



2024
WORLD SERVICE OFFICE
ANNUAL REPORT



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

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GREETINGS & THANKS

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Kathi M., Chairperson of the Board of Trustees (Trustee)
Carol M., Chairperson of the Executive Committee (At-Large Member)
Vali F., Executive Director
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This year, through the combined efforts of the WSO Staff, the Board of Trustees, and the At-Large members of the Executive Committee—along with many other world service volunteers—we have continued our journey “One Day at a Time” toward accomplishing the Strategic Plan Goals, the legal and traditional responsibilities of Al-Anon Family Group Headquarters, Inc. We are extremely grateful to have been a part of this combined effort and believe our Cofounders, Lois and Anne, would be proud.

This Annual Report seeks to inform the World Service Conference and our membership about the efforts, accomplishments, and challenges of the WSO Staff and Volunteers as we worked together in 2024 to achieve the AFG, Inc. Vision and Mission. Each accomplishment celebrated in this Annual Report is the direct result of our fellowship’s continued Seventh Tradition support of World Service Office (WSO) clearinghouse services and the willingness of Volunteers and Staff alike to serve at the world service level.

Reflecting on the year, here are just a few of the WSO’s less broadly recognized highlights and opportunities for growth in the context of the AFG, Inc. Strategic Plan Domains and Goals:

Members: By year end, despite limitations imposed by the current software system, the WSO had provided combined visibility to both electronic and physical groups for all World Service Conference (WSC) Structure Area Group Records Coordinators. This capability supports group members finding the support they need for their groups within the links of service.

Recovery & Service Tools: After thoughtful conversations with international structures, and considering the principle of self-support, the WSO adopted a methodology that will allow both broader publication of ebooks globally and distribution of net revenue to English-, Spanish-, and French-speaking General Service Offices that rely on the sale of literature to members within their geographic areas.

Awareness: Our Public Outreach Toolkit continued to expand this year through the efforts of the Delegate-led Revitalizing Alateen Task Force, which presented to the 2024 WSC a package to support our members’ outreach to professionals about Alateen, and the WSO Staff, who prepared it for publication and distribution.

Financial Sustainability: In 2024, the Board of Trustees found itself in the fortunate position of reflecting on the spiritual principle described in Warranty One, “that only sufficient operating funds, including an ample reserve, be its prudent financial principle.” For the first time in many years, the Reserve Fund balance exceeded the WSO’s one year’s operating expenses. Adhering to its guideline defining an “ample reserve,” the Board consulted widely to identify special projects through which it could align resource allocation with our core purpose. (See Manage Our Budget & Financials for more details.)

Global Engagement: Bill W. stated in his slightly modified essay “Leadership,” as described in Concept Nine, “No society can function well without able leadership at all levels, and we are no exception.” Consistent with this idea, the Global Engagement Goal statement declares that we “invest in each new generation of trusted servants to preserve our legacy.” This year, the Board of Trustees and the Nominating Committee took steps to improve the Trustee and At-Large Executive Committee member nominating processes so as to continue to attract strong leaders to these vital world service leadership roles.

In 2024, we also accomplished this goal by forming a Task Force of Delegates and Conference Leadership Team members to chart a potential course for infusing the WSC Agenda development process with Delegate input and by holding a historic hybrid business meeting with International Al-Anon General Services Meeting (IAGSM) Delegates globally to discuss the viability and value of this service event in the face of declining participation. Our thanks to all the members, groups, Districts, Areas, Al-Anon Information Services, and international structures who contributed their time and financial resources in 2024. You made it possible for the World Service Office to continue the work of our Mission and Al-Anon's primary purpose by following our Conference Theme, "Our Path toward Grace, Unity, and Understanding."

WHO WE ARE: VISION, MISSION, AND STRATEGIC PLAN

VISION

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



MISSION

Al-Anon Family Group Headquarters, Inc. is a spiritually based organization that helps the families and friends of alcoholics connect and support each other through barrier free meetings, information, and shared experiences.



DOMAINS & GOAL STATEMENTS

Members: AFG, Inc. connects and supports the friends and families of alcoholics.

Recovery & Service Tools: AFG, Inc. develops and publishes materials to share the collective experience of the families and friends of alcoholics.

Awareness: AFG, Inc. builds public and professional awareness of the Al-Anon program.

Financial Sustainability: AFG, Inc. encourages membership and organizational self-support by aligning resource allocation with its core purpose and strategic priorities.

Global Engagement: AFG, Inc. invests in each new generation of trusted servants to preserve our legacy and improve our structure and operations to meet the needs of the global landscape.



STRATEGIC OBJECTIVES

Members:

1. Provide access to the Al-Anon program for all
2. Advance support to underserved and diverse communities
3. Understand member and group needs

Recovery & Service Tools:

1. Create attractive, new content by gathering, processing, and disseminating pertinent information
2. Communicate the message of hope in a way that is current, appealing, and widely available
3. Reduce barriers to accessing information created by cultural and linguistic obstacles

Awareness:

1. Identify and reduce the effects of biases that may be preventing effective outreach
2. Validate the effectiveness of the Al-Anon Family Groups program in helping our members
3. Educate the public and professionals about who we are, what we do, and why
4. Build relationships with the media, governmental and non-governmental agencies, and professionals

Financial Sustainability:

1. Align resources to support the needs of the fellowship in accordance with Al-Anon's spiritual principles
2. Create opportunities for members to support AFG, Inc.
3. Improve transparency of the financial needs of AFG, Inc.
4. Manage risk to reputation, operations, and assets

Global Engagement:

1. Reinforce the process for passing experience on to incoming trusted servants using effective approaches for the new generation
2. Communicate leadership skills required for trusted servants and create development pathways
3. Collaborate globally to share knowledge and evolve our programs and communications

OUR INTENTIONS

Strategic Plan

Kathi M., Chairperson of the Board of Trustees (Trustee)

Carol M., Chairperson of the Executive Committee (At Large member)

Vali F., Executive Director

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In January 2024, the members of the Staff Strategic Leadership Team (SLT)¹, Board of Trustees, and Executive Committee gathered at the January Board meeting to agree on the prioritized projects and Strategic Plan Strategies toward which World Service Office (WSO) Staff and Volunteers would apply their efforts in 2024. The SLT shared that the annual WSO Projects Landscape contained nine projects and Strategic Plan Strategies, all of which were considered essential for Al-Anon Family Group Headquarters, Inc. (AFG, Inc.) in 2024. These included ongoing projects discussed at the 2024 World Service Conference (WSC), such as the Next Generation AFG Records, eBooks Globally, and Electronic Alateen Validation & Implementation Planning.

During the year, the Board and Executive Committee identified and approved several new Strategies necessary to address timely matters such as preparing *Al-Anon/Alateen Service Manual (P-24/27)* updates and publishing an Alateen Public Outreach service tool originated by a WSC Delegate Task Force.

2024 Strategies Update

Staff Strategic Leadership Team

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In 2024, SLT consisted of the Executive Director, Director of Finance & Operations, Director of Programs, Director of Communications & Community Awareness, Associate Director–Public Outreach, and the Publications Manager.

SLT shared regular updates with the Executive Committee and Board of Trustees (WSO Volunteers) using the WSO work management software on each of the WSO Projects Landscape strategies. These updates inform the WSO Volunteers about progress against milestones as well as challenges that have arisen. The SLT meets monthly with the Executive Committee and quarterly with the Board to answer questions, gather feedback regarding the Strategies, and to discuss any projects that are off track and Staff plans to overcome delays. Although a common concern again in 2024 was WSO Staff capacity, three of the nine WSO Projects Landscape strategies were completed, many milestones were accomplished, and all but one remained on track at year end.

Several 2024 projects were known to be multi-year efforts that will carry over into 2025, including the Core Systems Overhaul, a project to upgrade the WSO association management, accounting, and related software systems; eBooks Globally; and Al-Anon's participation at the 2025 A.A. International Convention to be held in Vancouver, British Columbia, July 2025.

¹The Strategic Leadership Team consists of three Directors, one Associate Director, and a Manager. Its primary purpose is to deliver the strategic priorities of the organization as defined by the Domain Goal Statements and Strategic Objectives established by the Board of Trustees.

Domain: Members

AFG, Inc. connects and supports the friends and families of alcoholics.

- Next Generation AFG Records
- Electronic Alateen Validation & Implementation Planning
- 2025 A.A. International Convention with Al-Anon Participation (2025 A.A. IC)
- 2028 Al-Anon International Convention with A.A. Participation (2028 IC)

Domain: Recovery & Service Tools

AFG, Inc. develops and publishes materials to share the collective experience of the families and friends of alcoholics.

- eBooks Globally
- New Booklet: *Healing within Our Alcoholic Relationships* (P-95)
- CAL Globally in All Languages
- *2026-2029 Al-Anon/Alateen Service Manual* (P-24/27)

Domain: Awareness

AFG, Inc. builds public and professional awareness of the Al-Anon program.

- Revitalizing Alateen Public Outreach Packet

Domain: Financial Sustainability

AFG, Inc. encourages membership and organizational self-support by aligning resource allocation with its core purpose and strategic priorities.

- WSO Core Systems Overhaul
- One Year's Operating Expense
- Online Store 2.0

Domain: Global Engagement

AFG, Inc. invests in each new generation of trusted servants to preserve our legacy and improve our structure and operations to meet the needs of the global landscape.

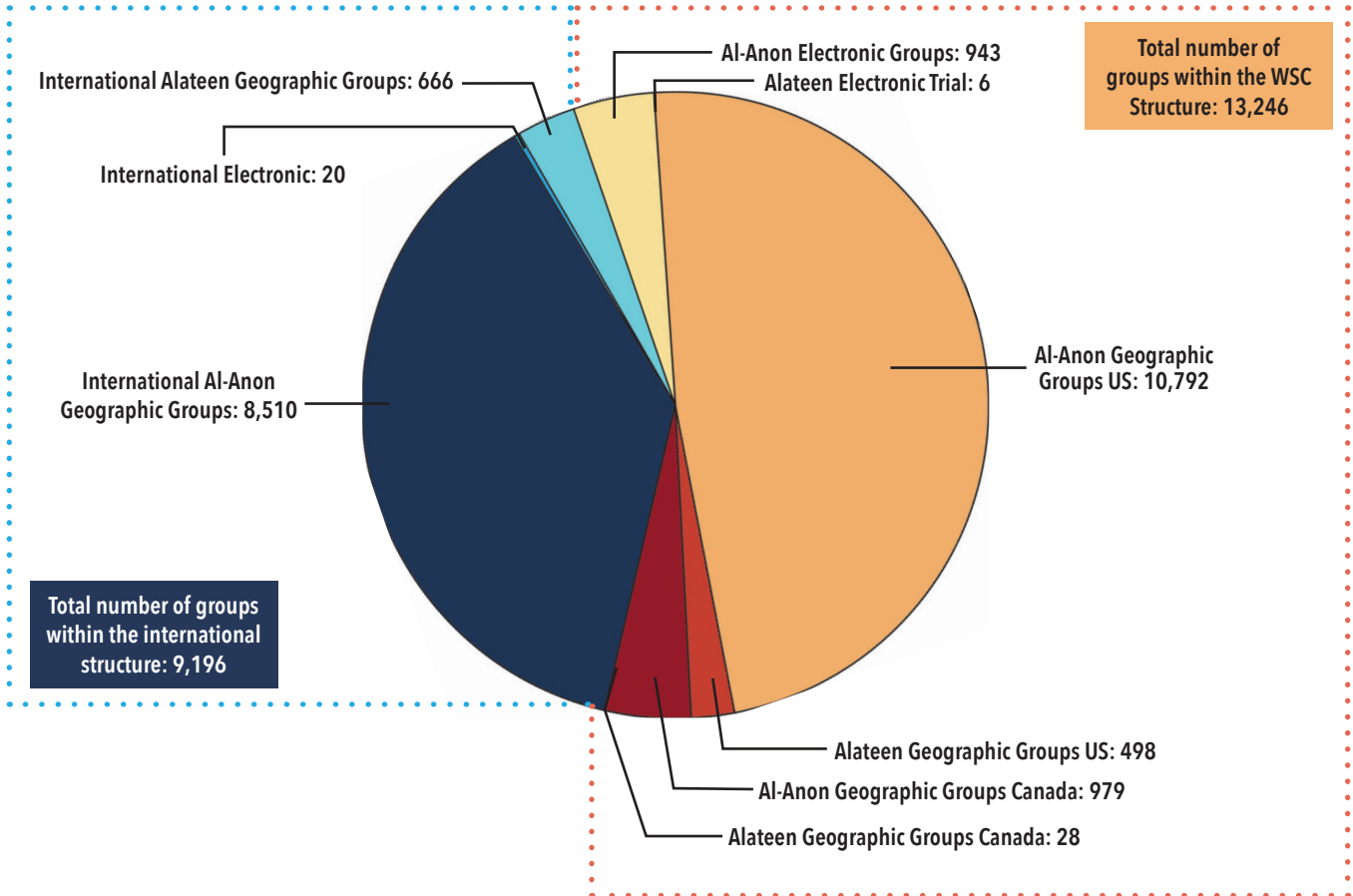
- Trustee Application Revamp

Details about each initiative are referenced in the upcoming Annual Report sections: Our Impact, Our Work, and Our Plans.

