchester Marriott in Tarrytown, NY
 - Anniversary attendees wishing to visit Stepping Stones, home of Bill and Lois, must contact Stepping Stones to check availability for a Monday through Saturday 1:00 pm tour. No walk-in tours.
 - 2021 WSC closes on Friday, April 16, 2021,
 - Tickets (price to be determined) will go on sale early next year and will be sold on a first come, first served basis.
 - 500 guests maximum
 - Watch *In the Loop* for updates.

- **2023 Al-Anon 7th International Convention Update – June 29 – July 2, 2023 – STILL ON!**

There is a lot of excitement and plans for this event! But with our current situation, I think focusing on details that are three years away seems confusing! I'm sure our Panel 61 Delegate will be bringing fabulous information about this back to the Area!

This will not be my last Delegate Report. I will be creating the final portion of our Panel Concepts Workshop for the August AWSC, and will continue to bring you the information I receive from the Executive Committee, Board of Trustees and the WSO as we all move together through the end of 2020.

I am grateful for the strong community of recovery that our Area has built. I am humbled and honored that you have allowed me to serve as your Delegate. I am hopeful and excited about the future of our Groups, Area and world wide fellowship!

Please, contact me via email at Delegate58@AFGArea9.org if you have any comments, questions or suggestions.

See you soon on Zoom!

Cindy J.
Delegate, Florida North
Panel 58