

Delegate's Report to the 2014 Spring Assembly

The 54th World Service Conference: Our Spiritual Principles in Action was held from April 25- April 29th in Virginia Beach, Virginia. I arrived on Thursday, April 24th. As in the past I had a couple hours wait in the Norfolk airport for the shuttle. While I didn't meet any brand new Delegates during my wait I was able to spend the time visiting with the Delegate from Tennessee, who was also a Panel 52 Delegate.

When I arrived at the hotel I was met at the Front Desk with a beautiful arrangement of yellow roses. The woman at the Front Desk said she was sad to see them go. Thank you so much NYN for the flowers. The brightened my day each time I looked at them during my stay in Virginia Beach.

As in the past Friday began with orientation for the Panel 54 members and Thought or Task Forces and committee meetings. During the past year I was part of the Conference Committee on Trustees (CCT)/Nominating, we did not meet on Friday morning so I was again able to walk the beach. What a treat!

As in the past there was a short general session Friday afternoon and then we broke up into our Thought, Task Force or Committee assignments for the coming year. I have been assigned to the Task Force: Identify Gather and Present Practices that Demonstrate a Healthy, Thriving Group. I am looking forward to what will come from this task force.

Area Sharing's took place in the late afternoon. This is a time when all Delegates get a chance to share what is working in their area and what isn't. I am always amazed by the likes that exist between Areas. I was happy to hear a couple Delegates share about their experiences having a booth at their state fair. I have made contact and have begun to gather information.

That evening was the opening dinner. The new Panel 54 Delegates were greeted and received their Conference pins from their mentors. I was privileged this year to be a mentor for the Delegate from Nevada. My job was to be a help, answer questions and give some guidance to my mentee. I have to say that this was a great help to me, it allowed me to look at the Conference with new eyes and to appreciate all that was happening, as this would be my last conference I treasure being able to look at it with fresh eyes. The speaker at this year's opening Dinner was Bev A., Trustee and Conference Chair.

Monday morning began with breakfast at 7:00 AM followed by group pictures for each panel. I think we all missed the past Delegate from NYS, Petra. She was able to organize each group when it came time to take pictures. This year we were not as organized without her.

As in the past our first order of business was the setting of non-voting participates of the 2014 WSC. The following persons to be seated:

- With voice, but no vote:
 - David Z. Director of Business Service
 - Catalina C. International Representative – Mexico
- With voice limited to Executive Committee for Real Property Management (ECRPM) business, but no vote:
 - Carrie K. Chairman, ECRPM
- With voice limited to the Universal Understanding of Recovery discussion and the presentation of the results of the "Readiness for Step Twelve" survey, but no vote:

➤ Pamela W. Marketing Information Analyst

Also Julie M. a WSO staff member, who was seated as part of her ongoing training with no voice and no vote. This was the first motion passed.

For the rest of my report I will not report on a day to day basis but rather will report based on topics. The first will be financial matters. I will again this year try to keep this very simple and not go into great detail. Both the Auditor's Report and the proposed budget for 2014 were presented by Penny R., Treasurer and David Z., Director of Business Services.

The audit this year was done by Dixon Hughes Goodman. As of December 31, 2013 the WSO had total assets of \$10,286,388 and liabilities of \$1,656,292 leaving net assets of \$8,630,096 among three funds – General, Reserve, and Building.

The Reserve Fund had unrestricted net assets of \$4,737,958 at year-end after recording investments at fair market and estimating the cost of postretirement health benefits.

The Building fund, established in 1995 to record the purchase of the headquarters office, shows the cost of the land, building, and building improvements after depreciation at \$2,039,281.

In the General Fund, unrestricted net was \$2,193,222.

Delegates were sent a copy of the audit ahead of the Conference so that questions could be submitted ahead of time. I have the audit and those questions and answer with me should anyone wish to look at them. The Auditor's Report was approved.

The next financial matter is the proposed 2014 budget. The 2014 budget shows that it is expected that expenses will be \$27,000 more than revenue for the year. Expenses are estimated to be \$5,077,000 and revenues to be \$5,050,000.