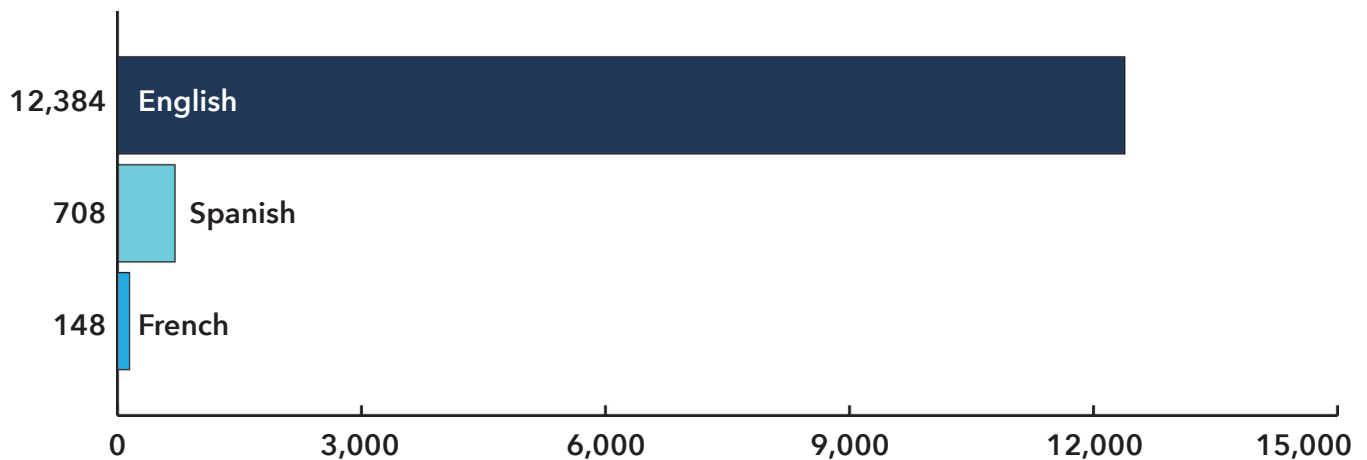
OUR IMPACT

2024 Worldwide Al-Anon Family Groups Counts

The counts represent the number of groups in each category. Groups counted in "Geographic" categories include groups meeting in-person and electronically.

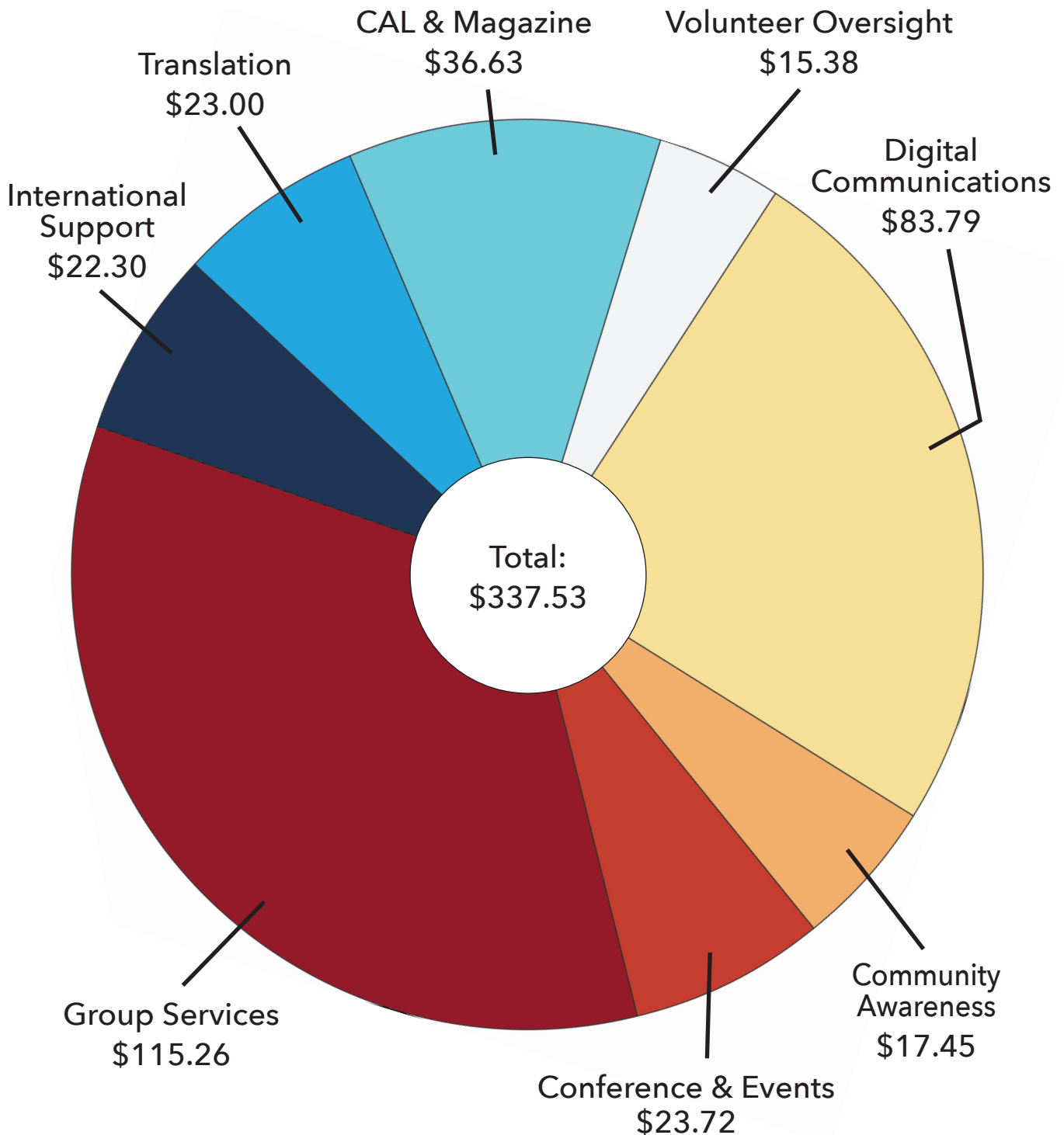


Allocation of English, Spanish & French Groups within the WSC Structure



Cost of WSO Services Allocated across WSC Structure Groups

The total contribution per WSC Structure group needed to fully fund the cost of all services the World Service Office provides.

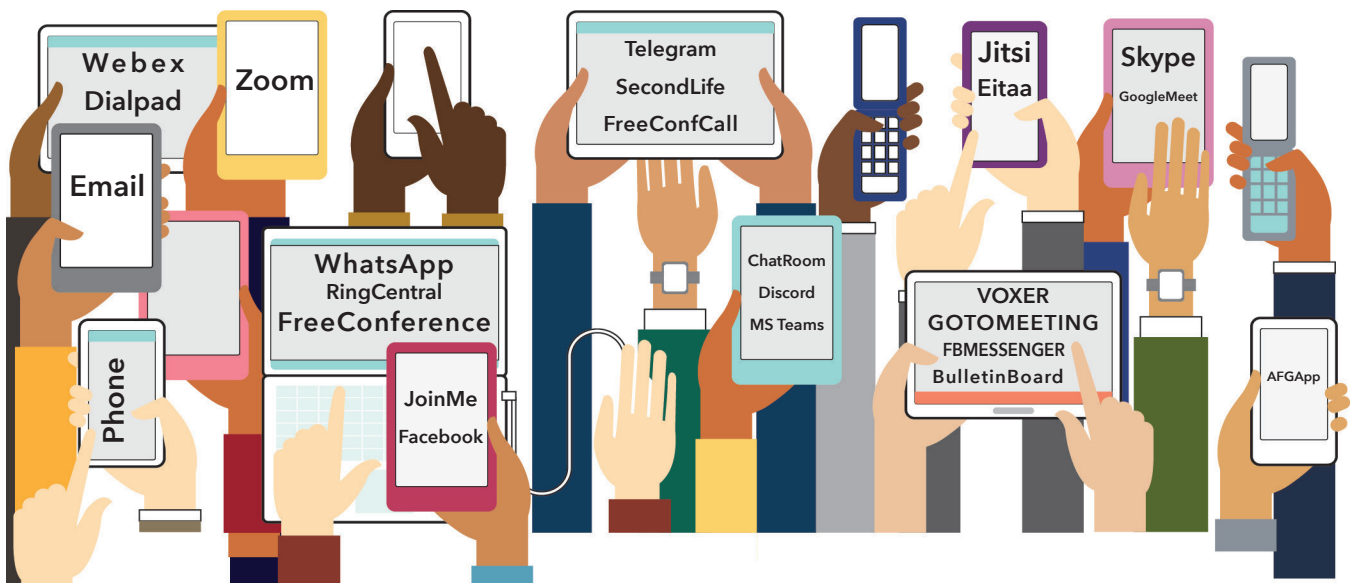


Al-Anon Spoken All over the World

Languages spoken by groups registered with the WSO.



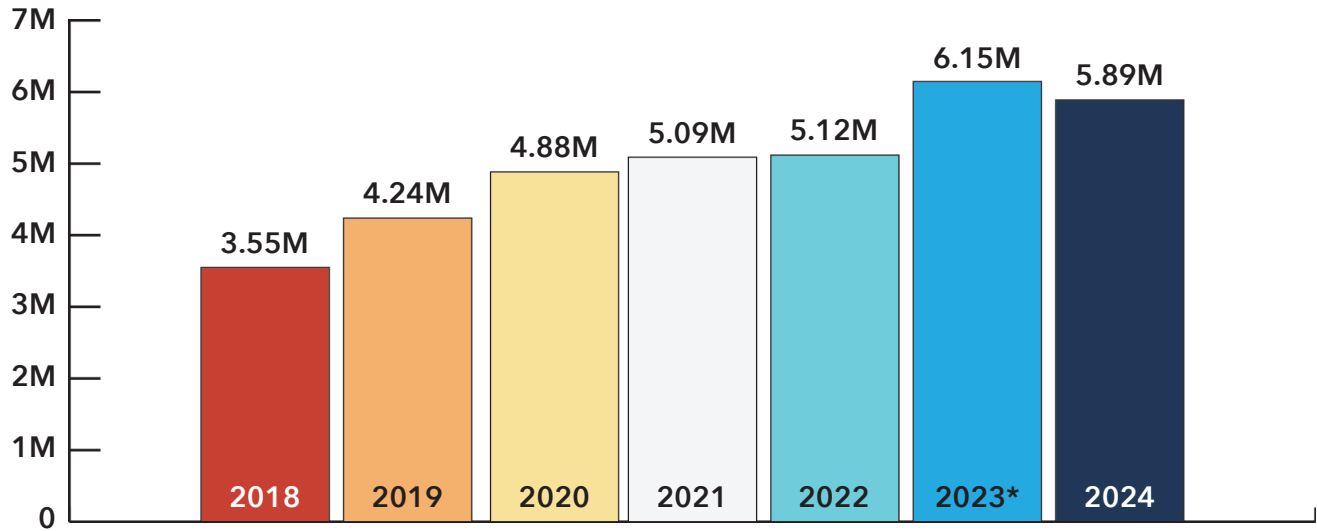
Al-Anon Meets on Many Platforms



Digital Communications Connections

Website Sessions

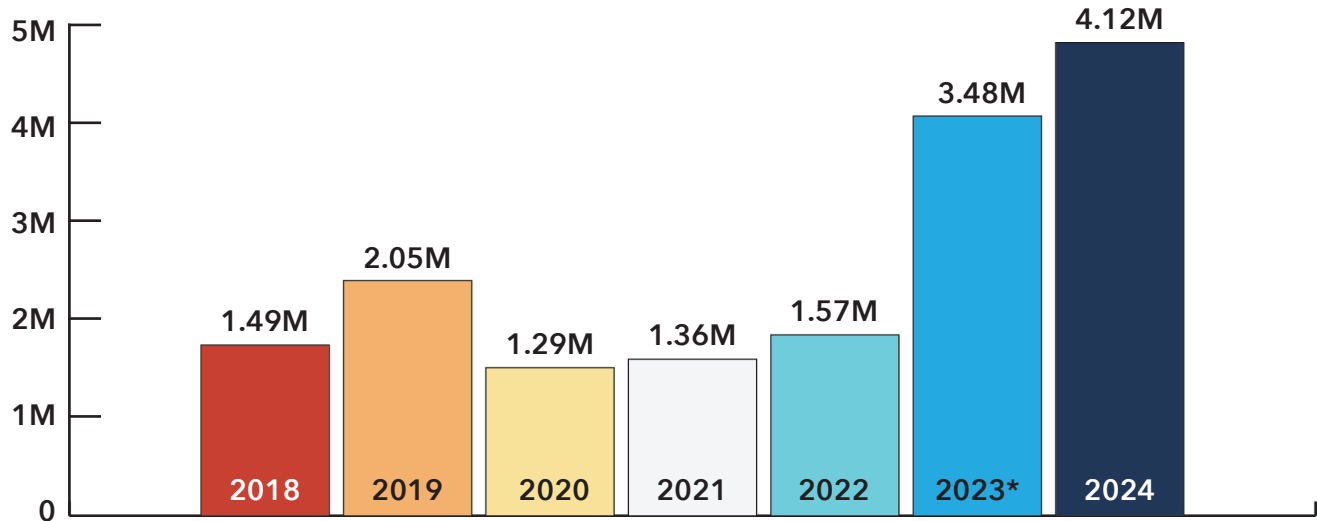
The number of times al-anon.org was visited during the year.



*In 2023, session tracking analytics changed from using cookies to using events.

Al-Anon Meeting Searches

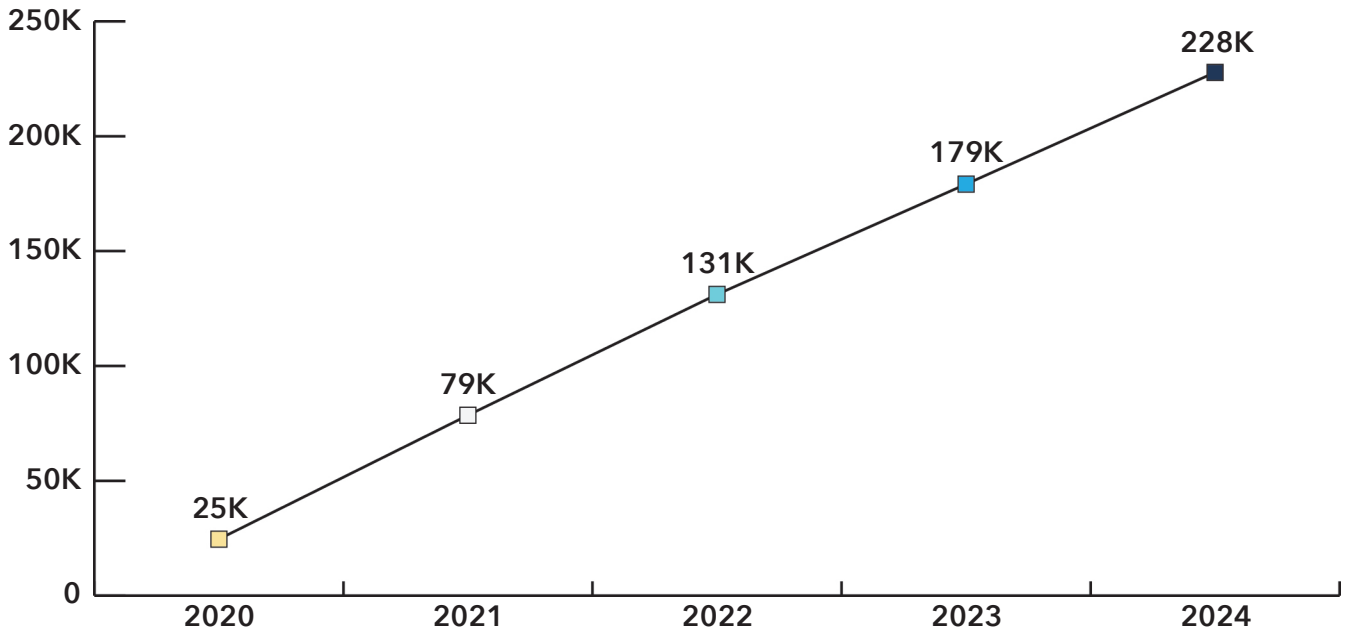
Total number of searches made for in-person and electronic meetings.



*In March 2023, the new Global Electronic search launched, providing greater search visibility.

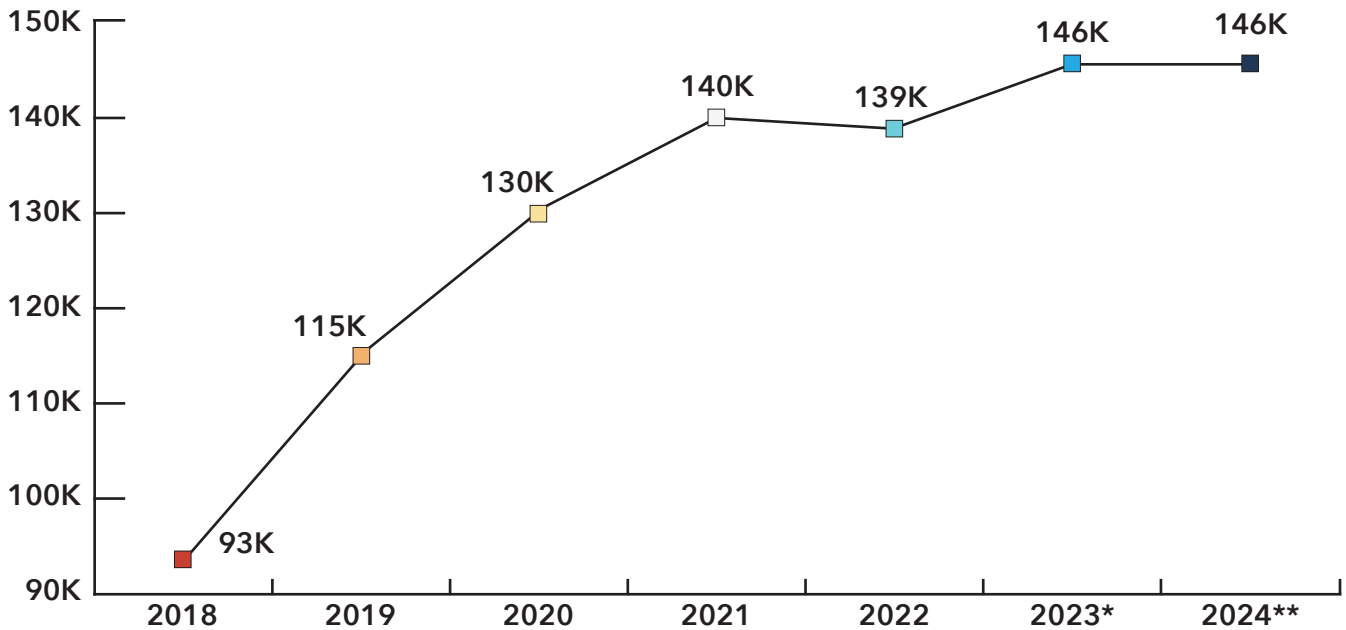
AFG Mobile App Registered Users

Total number of registered users for the Al-Anon Family Groups Mobile App



WSO Social Media Followers

Total number of followers on Facebook, Instagram, X, and LinkedIn

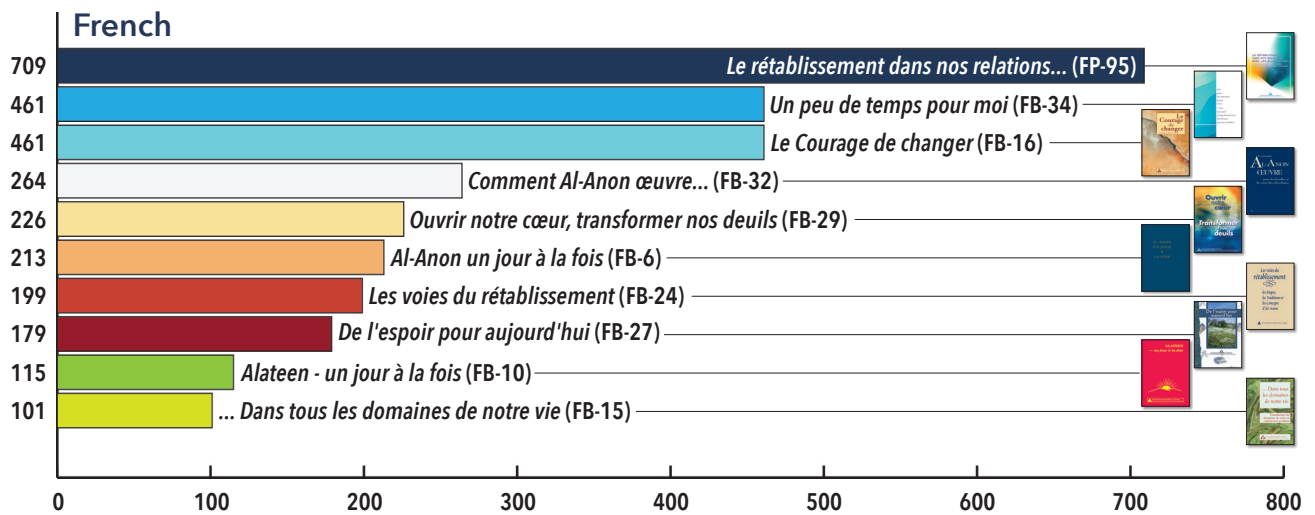
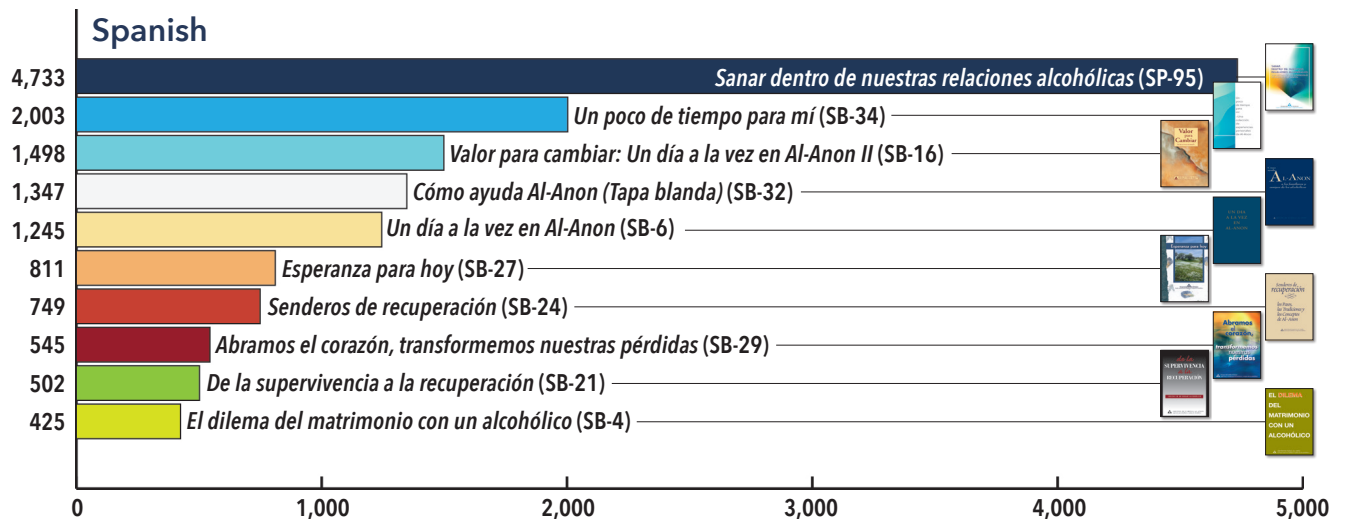
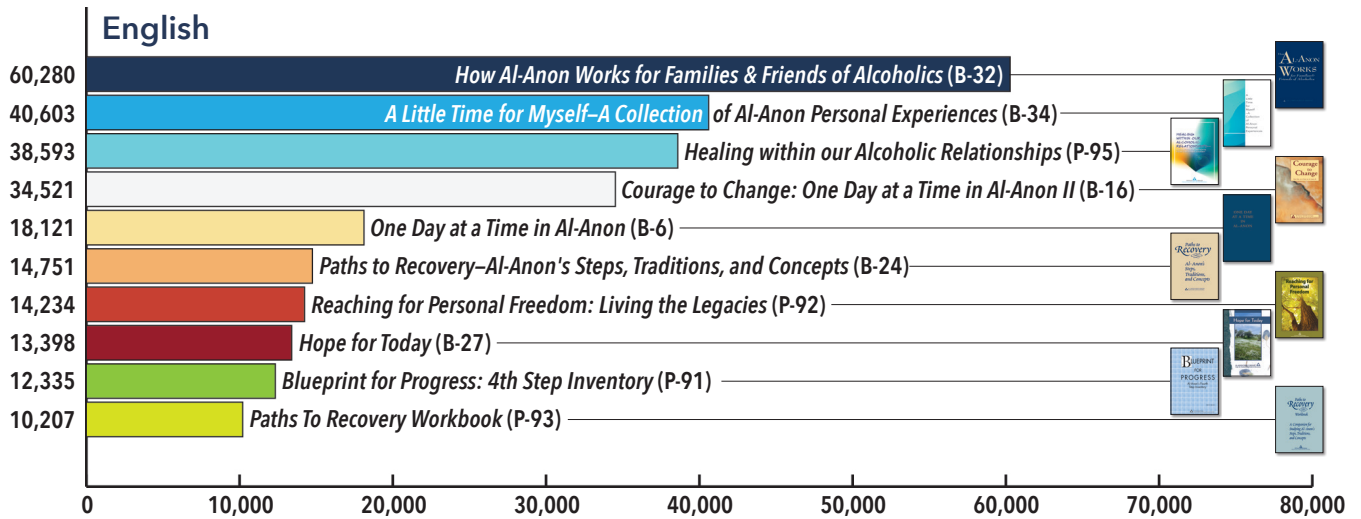