Overall expenses are budgeted to increase by \$165,000 from last year's actual. Labor costs are expected to decrease \$52,000 due to unfilled staff positions and fewer employees enrolled in the WSO's group medical insurance.

Income from literature sales is estimated to be about \$44,000 less than last year and the Forum subscriptions are to be about the same. Contributions have been estimated to be \$1,500,000, which is about \$94,000 more than last year's actual. Beginning in 2008, it was approved to transfer up to 4% of the fair value of the Reserve Fund to the General Fund. Since it is expected there will be a need for the full 4% from the reserve fund, the budget reflects investment income of \$140,000 than last year.

I want to spend a few minutes of group contributions to the WSO. I have a breakdown by Area of contributions for 2013 to the WSO. Last year I was able to show a page of the report with NYN on the screen. This year I will just have to give you the figures. The report was printed on one page and is just too small to be able to read it if projected.

I will be giving you the % of groups in NYN that contributed the average per group, the total for 2013 and the total for 2012.

These figures are just for group contributions. From NYN 57.9% of groups contributed to the WSO, the average per group was \$77.86 for a total of \$14, 015. For 2012 the total contributions were \$14,709. I do have breakdowns per District of Group contributions. They were available at the April AWSC meeting. If you did not get a copy then you can find them on the table.

During 2013 there were 15,232 registered Al-Anon Groups, of this 9,415 made contributions to the WSO. This is 61.81% of all groups, a little higher than the year before. The average contribution per group was \$112.78, a little higher than the year before. Not only did groups contribute to the WSO but also individuals, Districts, Areas and workshops or conventions made contributions, these were not broken into NYN and NYS but listed as one sum. The total for these contributions were \$10,560. Last year I spoke about groups increasing their contributions by \$12/year and what affect it would have on the budget. I'm going to do the same this year but the figures have changed a little. If each group, those who did not contribute last year and those that did, would increase their contribution by just \$8.00 a year we would meet our budget and there would be no deficit. Again that is just \$8.00 increase for the year.

Last year I did go over more items in the budget, I'm not going to do that this year. I do have a copy of the budget with me and would be more than happy to review with you and answer any questions I can, shortly the 2013 Audit and the 2014 Budget will be posted on the Member's website.

Back in August 2013 Delegates were asked to submit their suggestion for Chosen Agenda Items (CAI). These are topics that the Delegate feels will affect Al-Anon as a whole and that could be discussed on the floor of the Conference. After they have been submitted they are reviewed by the Conference Leadership Team, like suggestions maybe combined and then the Delegates vote for the two CAIs they wish to discuss. This year both CAIs chosen were ones that had been combined. Each CAI is given an hour for discussion and comment.

The first CAI was: How can we encourage more participation in service in our groups including stepping up to service as a Group Representative and have members sign-up to lead group meetings? How can we inspire service in Al-Anon?

The framing for this discussion was: Without members willing to serve in our groups and beyond, we will lose continuity in our fellowship and the ability to spread our message of recovery will be considerably limited as there will be fewer GRs to bring the message from the Area to the groups and from the groups to the Area. Good leadership is essential to the growth of Al-Anon and Alateen.

There are many service opportunities in Al-Anon from the home group to the world Service Office. How can we inspire service in Al-Anon and fill the many service positions needed to ensure the fellowship continues to serve its membership and be there for the newcomers?

With this framing we began our discussion of this CAI. There were 6 major points that came out of this discussion:

- The direct question/personal invitation to serve.
- Personal connections – foster connections that result in people wanting to serve.
- Good attitudes – fun, engaging, how serve benefits

- Working the Steps as a way to help others to get to Step Twelve
- Education – People will understand the job duties
- Helping people – mentor, sponsor, be available

The second CAI was: What strategies have been used to address obstacles to success when they arise at the Area level? The three obstacles to success lead to dissension when the principles of our program are not foremost on everyone's mind, not only at the group level, but also at the district and Area levels. Dealing with a member (who holds elected positions) that is out of control, dominant, disrespectful, micro-managing everything and everyone; someone with no regard or respect for the feelings and/or anonymity of other members. What is the best action to take to preserve personal integrity and that of the group?