*No longer managing Alateen pages - removed 9,021 followers as a result

** No longer managing Spanish and French X (Twitter) pages - removed 2,129 followers as a result

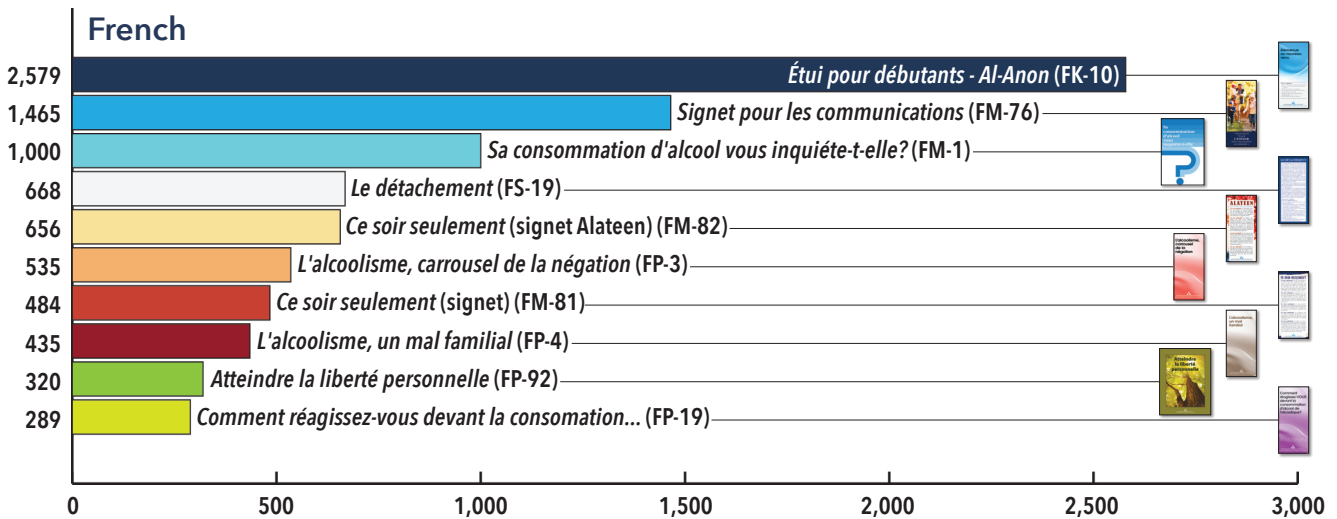
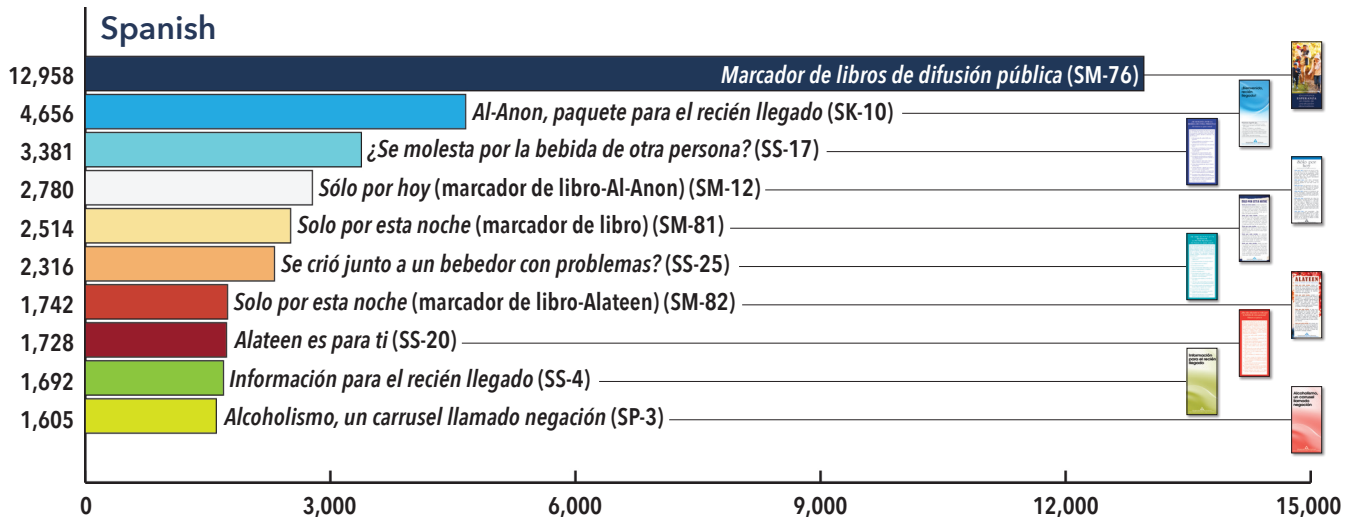
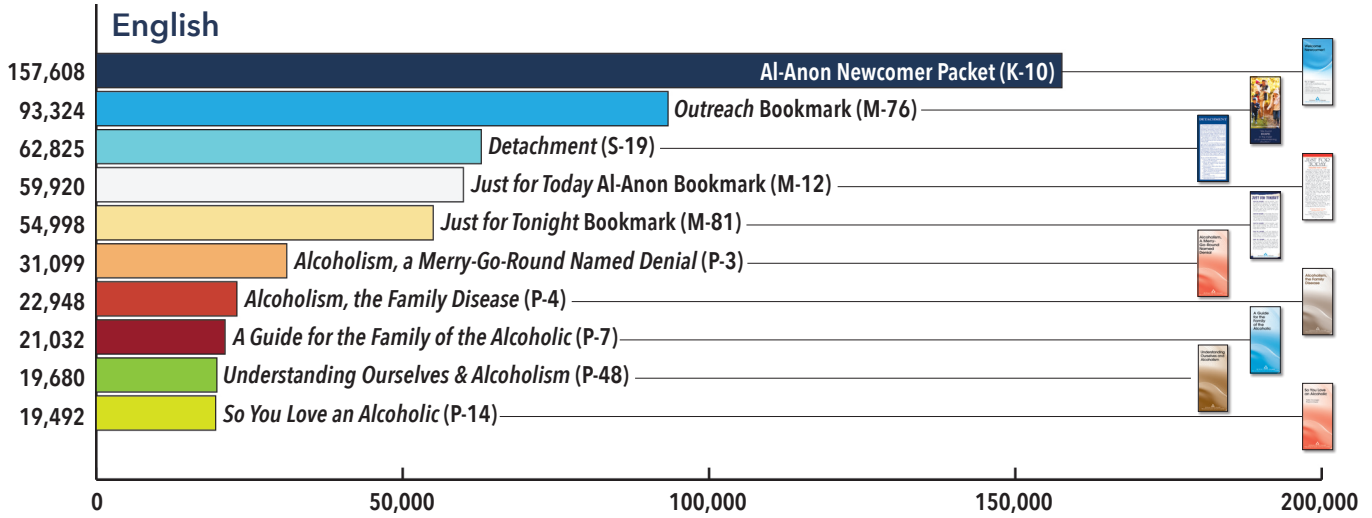
Top 10 Selling Books/Booklets of 2024

The top selling books and booklets listed by the number of books sold in each language



2024 Top Selling Non-books

The top selling non-books listed by the number of non-books sold in each language

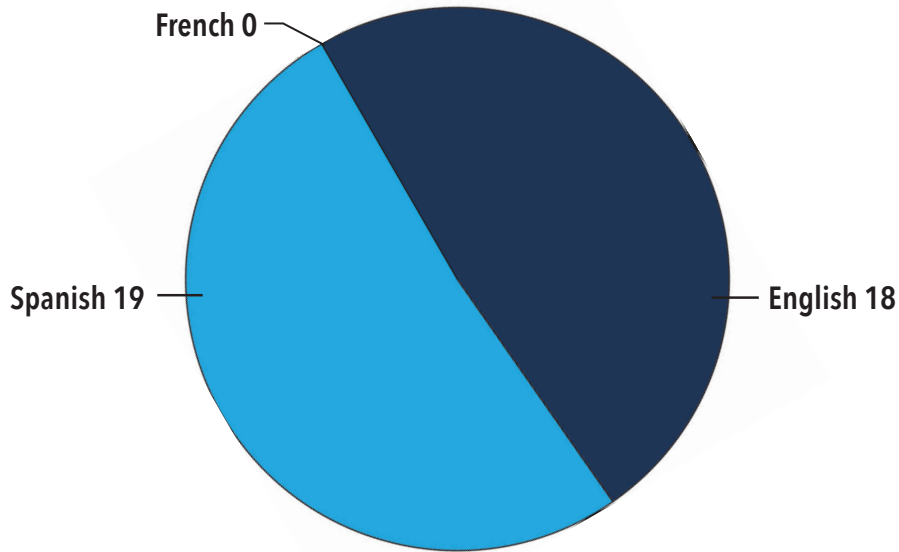


Conference Approved Literature Requests by International Structures

International Structures may request the right to reprint and sell English, Spanish, or French literature, whereas International Structures in countries speaking other languages may request the right to translate and print the literature into another language to serve the members in their geographic country.

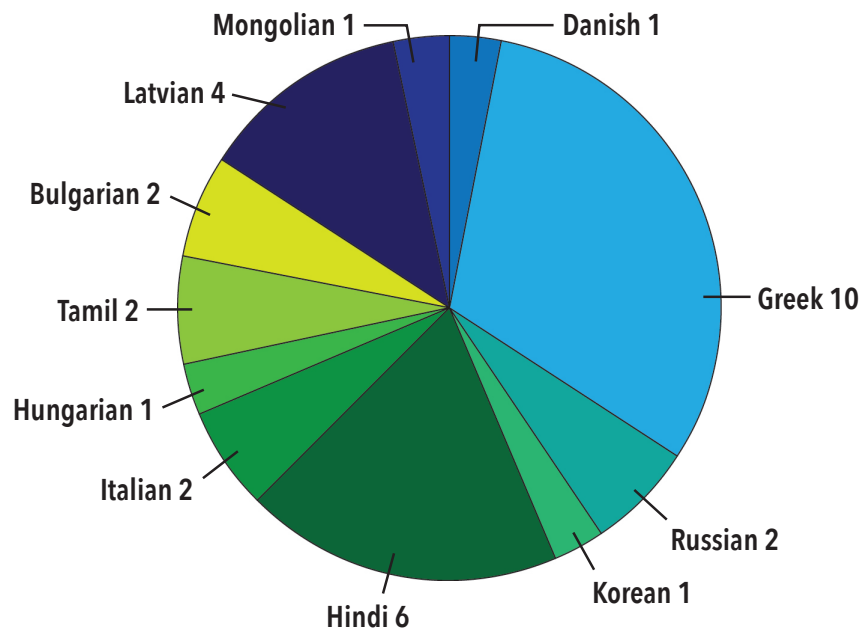
2024 Reprint Requests

The number of approved requests to reprint CAL.



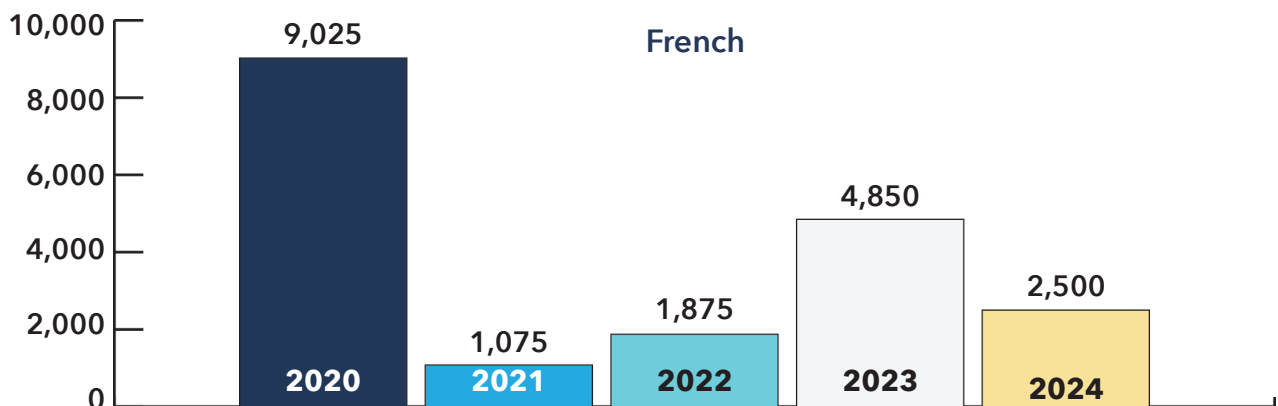
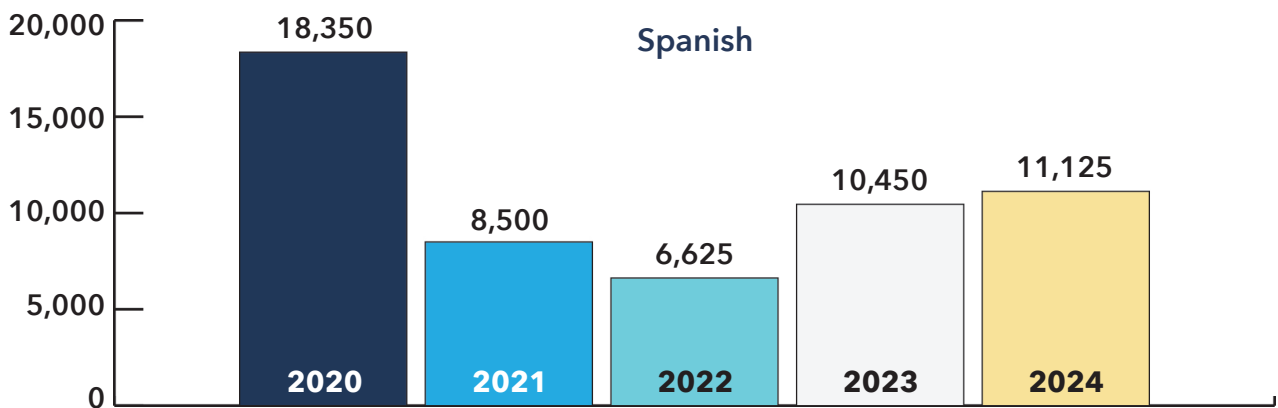
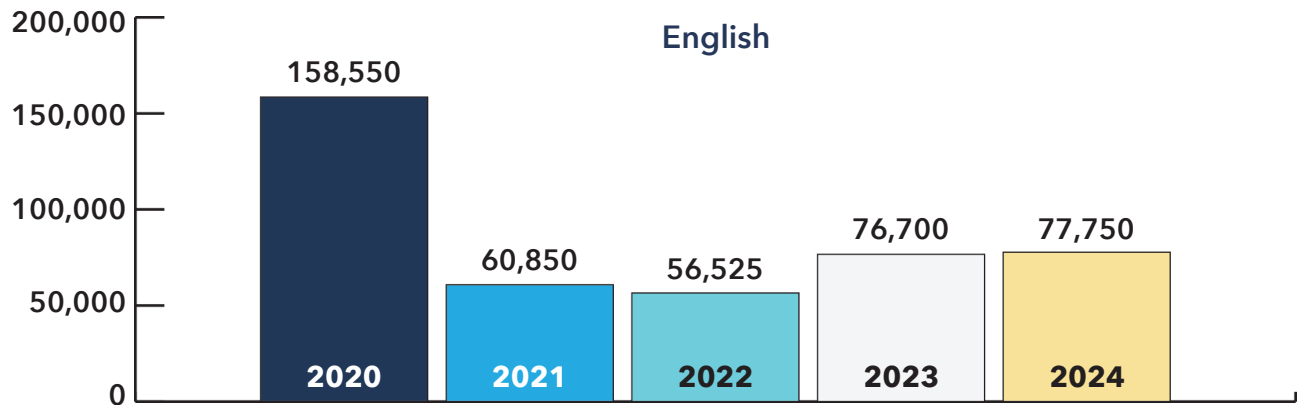
2024 Translation and Print Requests

The number of approved requests to translate and print CAL by language.

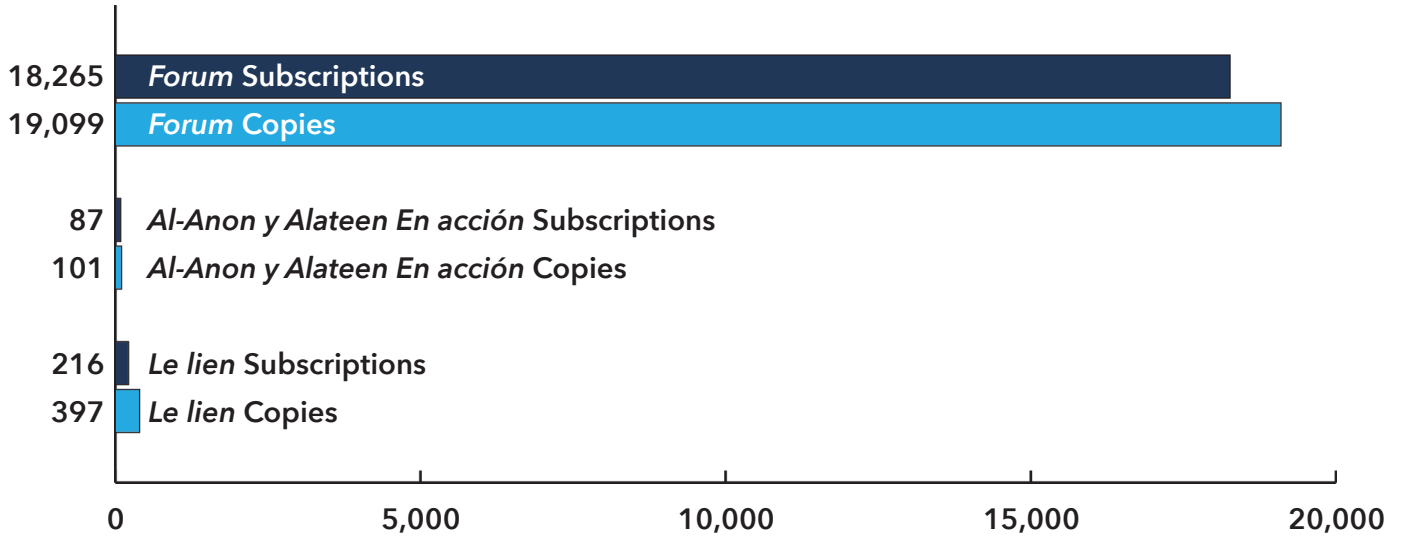


Al-Anon Faces Alcoholism

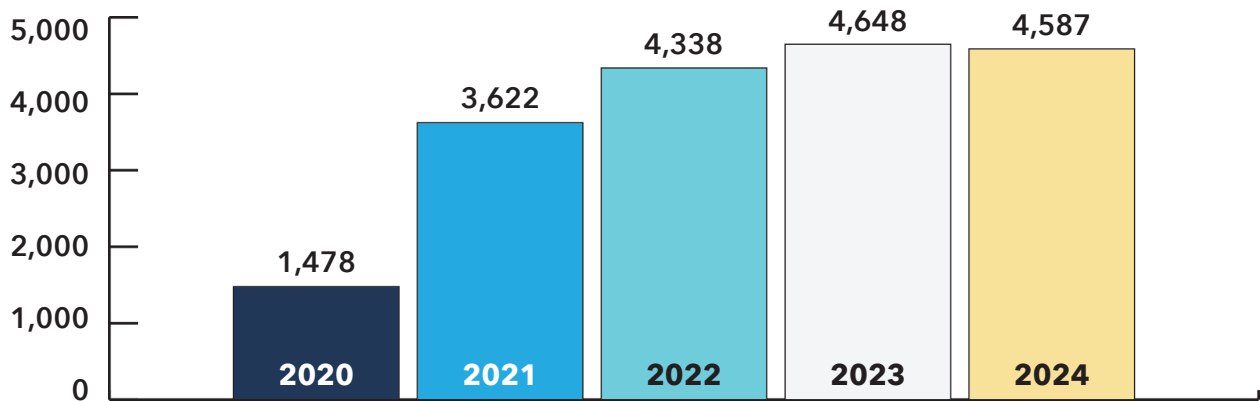
Number of magazines sold per year. 2019 was the last year with a yearly magazine with two printings. 2020 introduced the undated magazine.



The Forum, Al-Anon y Alateen En acción, and Le lien Subscriptions



AFG Mobile App Premium Access Subscriptions



OUR WORK

Domain: Members

AFG, Inc. connects and supports the friends and families of alcoholics.

Meeting the Needs of Our Groups and Our Members

Sarah S., Director of Programs

Sue P., Associate Director—Group Services

Valerie Stump, AFG Records Manager (Non-member)

2024 proved to be another enlightening year for Group Services' work meeting the needs of our groups and members. The WSC Conference Theme, "Our Path toward Grace, Unity, and Understanding," guided the team in its efforts to serve when responding to emails and phone calls. It is the team's hope that its communications are filled with respect and that the guidance provided is conveyed with love and commitment to our primary spiritual aim of providing help and hope to anyone who is impacted by someone else's drinking.

Group Services supported the International Services team with presentations on Alateen, the World Service Conference, and how to apply the Twelve Steps to members in evolving and national service structures around the world via Global Gatherings. These virtual meetings were all well attended, with more than 30 countries represented. As the World Service Conference Structure is recognized as the senior structure in accordance with the Al-Anon World Service Conference Charter, the team seeks to share a consistent message surrounding policy and process to support international structures in effectively carrying the message of help and hope that Al-Anon offers.

The team was grateful for the opportunity to support the Director of Programs and the International Services Manager as they prepared for their travel to Asia. The team collaborated on four presentations: Welcoming Newcomers, Practicing the Traditions and Concepts of Service, Conflict Resolution, and Alateen. Several team members participated virtually to share the Twelve Steps with members in China. What a privilege and emotional experience to share with almost 200 members who enjoyed translation into Chinese! Never did the team members imagine that service participation and technology would be able to bridge these geographic gaps.

The Programs Department was excited to support the Global Electronic Districting Task Force (TF) by providing the details necessary to assign groups to Districts according to the districting methodology the TF developed and the Area approved. Group Services and AFG Records then together supported the Area Group Records Coordinator in efforts to assign groups to Districts. Of the 55 GEA Districts created, 29 had District Representatives by year end. That's 53 percent in less than one year!

Al-Anon Member and Group Communications

Each year, WSO Staff across all departments communicate with members in various ways, pursuing the Members Domain objective of providing access to the Al-Anon program for all. Conversations may occur as the result of members calling a specific team, such as Group Services or International; contacting the WSO via the wso@al-anon.org email; or calling the WSO Meeting Line and speaking with Staff who provide meeting information to newcomers and members. The types of questions, inquiries, and comments vary widely. The following are just a few examples to demonstrate the wide variety of topics members raise to WSO Staff.

- Many members this year shared concerns about safety in Al-Anon meetings, whether the meetings were in person or online. The team frequently referred members to the service tool *Let's Talk About Safety in Al-Anon Meetings!*, found on al-anon.org, as well as guidance on conducting business meetings and group conscience decisions in the *2022-2025 Al-Anon/Alateen Service Manual (P-24/27) v4*.
- An Al-Anon member living in New Jersey, who was moving to Tanzania as a missionary to operate a school, contacted Group Services. She wanted to start an Alateen meeting in the school and was looking for resources. Tanzania does not have a service structure but does have a registered English-speaking Al-Anon meeting in the town where the school is located. The member was not aware of the Al-Anon meeting and was very excited. Group Services shared Al-Anon policy relating to holding Alateen meetings, using the Alateen name, and the use of Alateen literature in group settings outside Al-Anon.

Since the member is bilingual in Swahili and English, many children faced with alcoholic family members could benefit from her reading the daily Alateen readers verbally translated into Swahili. The member was encouraged to consider connecting with Swahili-speaking Al-Anon members in Tanzania who could support a meeting taking place at the school. She stated her plans to purchase Alateen CAL from the local LDC in New Jersey to carry to Tanzania. WOW! These are the types of conversations at the clearinghouse that are most satisfying!

Al-Anon Information Services (AIS), Literature Distribution Centers (LDC), and combined AIS/LDC (Intergroup) Communications

The WSO continued to hold quarterly web conference calls in 2024 to support trusted servants for these service arms. Meetings were also supported by the collaborations with the Associate Director–Public Outreach, Associate Director–Literature, AFG Records Manager, and the introduction of the newest Group Services member, who will be supporting their service responsibilities. Many of the service arm members did not understand their connection to the Area and the importance of their attendance at Area World Service Committee (AWSC) meetings. Feedback from all meetings was generally positive and confirmed that the information the WSO provided was pertinent to the trusted servants' positions.

Listed below are the World Service Conference Structure statistics related to registered AISs, LDCs, and combined AIS/LDCs (Intergroups):

	English	Spanish	French
Al-Anon Information Service (AIS)	80	2	1
Literature Distribution Center (LDC)	107	1	4
AIS/LDC (Intergroup)	86	16	0

Electronic Alateen Validation & Implementation Planning

At the 2024 WSC, Staff presented and facilitated a discussion on potential Global Electronic Alateen Safety Minimums (Global EASM) and Electronic Alateen Safety and Behavioral Requirements that could be applied to Areas within the WSC Structure (WSC EASBR). Staff shared the process undertaken to engage trusted servants, both inside and beyond the WSC Structure, in their development. They confirmed for Delegates that, once an implementation plan is approved, implementing the WSC EASBR would be optional, and that certification would be available for those Areas already certified to use the Alateen name. At and following the WSC, Conference members asked clarifying questions, which Staff have researched. Answers to these questions are being reviewed and finalized.

Two additional steps are in progress to be completed before implementation can be approved. The final WSC EASBR requires review and approval by the legal counsel retained by AFG, Inc. In addition, an International Task Force needs to be formed to determine if the Global EASM language provides the flexibility necessary for international structures to meet both the AFG, Inc. and their local legislative requirements.

Inmate Correspondence Service

This program for the incarcerated population serves as a bridge to recovery from the effects of someone else's drinking. The WSO acts as a postman to preserve the anonymity of the Inmate Correspondence Service Contact (i.e., Al-Anon member).