The framing for this second CAI: Destructive critics who power-drive, make accusations and spread rumors and gossip as mentioned in Bill W's Leadership essay (Service Manual, pages 199-201), affect unity within an Area. Criticism through dominance "for the good of the fellowship" (ibid page 201) can be damaging when attempts to address concerns are prevented due to the control. As suggested on page 55 of the Service Manual, "seeking the experience, strength, and hope of other local groups" (in this case the Conference) may assist Areas addressing this concern to strategize how to overcome Area difficulties and bring members back to the principles of our program

Having a working piece from WSO would give credence to the issue at hand. Assuring members that these types of situations, albeit rare, can be handled in a responsible, positive manner. Directives as to dealing directly and compassionately with the offending member; how to undo the harm done; rebuild, prevent future incidents, and protect the integrity of the Al-Anon name and program.

It would be most helpful to know how best to address authoritarian and dominance issues when the anyone, anywhere reaching out for help comes from inside the program.

The major point that came out of the discussion on this CAI was to be proactive at all levels of service. It was pointed out that the use of the Service Manual was helpful in facing these issues. One question asked to begin the discussion was, what aggravates you at a meeting and what do you do about it?

I am next going to report on the presentation from the Thought and Task Forces that were formed at last year's WSC. During the course of the Conference there were reports from two Thought Forces, three Task Forces and Board of Trustees Task Force. Just as a reminder a Thought Force's job is to develop ideas that might lead to action, a Task Force's job is action, to do or develop.

To Create Strategies on the Importance of a Home Group was the charge of the first Thought Force. The group did come up with a number of ideas not only for individuals and groups to follow but also had some ideas Districts, areas and the WSC/WSO. Some ideas things like a clear definition of Home Group, encouraging more talk about a Home Group, workshop or presentations on Home Groups and articles in the Forum. This is only a small portion of the suggests. After discussion on the floor it was decided that the Board of Trustees should move forward with the ideas developed.

The second Thought Force's charge was; Technology as more Inclusive rather than Exclusive. A number of strategies were developed:

- Create a "Go to" resource: a tech coordinator or group of members able to suggest solutions, or alternatives that guide members in using technology
- Demonstrate on-line meetings/webinar meetings at Assemblies or Area meetings
- Share technology success stories by using WSO publications
- Solicit examples via bulletin boards on e-communities of how Areas have been able to include members in learning to use technology
- Create workshops and/or games
- Create a blog on Area Websites to allow members to discuss technology in AI-Anon

A good discussion followed the presentation. The Board of Trustees will be moving forward with the suggestions from this Thought Force.

The first Task Force was charged with the Compilation of Area Guidelines for Trusted Servants Not Fulfilling Responsibilities. This problem is one that at some time each Area has faced. The Task Force was able to compile a list on each Area within the US, Canada, Bermuda and Puerto Rico. They found that 21% have guidelines, 7% have partial guidelines and 72% have no guidelines in place. During the discussion it became clear that many of the 72% without guidelines are in the process of working on them (NYN is one of them). If an official guideline was developed it would require another Task Force to develop this.

The second Task Force was charged with: Develop a Script or Workshop to Encourage Discussion about the Difference between Principles and Procedures in AI-Anon. The Task Force was able to develop a workshop on the "Differences between Principles and Procedures" It will be available on e-communities.

The third Task Force's charge was to Develop Games Using the Information in the Service Manual. They were able to create 4 games that can be used by groups, districts or Areas. We also were able to play one of these games at the Conference. The games developed:

- Service Manual Quiz
- SMINGO
- As the Group Turns
- AI-Anopoly

As the name implies SMINGO is loosely based on BINGO. We were able to play AI-Anopoly for a while after the Task Force's presentation. It's a lot of fun and makes you look at your Service Manual. All games are on e-communities and I can provide copies to anyone interested.

The final Task Force presentation during the Conference was a Board of Trustees Task Force. Its charge was to Use of Computers. This task force was formed after last year's discussions about the use of computers during the Conference. There was much discussion on this issue. At the end of the discussion a motion was presented from the floor "To authorize the use of electronic devices for note taking at the World service Conference on a three year trial period". This passed with substantial unanimity. Please note this is only note taking, no internet. I thought this was very timely as this is a discussion we will be holding at our Assembly.