Historically, there have always been many Al-Anon members willing to serve by volunteering to write letters in lieu of or serving as meetings, as many incarcerated populations must find their own path to the program. Regrettably, the majority of Al-Anon member volunteers are female while the majority of requests are received from male inmates, leaving the WSO unable to fulfill the need. In 2024, the Inmate Correspondence Service supported only one inmate.

Transforming Electronic Groups: Updating WSO Processes

Vali F., Executive Director

Valerie Stump, AFG Records Manager (Non-member)

Staff began 2024 work on the Transforming Electronic Groups (TEG) project with hope and excitement as the team's exploration of options to complete a straightforward upgrade of our current online group records and underlying association management (database) system (AMS) solution yielded encouraging results. Regrettably, by the time of the World Service Conference, these hopes had dimmed as the team discovered the upgrade option did not support the need for multilingual websites and workflows. As a result, Staff announced at the 2024 WSC that the WSO would need to undertake a replacement of the AMS system over a much longer duration.

While attention turned to this new effort, Staff committed to delivering one last feature as part of TEG. With 56 Areas accepting electronic groups by April, Area Group Records Coordinators were desperate for one application that allowed them to find and see electronic and physical group information. The team developed, tested, and implemented a workable solution to this challenge by year end, completing the TEG project.

In the meantime, geographic Areas continued preparing and reasoning things out as relates to accepting electronic groups. By year end, 64 out of the 67 geographic Areas had notified the WSO that their groups had approved, and they had the procedures in place to support, electronic Al-Anon Family Groups in their service structures.

Archives: Engaging with Our History

Heather S., Associate Director—Public Outreach

Suzanne M., Associate Director—World Service Events & History

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Archives Exhibits and Tours

The WSO Archives team enhanced the WSO visitor experience by creating a dedicated space for tour gifts, featuring copies of *Many Voices, One Journey* (B-31) in English, French, and Spanish, select historical pamphlets, and postcards as tokens of appreciation. The Archives team refreshed the WSO lobby exhibit cases to highlight Al-Anon's early history, Conference Approved Literature, Alateen, the World Service Conference (WSC), public outreach, and international structures. A special focus for the

Archives team this year was on providing the Literature team with historical content that was featured in the 70th anniversary of *The Forum* magazine.

The Archivist curated a special collection displaying the histories of the international service structures in attendance for the biennial International Al-Anon General Services Meeting (IAGSM) in Virginia Beach. The IAGSM opening was held during the WSO visit, which included a tour of the office and Archives, and visiting trusted servants were warmly welcomed.

Group and Structure Research

The WSO Archives had an incredibly active year supporting members worldwide, answering over 500 research requests! Using the Archives Research Request form (AR-9), available on al-anon.org, as well as inquiries from emails and other sources, the Archivist tackled everything from uncovering group registration dates to exploring the history of Al-Anon's Newcomers' Welcome.

Visit to A.A.'s GSO

The Archivist & Conference Specialist (Spanish) and the Associate Director–World Service Events & History met in November with their separate staff counterparts at the Alcoholics Anonymous (A.A.) General Service Office (GSO) in New York City to share their knowledge and experience of their positions. The Archivist & Conference Specialist and her GSO counterpart discussed the purpose of their respective archives, collection policies, records management, and digitization of archives materials in addition to touring A.A.'s Archives. The Associate Director–World Service Events & History learned about A.A.'s conference inventory process, polling the conference between annual meetings, and meeting outside conference a few times a year for general sharing. The visit, which highlighted the value of collaboration, emphasized the benefit of the Archives and Conference Departments exchanging information and best practices between the two service offices.

International Conventions

Vali F., Executive Director

Sarah S., Director of Programs

Suzanne M., Associate Director–World Service Events & History

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2025 A.A. International Convention

A.A.'s 2025 International Convention with Al-Anon participation will take place July 3–6, 2025, in Vancouver, British Columbia, Canada. The Convention activities will include a Block Party on Thursday night at venues around the Convention Campus; Al-Anon, Alateen, and A.A. meetings on Friday and Saturday during the day; and Big Meetings on Friday and Saturday nights and Sunday morning. There will be an A.A. virtual program track for attendees who are unable to attend in person.

The WSO Co-Coordinator's attended a site visit in Vancouver, which included a tour of the Hyatt Regency Vancouver Hotel where Al-Anon will hold its daytime meetings on Friday and Saturday, as well as a tour of the Vancouver Convention Centre where, among other Convention activities, registration will take place. Al-Anon's Information Booth and Speaker/Moderator Sign-In Booth will be housed at the Convention Centre on Wednesday and Thursday before moving to the Hyatt Regency for Friday and Saturday.

After updating Al-Anon's Welcome Committee guidelines, the WSO Co-Coordinator's selected an Al-Anon Welcome Committee Chairperson. The Chair invited a Co-Chair to join him, as well as a Secretary/Treasurer. These three members comprise Al-Anon's Welcome Committee Core Team.

In November, A.A. held a Welcome Committee Dinner for both fellowships' Core Teams, as well as the A.A. Subcommittee Chairs and Co-Chairs, of which Al-Anon is one. A WSO Co-Coordinator attended the dinner with Al-Anon's Welcome Committee Chair and Co-Chair. The event included a review of all Subcommittees and a Q&A session to clarify roles and responsibilities.

Prior to the end of the year, the WSO Co-Coordinators met with Al-Anon's Welcome Committee Chair, Co-Chair, and Secretary/Treasurer in Vancouver to tour the Hyatt Regency Vancouver Hotel and discuss the Welcome Committee's next steps.

2028 Al-Anon International Convention

Eleven Delegates submitted bids to hold Al-Anon's 2028 International Convention with A.A. Participation in a city within their Area. Four of the Convention and Visitor Bureaus declined to move forward with the bid process for their respective cities, and one city withdrew due to an inability to present their bid on site in Virginia Beach the day after the Conference closed.

The Convention Site Committee, composed of two WSO Volunteers, five WSO Staff, two Delegates, and two members of an outside consulting firm, listened to six bids. Following the presentations, members of the Convention Site Committee discussed the merits of each city, including the pros and cons. There was a consensus to move forward with three of the six locations.

The two WSO Volunteers, five WSO Staff, and one member of the consulting firm visited the three cities to determine the best fit for hosting Al-Anon's 2028 International Convention for our membership. The Site Selection Committee agreed to recommend one of the cities to the Board of Trustees for approval. Following the Board's approval, three Staff members returned to the selected city to further refine Al-Anon's specifications prior to signing contracts.

The Board and Site Selection Committee members are excited about the location of Al-Anon's next International Convention in 2028, which will include reimaging the Alateen program, as well as feature a Room Block where all hotels are within walking distance! The location will be revealed at Al-Anon's 2025 World Service Conference.

Domain: Recovery & Service Tools

AFG, Inc. develops and publishes materials to share the collective experience of the families and friends of alcoholics.

Literature: Collecting, Editing, and Maintaining Our Member Sharings

Carol C., Associate Director–Literature

Tom C., Associate Director–Literature (Retired)

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Conference Approved Literature (CAL)

In 2024, the WSO said goodbye to our longtime Associate Director–Literature, who retired in February after 23 years of distinguished service. We are grateful for the many pieces of CAL that were developed during his tenure and the vast knowledge of Al-Anon's literature and its history that he so generously shared with our fellowship.

Throughout 2024, WSO Staff received 23 suggestions for new pieces of literature or revisions to existing pieces. These were shared with the 15 members of the Literature Committee as it discussed and conducted Committee work over the course of four quarterly meetings. Members also reviewed written assignments.

While the development of new material is important, so is bringing attention to existing literature. In addition to the monthly “CAL Corner” spotlight in *The Forum*, several “Inside Al-Anon” articles and “Notes from the WSO” pieces throughout the year focused on our literature, including the February article that explains how a structure-wide inventory led to important revisions to some of our CAL, the June article that highlights some of the great submissions for the Alateen *Just for Tonight* bookmark (M-82) that didn’t make it into the final version, the July article that identifies CAL as vital to our self-support, and the September article by a member of the Literature Committee that describes her service journey to At-Large Chairperson.

Insight: Literature Committee

Ana I., Chairperson of the Literature Committee (At-Large Member)
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As an At-Large member of the Literature Committee for the past four years, a most rewarding experience for me has been the enthusiastic welcome that Al-Anon’s membership continues to give our newest daily reader, *A Little Time for Myself—A Collection of Al-Anon Personal Experiences* (B-34). This book has sold out and been reprinted several times, generating vital revenue. More importantly, I see it being referred to and read from in meetings. Members like the typeface and font size and the amount of text on the pages. Moreover, the book was conceived to reflect our current and varied membership, and indeed it includes many different perspectives while adhering to the singleness of purpose outlined in our Fifth Tradition: to help families of alcoholics.

I pay special attention to the accolades for *A Little Time for Myself* because I was personally involved in the process, from ensuring the content reflects Al-Anon’s tone, spirit, and message, to reviewing the final version ahead of its much-anticipated launch. Reception of this book has exceeded expectations and succeeds in achieving AFG, Inc.’s objectives of creating attractive new content and communicating Al-Anon’s message of hope in a relevant and appealing way.

Another rewarding experience was the creation of *Healing within our Alcoholic Relationships—A Collection of Insights from Our Shared Journey* (P-95). For this booklet, the Literature Committee gathered and reviewed “gems” from *The Dilemma of the Alcoholic Marriage* (B-4) and other Conference Approved Literature on relationships. The compendium, published in three languages in September 2024, is a treasure trove of recovery.

We also discussed at length and ultimately recommended to the 2024 World Service Conference development of a new piece on finances—an important and often neglected topic in alcoholic families.

I am grateful for the opportunity to participate in AFG, Inc.’s goal of developing material that brings the collective experience of family members and friends of alcoholics to our fellowship!

For members’ convenience, the WSO once again provided 20 quotations in English, French, and Spanish for service arms to use in fundraising calendars without having to seek written permission. This service reduces work for trusted servants as well as WSO Staff.

FINANCES IN RECOVERY PIECE (working title)

Following more than a year of discussion and Knowledge-Based Decision-Making (KBDM), the Committee presented its recommendation for development of a piece about members’ relationships with finances in Al-Anon recovery to the 2024 World Service Conference, who provided conceptual approval for the piece. Work then began on brainstorming and drafting a writing guideline for the FINANCES IN RECOVERY PIECE (working title). The final translated and designed guideline is slated for publication in January 2025.

PERSONAL/SERVICE SPONSORSHIP PIECE (working title)

In January, the Literature Committee finalized a writing guideline for the PERSONAL/SERVICE SPONSORSHIP PIECE (working title) that was approved by the 2023 WSC. That document was translated, designed, posted on al-anon.org, and shared with Area Literature Coordinators. Submissions have been steadily coming in.

Recovery Magazines—*The Forum*, *Le lien*, *Al-Anon y Alateen En acción*

As the monthly magazine of Al-Anon Family Groups, *The Forum* continues to offer help and hope to the families and friends of alcoholics, as do our bimonthly Spanish and French magazines, *Al-Anon y Alateen En acción* and *Le lien*. Before 2023, content in the Spanish and French magazines had been made up only of translated excerpts from *The Forum*. However, we now receive and publish a significant number of submissions from Spanish- and French-speaking members. This milestone came as the result of a collaboration between the Digital Communications, Literature, and Translation teams to make our online submission processes more accessible to our Spanish- and French-speaking members. We continue to expand the vision and possibilities for our magazines with the hiring in August of a bilingual English and Spanish Magazine Editor.

All our magazines showcase the collective experience of Al-Anon members and are intended to support recovery between meetings and provide topics for meeting discussion. The Publications team designs the magazines from the manuscripts developed by the Magazine Editor, incorporating member-submitted photographs as well as stock photography. Member sharings are selected for publication based on recommendations from the *Forum* Editorial Advisory Committee (FEAC). An “Inside Al-Anon” article in the March issue outlines the *Forum* process.

The FEAC also played an important role in the commemoration of the 70th anniversary of *The Forum* in 2024. The WSO Archives and Publications teams were crucial in accessing historical materials and past issues and formatting them for publication. An article in the September issue reflects on *The Forum’s* 70-year history. Additionally, a beautiful commemorative poster was made available as a free download on al-anon.org.

Dozens of Area *Forum* Coordinators from throughout the US and Canada participated in web conference calls in 2024, sharing their service experience with one another. Many conducted writing workshops to encourage member submissions to *The Forum*, reflected in an uptick in sharings received at the WSO.

Insight: FEAC Chairperson

Meg U., Chairperson of the Forum Editorial Advisory Committee (At-Large Member)

In keeping with AFG, Inc.’s goal of developing and publishing materials that share the collective experience of families and friends of alcoholics, the five members of the At-Large Forum Editorial Advisory Committee (FEAC) read and evaluate 50 member submissions each month for possible publication in *The Forum* and meet quarterly to review the magazine.

The Forum is one tool AFG, Inc. uses to connect and support the families and friends of alcoholics through sharings from our members. As we review each sharing, we consider the writer’s perspective: does the sharing come from a spouse, adult child, parent, grandparent, Alateen member, international member, person of color, LGBTQIA+ member, newcomer, or longtime member? How does the member apply a Legacy, a slogan, or a recovery concept such as detachment? Is the sharing Al-Anon in content and feeling? We seek to recommend sharings for publication that reflect the diversity as well as the commonality of our experience and offer hope in contemporary and appealing language.

I have often been inspired by the wisdom of an Alateen member or the hope and possibility expressed by a newcomer. I have learned many unique and practical ways to apply the Legacies, tools, and principles of the program from people all around the world.

Serving on the FEAC has also deepened my awareness of the timelessness of the Al-Anon program, especially as *The Forum* commemorated its 70th anniversary throughout 2024 with reprints from past issues. Something that a member wrote years ago can impact a reader's recovery as much today as it did when it was written.

I love that we are all connected through *The Forum* and our literature. As I finish my service on the *Forum* Editorial Advisory Committee, I feel so grateful to have been able to serve in this role and so grateful for the Al-Anon program.

Publications: Publishing Recovery and Service Tools

Vali F., Executive Director

Niketa Williams, Director of Finance & Operations (Non-member)

Suzanne M., Associate Director—World Service Events & History

Suzette McKinney, Publications Manager (Non-member)

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eBooks Globally

At the January 2024 meeting, the Staff Leadership Team (SLT) presented to the Board of Trustees their plan for exploring two options for moving forward with distribution of ebooks in a manner that would acknowledge the global impact of ebook sales and the reliance of Al-Anon international structures on literature sales to be fully self-supporting. SLT completed the research, presented its recommendation to the Board in July, and shared the idea with international structures at the International Al-Anon General Services Meeting (IAGSM) in September. The approved plan includes utilizing an ebook vendor to distribute to the many ebook platform providers, collaborating with English-, Spanish-, and French-speaking international structures to execute net revenue sharing agreements for sales in their geographic areas, and rolling out ebooks in 2025 and 2026.

2022-2025 Al-Anon/Alateen Service Manual (P-24/27)

Two updated versions of the *2022-2025 Al-Anon/Alateen Service Manual (P-24/27)* were posted to al-anon.org in English, French, and Spanish in 2024. In addition to the electronic copies, replacement pages for those members who have a printed copy of v2 were posted in all three languages to download, print, and trim to fit in the *Service Manual*.

- In February, v3 of the *Service Manual* and replacement pages were posted with the following changes: a housekeeping edit to the "Channel for Arriving at Policies" section to reflect the accurate composition of the Policy Committee; an update to the Announcing Events Policy text as approved by a 2023 Conference motion; a housekeeping change to "Electronic Communication Outside of Al-Anon" to replace "social networking sites" with "social media posts"; and a housekeeping edit to the Concept Eight descriptive text to reflect a 2021 Bylaws change.

In October, v4 of the *Service Manual* and replacement pages were posted with changes including the updated Choosing a Group's Name Policy text and the Local Services Policy text as approved by two 2024 Conference motions.

Insight: Local Services Policy Revision

Ann Marie Z., Chairperson of the “Local Services” Task Force (Trustee)

The Local Services Task Force has existed since November 2018. In 2017, the Policy Digest Review Thought Force suggested there were areas in the “Local Services” section of the “Policy Digest” (pp. 108-109) that needed review. The items under review in the Policy Digest were written as procedures, not Policy and needed to be reviewed to determine if they were Policy or procedures. I have participated in this Task Force since May 2022, advancing the work of the AFG, Inc. Strategic Plan Domain Goal of Recovery & Service Tools through its development of recommended changes to the “Digest of Al-Anon and Alateen Policies.”

The final four portions of the “Local Services” section were approved by the Policy Committee to be presented to the 2024 World Service Conference (WSC). In February 2024, the proposed changes were sent to the Delegates for review, questions, and comments. A minority opinion regarding the “Meeting List Publishing” portion was raised. This was Concept Five in action.

The April Policy Committee meeting, which was held prior to WSC 2024, discussed the minority opinion. After thoughtful discussion, the Policy Committee agreed to delete the “Meeting List Publishing” verbiage from the text presented to the 2024 WSC, with the understanding that a future Policy Task Force would review.

I have had the opportunity this year to chair this Task Force and continue the discussion. After consideration, the Task Force brought further text revisions to the July 2024 Policy Committee meeting. The Policy Committee discussed the revisions and requested the Task Force do further work on the section. We met again in early August to discuss the conversation and revise wording. The October Policy Committee Meeting approved the revised “Meeting List Publishing” verbiage, which will be presented at the 2025 WSC for consideration. For me, the Policy Digest revision process is a true example of Concept Four, “Participation is the key to harmony,” as we work to advance the Strategic Plan Goal of Recovery & Service Tools.

2026-2029 Al-Anon/Alateen Service Manual (P-24/27)

The next edition of the *Service Manual* is already in the works. Several work groups of WSO Staff have been reviewing the 2023 and 2024 World Service Conference approved policy updates that affected certain text in the “Al-Anon and Alateen Groups at Work” section of the *Service Manual*. A fourth work group is reviewing Groups at Work in general for any necessary corrections/updates. The *2026-2029 Service Manual* is on schedule for a print release in January 2026.

Warehouse: Distributing Literature & Al-Anon Tools

Niketa Williams, Director of Finance & Operations (Non-member)
Camille Peters, Associate Director–Warehouse & Customer Service (Non-member)
Suzette McKinney, Publications Manager (Non-member)

Late in 2024, Staff were challenged by a Canadian postal system strike. The WSO regularly sends multiple mailings along with individual member orders to our Canadian members. The process for sending mail to Canada involves multiple steps to move the materials through the United States to the Canadian border before the packages are turned over to Canada Post for delivery. Not knowing the duration of the strike, Staff decided to continue processing Canadian member orders and mailings, such as *The Forum* and *Le lien* subscriptions, to ensure all materials were positioned for quickest delivery once the strike ended. Nonetheless, we alerted Canadian *In The Loop* subscribers of the situation and the likelihood of delivery delays. Our mail provider gave us regular updates, and we were pleased to learn the strike ended before year end.

Healing within Our Alcoholic Relationships (P-95)

The 2021 WSC motion to develop a GEMS BOOKLET (working title) of favorite passages from *The Dilemma of the Alcoholic Marriage* (B-4) and other Al-Anon literature on relationships culminated in the September release of the 48-page booklet *Healing within Our Alcoholic Relationships—A Collection of Insights from Our Shared Journey* (P-95).

The new CAL booklet was launched at the end of September in all three languages. Literature Distribution Centers and General Service Offices internationally were able to preorder the booklet to ensure local availability at the book launch. The booklet seems to have been well received by the fellowship, with 25,555 copies sold in all three languages during the first month: 23,029 English, 2,255 Spanish, and 271 French.

Holiday Bundle: Al-Anon Family Groups Workbook Bundle with Free Shipping!

Each year, Staff has the opportunity to identify Al-Anon Recovery & Service Tools which might be helpful “to share the collective experience of the families and friends of alcoholics.” The identification process involves a collaboration between the Literature, Publications, Customer Service, and Accounting teams, who consider what may be helpful to membership, which books are available in all three languages supported by the WSO, and the feasibility of having enough inventory to support the bundle.

The 2024 Holiday Bundle was focused on supporting the work of recovery. So, to inspire members to dig deeper, we offered the three Al-Anon workbooks for \$25 including shipping. The Al-Anon Family Groups Workbook Bundle (K-74) included:

- *Blueprint for Progress: Al-Anon’s Fourth Step Inventory* (Revised) (P-91)
- *Reaching for Personal Freedom: Living the Legacies* (P-92)
- *Paths To Recovery Workbook: A Companion for Studying Al-Anon’s Steps, Traditions, and Concepts* (P-93)

The bundle was offered just in time for the holidays, November 1 through January 2, and was well received, having sold 1,971 in English, 211 in Spanish, and 37 in French.

Domain: Awareness

AFG, Inc. builds public and professional awareness of the Al-Anon program.

Digital Communications

Scot P., Director of Communications & Community Awareness
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Website Enhancements & Security

To help newcomers and members find information, resources, and meetings quickly, the team improved the search feature on al-anon.org by defining custom search results pages with relevant content based on website visitors’ keywords searches. As an example, when site visitors previously typed a zip code into the site search bar, the search would return web pages that included those numbers, resulting in a poor experience. Now, the site returns a search results page with information about meetings and links to the meeting search pages. This approach ensures more streamlined and relevant search results.

Most have experienced in one way or another the reality that using technology poses inevitable cybersecurity risks. The WSO is not exempt from these risks in its pursuit of the Awareness Domain Goal. During 2024, the WSO experienced security challenges. In response, the WSO substantially strengthened its website protection measures. Working with the security team from the WSO’s IT vendor, Staff

implemented enhanced measures including real-time malware scanning, improved website protection, and stricter access protocols. Additional protective layers now include enhanced firewall protection, a Content Delivery Network (which provides faster and more secure content delivery to our visitors worldwide), and daily backups. Staff also implemented a practice of completing hourly security checks.

Monitoring Online Mentions and Public Service Announcements on Radio, TV, and Online

The WSO was approved to invest in a new tool that provides greater visibility to mentions of Al-Anon and other keywords important to our Mission on TV, radio, online news sources, licensed print, podcasts, and social media platforms. Because of this new tracking tool, Staff discovered airings of our public service announcements (PSAs) in Canada, where we previously had no visibility due to limitations of our former provider in Canada.

This tool helps us identify opportunities for Al-Anon Family Groups as well as informing us of any items that could negatively impact Al-Anon as a whole. It also allows us to have a greater visibility of PSA plays by location and gives the WSO more opportunities to share earned media coverage of Al-Anon Family Groups with the fellowship.

Public Outreach

Scot P., Director of Communications & Community Awareness

Heather S., Associate Director–Public Outreach

Conferences - Building Awareness and Cooperating with Area Trusted Servants

Attending professional conferences and events is vital to the AFG, Inc. Awareness Goal of building public and professional awareness and fulfills Step Twelve by carrying the message through public outreach and service. Participation in significant gatherings in 2024, such as the National Collegiate Recovery Conference, Recovery Month events, a stop on the Mobilize Recovery Bus Tour, and the Association for Addiction Professionals (NAADAC) Annual Conference, advanced this commitment.

Al-Anon showcased its resources at the annual National Collegiate Recovery Conference, a collaboration between the Association of Recovery in Higher Education (ARHE), the Association of Recovery Schools (ARS), and the Association of Alternative Peer Groups (AAPG), in San Diego in June. The conference provided valuable networking opportunities, with nearly 50 professionals and students visiting the information table and eight participants attending the Al-Anon meeting, including two first-time attendees. The success of these efforts was enhanced by the cooperation between WSO Staff and the local Al-Anon Information Service (AIS), who coordinated nine volunteers to staff the table and provided literature. Follow-up communications were initiated with 30 professionals, including a request for an Al-Anon presentation for the Alcohol and Other Drug Assistance Program at a university in New Jersey and Spanish-language materials for Counseling & Psychological Services at a university in North Carolina.

WSO Staff also participated in Recovery Month events in Washington, DC, including a kickoff luncheon and the Substance Abuse and Mental Health Services Administration's Walk for Recovery in September. These events offered valuable opportunities to network with public officials and advocates from the recovery community. Following this, Al-Anon was invited to participate in other locally based events as part of Mobilize Recovery's national bus tour. In October, WSO Staff attended the Richmond, VA event, where they coordinated with local members to staff a table, fostering connections with local organizations, elected officials, and families from nearby treatment facilities.

WSO participated in the NAADAC Annual Conference in National Harbor, MD, using the opportunity to achieve extensive visibility. The WSO registration package included an exhibitor booth, a half-page color ad in the conference program, and an insert in the Attendee Folders, ensuring that all 1,200 addiction professionals received a copy of our *Al-Anon Faces Alcoholism* magazine. With the support of Area members, WSO Staff engaged with over 100 attendees, facilitating meaningful interactions and connections. As a result, follow-up communications were initiated with more than 40 professionals, leading to ongoing outreach and dialogue beyond the conference.

Membership Surveys

Triennial Membership Survey

Thank you to everyone who participated in the 2024 Al-Anon Family Groups Membership Survey. This triennial survey, conducted during the summer, gathered responses from 15,375 members, providing a snapshot of Al-Anon's fellowship at a specific point in time. For the first time, the WSO offered materials to General Service Offices (GSOs) to support participation. Four were able to become involved this survey, resulting in over 200 members in Australia, Austria, France, and Norway responding. The data gathered from these members will be shared directly with the structures and are not included in the World Service Conference (WSC) Structure results.

At year end, Staff had collaborated to compile the results and submitted them to the Executive Committee for consideration. The Executive Committee completes this review in accordance with the WSO Service Tools Policy in the "Conference Approved Literature and Service Tools/Materials" section of the "Digest of Al-Anon and Alateen Policies."

Once approved, survey results will be published on al-anon.org to offer data-driven insights for mental health, addiction, and medical professionals. Answers to the final question—"What would you share with a potential newcomer?"—will be compiled and reviewed by the Public Outreach Committee for potential social media posts.