The Conference affirms the candidates for Trustees, both regional and at-large, also Board of Trustee officers and ECRPM candidate. Members of the Executive Committee were presented; the Board of Trustees will affirm these and affirm all

:

- Regional Trustees:
 - US Southeast Joyce B.
 - US Northwest Donna E.
 - US Northeast Joan S. (2 years of 3 year term)
 - US South Central Annette T.

- Trustee At-Large:
 - Terry F.

- Board of Trustee Officers:
 - Chairperson Paula B.
 - Vice Chairperson Connie H.
 - Treasurer Elizabeth (Jennie) McC.

- ECRPM:
 - Lynn McC.

Members of the Executive Committee:

- Chairperson Karen R.
- Member At-Large Roger C.
- Member At-Large Bev A.

During the coming year the process to select Regional Trustees will be held for Canada East, Canada Central and Canada West. Next year's Delegates will be given the duty to affirm those candidates.

During 2015 the Northeast Region will again begin the process to select candidates for Regional Trustee. It's not too early to think about this service. Resumes will be due in to the WSO by August 15, 2015. The Area, NYN, will need to approve any candidate from NYN for the position of Northeast Regional Trustee. This means anyone interested will need to complete a resume to be submitted at the 2015 Spring Assembly. I do have the resume and can email to anyone interested. I'll talk more about this at the Fall Assembly but again it is not too early to begin to think about this.

There were two discussions that were lead by the Board of Trustees' Policy Committee this year. The first discussion was Memorial Contributions. This was a continuation of a discussion that was held at last year's Conference. As you all know the WSO accepts memorial contributions from AI-Anon members (. The question centers on do we want to accept memorial contributions from family (non-members) in memory of AI-Anon members. During the past year about a dozen requests to contribute were refused because they were from non-members.

During last year's discussion there were a couple questions that the body felt needed clarification. The first was who is an Al-Anon member? The committee determined that "according to Tradition Three anyone claiming to be a member is such" (Service Manual pg. 88)

The next question that needed clarification was who is a family member? The committee's definition; Family member means any person who plays a significant role in an individual's life, may include a person who is or is not legally related to the deceased members.

The committee did a lot of work over the past year. They reviewed each Tradition in light of this question and had a number of considerations per Tradition. They developed a timeline with regards to Memorial Contributions. Al-Anon did accept these until 1984.

There was a lot of good discussion around this question. Other items of clarification were identified including what safe guards need to be in place. Should there be limits? The policy committee will continue to explore and I am sure will have more to present and discuss next year.

The second policy discussion was the revision of the section on Dual Members in service in the Service Manual. This revision came out as a result of a Task Force last year charge to develop a "Piece with Criteria to Help Service Arms Identify Service Jobs for Dual Members".

The Discussion on this revision took place over a number of days. As last year when we went line by line in the discussion of two policy revisions we again went line by line. Before each discussion began the Conference Chair, Bev A, again asked us to keep these three questions in mind:

- Is it accurate?
- Is it clear?
- Can you live with it?

To me this whole process with the review and discussion is one of the most spiritual experiences I have ever had. I truly see the group conscience as a place where the Higher Power is present. I am going to go through the revision now. You can see on the screen both the old and new text. New text is underlined and bold; moved text is underlined. Strike through indicates deletion. What is here in my report is just the new text. (Service Manual, pgs. 82-83)

Service Participation by Members of Al-Anon Family Groups Who Are also Members of Alcoholics Anonymous

Al-Anon Family Groups and Alcoholics Anonymous (A.A.) share a common spiritual legacy in A.A.'s Twelve Steps and Twelve Traditions. Before Al-Anon was founded, family groups met with and beside A.A. groups. In 1951 various family groups banded together and agreed to organize Al-Anon Family Groups, a program dedicated to helping the friends and families of alcoholics. Over the years, Al-Anon developed its own service structure, based on the model provided by A.A.'s experience and guided by the Twelve Traditions.

Tradition Five defines Al-Anon's single purpose. Tradition Six encourages cooperation with Alcoholics Anonymous, maintaining that Al-Anon is a separate entity that ought never affiliate

or create the appearance of affiliation with any outside enterprise. Putting these principles into practice maintains a separation between the service structures of Al-Anon and A.A. This separation helps avoid the appearance of a conflict of interest levels led the WSC to its decision and safeguards Al-Anon's singleness of purpose. Accordingly, Al-Anon's policy is that members who are also members of A.A do not serve as Group Representatives (GRs), District Representatives (DRs), Area Delegate, World Service Conference member, alternate to any of these service positions, or on any committee of the World Service Office.

Filling service positions is a matter of district and Area autonomy, within this policy and the spiritual principles that form its basis. Tradition Four grants autonomy to local service arms, except in matters affecting Al-Anon or A.A. as a whole. Al-Anon members who are also members of A.A. participate fully in all group activities, including group conscience decisions. However, they do not hold Al-Anon service positions that vote in matters affecting another group or Al-Anon or A.A. as a whole.

Participating in Al-Anon service is integral to recovery for every member. Step Twelve, carrying our message to others, is a very important part of Al-Anon service. Members of Al-Anon who are also members of A.A. are often in a position to carry our message to those who are not aware of the benefits of attending Al-Anon Family Groups. Members of Al-Anon who are also members of A.A. may serve Al-Anon in ways that include being an Alateen Group Sponsor (see "Alateen Policy") or they may be invited by local/Area service arms, the Board of Trustees, or the World Service Office to participate in projects, in keeping with the spirit of this policy.

This policy on service participation by members of Al-Anon who are also A.A. members protects Al-Anon's viability as a program dedicated to helping the families and friends of alcoholics. It ensures that Al-Anon's service structure represents the unique perspective of families and friends of alcoholics, recognizing that the alcoholic's perspective is represented in A.A.'s service structure. Members honor this policy out of respect for Al-Anon unity and the group conscience process, in accordance with Tradition One and Tradition Two.

After a number of discussions over the course of the Conference the motion was passed. While this policy is not in the current Service Manual it is in effect. The Service Manual on the Members website will shortly reflect this change.

There were four presentations done during the conference:

The first was the Board of Trustees "Big Question". How can we as Service Leaders anticipate the future and Al-Anon's place in it, ensuring that the necessary resources are available with our spiritual principles as our guide? This was divided up into two sessions. The first was with the whole group looking at 15-25 years into the future. Later on in the day we broke into small groups looking at what might be in 2051, our 100th anniversary. Both were great discussions.

The Finance Committee did a presentation in which we again broke up into small groups. Using GR-41 we had a discussion on how groups could develop a yearly budget. This was a lively discussion and it proved to me that even at the WSC many of us are challenged when it comes to addition and still need a calculator. I hope to write more about this in a future Hi Lights article.

We were shown the newest Public Service announcements. There are two TV spots, each in English, French and Spanish. They will be released later this year, in the fall, and will be used all of 2015. All persons appearing in the PSAs are paid actors not Al-Anon members. I have a copy of the PSAs that we'll play today. This is not broadcast quality. I will be giving it to our Public Outreach Coordinator. You can check the "Best of Public Outreach" on the member's website for information on how to get these PSAs show in your area.

Universal Understanding of Recovery (UUR) "Everyone- both within Al-Anon and outside-will have a universal understanding of Recovery," A workgroup was formed in 2008 to how best to get the message of the need for family recovery to professionals. This continues to work on how best to reach professionals. The definition grew out of four surveys taken by members and two taken by professionals. The results are the following definition of Family Recovery: Family recovery is a process of healing and growth from the effects of living in a family affected by someone's problem drinking. This process helps individuals to make healthier life choices, and to develop relationships that are more positive and supportive." The discussion of this statement centered around the following three questions:

- Is this statement consistent with our spiritual principles?
- Are we in agreement with the statement/can we live with it?
- Can you see how you might be able to use this statement?

The discussion that followed was very good and more will be discussed in the future.

There were three open meetings that the Delegates were able to attend during the Conference. two Board of Trustee meetings and one Policy Committee meeting.

This year's International guest was Catalina C., from Mexico. She is non-English speaking so she was accompanied to the WSC by a friend who interpreted for her. She has been a member of Al-Anon for a number of years and has been very active in service at the GSO level.

The Executive Director, Ric B. and some of the trustees made several trips to other service structure throughout the world.

Ric B was invited to visit Australia and New Zealand. This three week trip was paid by the service structure of both countries. He was able to meet both large groups of Al-Anon members and with small groups. Ric was able to talk with them about the importance of being connected to the WSO. They also talked about what they could do to empower abundance thinking, expand their fellowship and printing their own literature.

Ric also made a trip to Finland during October 2013. Again at the request of the service structure. While he was there a celebration of the 60th anniversary of Al-Anon in Finland took place. As part of the celebration a reading marathon took place. Using "One Day at a Time" they began reading at 9:00 AM, members took turns reading until 6:00 PM. They were able to read up to December 15th. The GSO in Finland contributed \$4/page for a total of \$1400 to the WSO.

A trip was made to Honduras by Connie H., Trustee and Marsha W., Associate Director of Member Services-International. They were there to attend the Central American Zone Meeting. 6 countries were

represented at the meeting, Costa Rica, El Salvador, Guatemala have GSOs and Honduras, Panama and Nicaragua are evolving structures. Some challenges to Al-Anon members in Honduras include it being a very violent country, there are 48 meetings in the country, and it is difficult for members to find sponsors. It is very hard to get literature; members use the Service Manual as their literature.

Jennie McC., Trustee, and Barbara O., Director of Member Services, visited Germany for the European Zone Meeting in November, 2013. The GSOs represented were Belgium/Flemish, Belgium/French, Denmark, Finland, Germany, Italy, Netherlands, Poland, Sweden, Switzerland/French, Switzerland/German, UK and Eire. Emerging structures in attendance were Russia, Slovenia and Ukraine.

We had an update on the 2013 Al-Anon International Convention. There were a total of 3,763 who attended. Of that 51 were Alateen, 411 were AA, 42 were French speaking and 117 were Spanish speaking. There was an online survey after the convention. Of those who responded 91% said they would encourage members to attend the 2018 International in Baltimore.

The 2015 AA Convention will be held July 2 – July 5th in Atlanta, GA. Al-Anon participation information will be available in August and registration will begin September 3rd. Information will be sent electronically through e-news. There will also be links on the WSO website and an article in the June Forum.

I am getting near the end. I have a few other items to share with you:

- The Literature Committee recommended a new Daily Reader. The discussion on this was begun in 2012. It was noted that it takes an average of three to five years to develop a daily reader. This would give members an opportunity to share on topics that they feel are under-represented in our current readers. One addressing the many voices of Al-Anon., bringing forward all the conversations on diversity that have taken place at recent WSCs. This includes men, people under 50 years old. And other minorities based on ethnicity, race or sexual orientation. The proposed book could provide a voice for various minorities within the program and illustrate the diversity of relationships that lead people to Al-Anon, while still focusing on what we have in common- both in problems and solutions. After much discussion the motion to develop a new daily reader was approved.
- In the past few years new tools have been introduced on conflict resolution using the Twelve Traditions There was S-71, the wallet card, “Loving Interchange to Resolve Conflict” introduced in 2012. Last year S-72, the flip cards, “Conflict Resolution using our Twelve Traditions” was introduced. The final piece of this guide to resolving conflict was introduced at the 2014 WSC, S-73, “Talk to Each Other-Resolving Conflicts within Al-Anon”. The three pieces are also bundled into one kit, S-70, “Using Al-Anon Principles to Resolve Conflict”. The kit provides information to aid members in preventing and dealing with conflict situations in Al-Anon groups and service. If you already have the wallet card and the flip cards you can purchase S-73 separately for \$4.50 or you can purchase the full kit, S-70, for \$9.00.

- Last year the Board of Trustees introduced the “Meet the Board” event to be held during their July Board of Trustees’ meeting. There were 31 Areas that submitted a bid. The Area, Newfoundland/Labrador was the winner. The first “Meet the Board” event will be held on July 19th. This is a three year trial. The Board is inviting Areas to submit bids for the 2015 event. As last year the requirements are manila, an airport close by, the Area would be responsible to publicize the event and new this year if the hotel does not have a shuttle from the airport the Area would be responsible to transportation from airport to hotel for Board members. I am hoping that NYN will again submit a bid. Since the requirements are so simple the winning location will be pulled from a hat filled with all submissions.
- On the members website there is a new tool for Alateen. It is the Alateen Service e-Manual. This is located on the member’s website. Just click on Alateen heading on homepage. This will bring you to the Alateen homepage. Click on Alateen Service e-Manual. There are many topics, some of them are: Overview of Alateen Service, Becoming a group sponsor, the Role of an Alateen group sponsor and Challenges in Alateen Service. This is a great tool, visit the website and check it out.
- Last year a survey, “Readiness for Step Twelve” was conducted on the member’s website. Pamela W., from the WSO staff updated us on the results. While the survey was open to all Al-Anon members regardless of level of service it appeared that those who responded to the survey were involved in service. It was felt that the survey did not reach 80% of the fellowship. 53% were involved an average of 3.65 hours/week. One note was that of those who identified being involved in service 92% read the Forum. I hope to write more about this in an upcoming Hi Lights article.
- We were introduced to the Treatment Facilities Outreach Project by Claire W. a WSO staff member. Many Districts and Areas have outreach projects with treatment facilities. To help them and other districts who would like to take part in this public outreach a resource has been set up on the member’s website. It is located under District Services. It will also be included in the “Best of Public Outreach” in the future. It will also be available in Spanish and French.
- The WSO produces Group e-News every month. This newsletter is focused at groups. Provides news about Al-Anon. Since this is an e-newsletter it is issued electronically. The WSO has email addresses for about 50% of the CMAs on file. This poster wants to encourage CMAs to share the Group e-News with group members. Suggestions are to forward to group members via email, to print a copy of the newsletter and bring to group or even set up a group email account that all in the group could access. If your group hasn’t provided one to the WSO please do so.
- On Tuesday, April 29th we paid a visit to the WSO. We travelled in a Double Decker bus from the hotel to the WSO. We were met at the door by Trustees, who gave us a warm welcome. Ric B. welcomed us in the lobby and patiently waited while we all had our pictures take with him and the portraits of Lois and Ann. I wasn’t good at getting names but I can tell you that this is the woman who is responsible for all our LDC orders. The woman seated here is putting together Newcomer packets. She does this every day, sometimes with volunteer help and sometimes not.

The next couple of pictures are of the shipping department and the warehouse itself. I have to say that while I was standing in line waiting my turn to sign the guest book I got very choked up. I didn't cry but I was close. We had lunch there and then boarded the bus to return to the hotel.

There are a few pictures here of the Hospitality room and some of the many "Love" gifts that were sent from each Area, many Districts and even some individuals. In my report last year I said I would take some pictures. I have brought back a sampling for you all to share in. Please take them, share with people back home. I don't want to take any back with me.

I want to thank all who sent "Love" gifts from NYN. They were well received by all. I also want to thank all of you who sent me cards and notes. All the warm wishes and caring thoughts were so wonderful. Each day I found new ones in my mailbox.

This was my final World Service Conference. I find it hard to believe how quickly time has gone by. When I went to my first WSC I was so nervous, I really wasn't sure what I had gotten myself into. Last year I was calmer but still had a few moments when I questioned myself and what I was doing. This year, my final one, I felt at home. I felt I could be a good mentor to the new Delegate from Nevada. I have grown so much.

Each Conference has shown me how well our service structure works. How the Traditions and the Concepts do guide us to make good sound choices. I would never have thought that going through the wording of revisions to the Service Manual, Anonymity, Public Outreach and this year Dual Members and service participation could be a spiritual experience, boy was I wrong. I want to thank you all for giving me this opportunity to serve. It came at a time in my life when I sorely needed it. Thank you again.