Longitudinal Survey: Year Three

The Longitudinal Study is a five-year project involving members who opted in during the 2021 Membership Survey that commenced at the suggestion of professionals seeking to increase their colleagues' confidence in recommending Al-Anon to their members. The survey tracks the same participants over five years, asking ten questions from the survey to assess the long-term impact of Al-Anon participation.

Currently in year three, the study has an average yearly attrition rate of 48 percent, meaning fewer members complete the survey each year. This average is within the standard range of 30-70 percent for long-term studies. This study remains limited to those who initially opted in to preserve data integrity, which is vital to achieve the confidence originally intended.

New Alateen Public Outreach Service Tool

In 2023, the Board of Trustees developed a charge for a Delegate Task Force to encourage public outreach that would revitalize Alateen. The Revitalizing Alateen Task Force members went above and beyond, creating a resource packet to help members raise awareness about Alateen that was presented to the WSC in April 2024. The packet included guidance for outreach to professionals working with youth, along with a sample PowerPoint, script, introductory letter, flyer, and both printed and digital resources for professionals.

Given the quality of the result and its intended purpose of national public outreach, the packet came under the WSO's responsibility in accordance with the "National and International Public Outreach:

Roles and Responsibilities” section in the Policy Digest. The WSO review process ensured consistency with WSO branding and other Al-Anon service materials, enhancing the tool’s effectiveness for outreach. Once approved by the Executive Committee, the packet will be posted in the Public Outreach Toolkit section on al-anon.org and shared with trusted servants.

Insight: Public Outreach Committee

Beth K., Chairperson of the Public Outreach Committee
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As a four-term At-Large member of the Public Outreach Committee, I have witnessed firsthand the Committee’s growth and enthusiasm in helping families of alcoholics, particularly through the four Work Groups formed by the Committee to expand its capacity to complete its important work.

A key focus has been identifying and addressing biases that may hinder effective outreach. Through the Equitable and Unbiased Work Group of the Public Outreach Committee, we have made significant strides in this area. This experience has heightened my own awareness of how subtle biases can be and underscored the importance of fostering a more inclusive community.

The Open Letter Work Group has also been busy seeking to develop a new service tool: a comprehensive letter of introduction to empower members to engage with the public and professionals. The Committee approved their recommendation and forwarded it to the Executive Committee in December for consideration.

To improve accessibility, the Social Media Work Group actively reviews materials for posting, while the Public Outreach Toolkit Work Group is focused on enhancing the accessibility of outreach projects. They are working to streamline the Toolkit review process, ensuring timely access to effective outreach resources.

I am truly impressed by the remarkable strides the Public Outreach Committee has made this year. The Committee’s dedication to fulfilling AFG Inc.’s Awareness Goal is inspiring. The innovative strategies and tireless efforts have significantly enhanced Al-Anon Family Group’s public outreach initiatives.

Domain: Financial Sustainability

AFG, Inc. encourages membership and organizational self-support by aligning resource allocation with its core purpose and strategic priorities.

Human Resources: Recruiting, Growing, and Retaining Staff

Vali F., Executive Director

Niketa Williams, Director of Finance & Operations (Non-member)
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In 2024, WSO Staff turnover was 17.9 percent, which represents an increase over the prior year. The 2024 turnover reflects the retirement of a long-term Staff member, the Associate Director–Literature, who served the WSO for 23 years, as well as some career advancement opportunities for other long-term employees. The WSO encourages Staff to develop and grow and accept that change is inevitable. All were grateful when our Magazine Editor, who has served the fellowship well with her talents coordinating and editing *The Forum* these last several years, submitted her name and was promoted to Associate Director–Literature position. The Directors’ Team² takes the opportunity with each vacancy to review the existing position and evaluate whether evolution is required. The Magazine Editor was one such position, and as a result, we were very fortunate to have hired a bilingual Spanish and English Magazine Editor which creates the opportunity for creating a process for accepting and completing the member review of Spanish content for our *En acción* recovery magazine in the future.

²The Directors’ Team consists of the Executive Director, Director of Finance & Operations, Director of Programs, and Director of Communications & Community Awareness.

Several other critical roles were filled, including International Services Manager, Group Services Specialist, and Executive Assistant to the Executive Director and Board. Some of these were filled through promotion and others through outside hire. Al-Anon member roles, which currently represent slightly more than a third of our positions, can be particularly challenging to fill, as most require relocation to Virginia Beach based on previous experience. Accordingly, the International Specialist position, which was posted in the fall, remained unfilled at year end. Given Al-Anon service requirements, the process of filling these positions relies heavily on WSO members and other trusted servants sharing information with members in their Area whom they believe meet the requirements and might be interested in working at the WSO.

This year, the organization conducted an internal compensation study to assess and ensure that its compensation structure is both competitive and equitable with the broader nonprofit sector and in alignment with the organization's internal goals. The study reviewed job responsibilities and experience, comparing them with similar roles in the industry. Additionally, it considered the benefits provided to WSO Staff in evaluating market competitiveness. The findings will help ensure that the WSO remains capable of attracting and retaining quality talent in the labor market. As a result of the study, a few Staff members received pay adjustments to bring their compensation in line with market standards. Overall, the study confirmed that the organization's compensation is both competitive and fairly aligned with industry benchmarks.

Considering our program Legacies and that the first word of the first Step is "we," employee engagement at the WSO remained a priority. The Staff enjoyed a summer picnic, providing a chance to unwind and connect during a busy time of year, as well as a year-end holiday party to celebrate the season together with current and past WSO Staff. Other activities throughout the year included an onsite food truck at lunchtime and the Staff recognition process, aligned with the WSO Core and Aspirational Values.

WSO Volunteers: Improving Application and Nominating Processes

Vali F., Executive Director

Kathi M., Chairperson of the Board of Trustees (Trustee)

Cindy M., Chairperson of the Nominating Committee (Trustee)

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Evolution of the Application Process

The Nominating Committee efforts to improve transparency and usability of the Trustee and At-Large Executive Committee application process for members interested in serving at the worldwide level brought significant work for WSO Staff in 2024. Key activities included:

- Transforming the new Trustee application process approved by the Board of Trustees in January 2024 by replacing the existing resume process with an online application form.
- Updating the reference surveys so that Trustee candidates are responsible for gathering the skills-based reference themselves and the AFG-chosen reference process is streamlined.

The Human Resources Manager also supported the Nominating Committee in developing a new At-Large Executive Committee member Role Description, which the Board approved in October. Posting will occur once Staff have completed their analysis of the time study currently underway with the At-Large members, which is scheduled to conclude at the end of January. The goal of the Role Description and time study is to assist members interested in serving to better understand the needs and requirements of the role.

Insight: Informing Those Willing to Serve

Cindy M., Chairperson of the Nominating Committee (Trustee)
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This past year, I've had the honor and privilege to chair the Nominating Committee as we worked on creating a Role Description for the At-Large members of the Executive Committee. As stated in the descriptive text of Concept Eleven, the Nominating Committee, "aids the Trustees in discharging their prime obligation to see that all vacancies within the Board of Trustees or its Executive Committees are filled with those of the greatest possible competence, stability, and industry." The previous Nominating Committee worked on creating a Trustee Role Description and application to be more skills-based following a 2022 WSC discussion.

At the October 2024 Board meeting, a new Executive Committee At-Large Member Role Description was approved. It will be posted in the new year, after completion of a time survey by the existing Executive Committee At-Large members. Just as we have seen an increase in Trustee At Large (TAL) applications following the posting of the Trustee Role Description, we hope that the new Role Description for Executive Committee At-Large members will increase the applications to serve on the Executive Committee. In addition to describing the specific skills needed by the Executive Committee, the new Role Description also highlights that applicants do not need Delegate or Trustee experience to serve on the Executive Committee and that Past Delegates do not have to wait two years before applying, as they do to serve as Trustee.

What a tremendous gift to be part of this process! I feel as if I have done my part to help AFG, Inc. fill its open Volunteer positions with "those of the greatest possible competence, stability, and industry." I am grateful to have contributed to the AFG, Inc. Global Engagement Goal by "invest[ing] in each new generation of trusted servants to preserve our legacy." I look forward to continuing the process by updating the application for Executive Committee At-Large members in the coming year. There is always something to review and update as we move forward on "Our Path toward Grace, Unity, and Understanding"!

Evaluating the Regional Trustee Selection Process

Considering the work of the 2024 Delegate Task Force, in July the Board of Trustees decided to create both a thought force and task force to advance the discussion on the Regional Trustee selection process. These work teams consist of WSO Volunteers and Staff familiar with the nominating selection experience and process. Both were charged with bringing conversations to the 2025 WSC on the topic.

Insight: Filling Open WSO Volunteer Positions

Craig M., Member of the Single Process Trustee Selection Task Force (Trustee)
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Serving as a member of the Single Process Trustee Selection Task Force, which is charged with preparing to hold a discussion at the 2025 World Service Conference, my work directly contributed to the Strategic Plan Financial Sustainability Domain Goal by seeking to align volunteer resources to support the needs of the fellowship in accordance with Al-Anon's spiritual principles.

The current processes for selecting qualified applicants to serve as Regional Trustee and Trustee at Large being separate, even though both Trustee roles are the same, has resulted for the last several years in an understaffed Board of Trustees. Each year, the number of Regional Trustee position applicants is consistently fewer than the number of available positions, while the number of applicants for Trustee at Large exceeds the number of available positions. As the recent past Annual Reports confirm, the scope and Mission of Al-Anon Family Group Headquarters, Inc. far exceeds the existing capacity of WSO Staff and Volunteers ideally needed "to connect and support the friends and families of alcoholics." Therefore, the Trustees have determined it is critical that AFG, Inc. do everything within its means to ensure that the Board is fully staffed and consistent with our World Service Conference Charter.

As with so much of my service work with Al-Anon, I am forever moved by how trusted servants come together, with the same love and passion for our fellowship as I, each inspired by our Higher Power to find the common good. It is humbling to witness the frequency with which we reach consensus, not contrived or forced, but the seemingly natural outcome of a process that depends on our applying the spiritual principles that are the foundation of the Al-Anon program.

Operations: Managing the Business

Niketa Williams, Director of Finance & Operations (Non-member)

Michael Rodriguez, Building & Office Manager (Non-member)

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We continue to make operational improvements to build efficiencies and equip the WSO Staff with the tools necessary to help them perform their tasks more effectively. Some improvements, such as laptop and other equipment replacement, are completed on an annual and ongoing basis as part of the operating budget. However, this year, the Reserve Fund surplus afforded Staff the opportunity to make more substantial purchases.

One purchase the Board approved was a new envelope opener. This machine offers the latest technology in mail room equipment, which has allowed us to streamline incoming mail processing. In addition to programmable depth adjustments, the machine also simultaneously dates the individual mail pieces as they are being opened. While this purchase did not initially appear to represent much improvement, Staff has confirmed since its implementation significant time savings over the previous manual processes involved in opening every Appeal Letter contribution and timestamping every piece of mail for audit control purposes.

Additionally, Staff were authorized to replace the existing boardroom furniture with new boardroom tables equipped with electrical outlets on the tabletops. We have also retrofitted the boardroom with an isolated electrical breaker for supplying power to these tables. The new boardroom configuration, which places the length of the tables closer together than the previous tables, proved to support greater connection amongst trusted servants during the tables' first use at the December Executive Committee meeting.

Canadian Office

The WSC Structure consists of Areas within the United States (including Puerto Rico), Canada, and Bermuda, and as such, the WSO serving the Structure needs to exist in the eyes of the law in these countries. Currently, the WSO is registered in both the United States and Canada. Al-Anon Family Groups Headquarters (Canada), Inc. is a registered charity and, in accordance with Canadian law, is required to maintain a virtual office in Canada. This approach also allows our Canadian members to mail their Seventh Tradition contributions to the Canadian address without the need for international postage. The WSO's Canadian presence is maintained using a virtual office without Staff or physical Al-Anon presence.

In 2024, our virtual office provider informed us with minimal notice that they were closing, and Staff was required to pivot quickly to secure a new virtual office. As a result, the Canadian office address changed. Canadian Areas and members were notified as quickly as possible, and a postal forward was purchased so that member mail to the old address will be redirected to our new facility for one year.

Information Technology: Enhancing and Protecting Data and Systems

Vali F., Executive Director

Niketa Williams, Director of Finance & Operations (Non-member)

Scot P., Director of Communications & Community Awareness

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In 2024, the WSO's Information Technology (IT) vendor shared through its monthly, weekly, and daily updates to the organization that risks related to cybersecurity were increasing exponentially. Considering this insight and security challenges experienced mid-year, the decision was made to engage a part-time, virtual Chief Information Security Officer (vCISO) to collaborate with key Staff Directors in identifying and mitigating potential security risks. The vCISO proved invaluable in guiding decisions as Staff resolved security vulnerabilities. The intense process of evaluation, impact quantification, and policy definition and implementation will continue into 2025.

Online Store 2.0

In early 2024, the team completed its work identifying features and functionality required to improve the WSO online store and user experience. Some features included the ability for the WSO to process additional forms of payment and to receive multiple contributions from a group in one day. This latter is necessary when members of electronic groups choose to submit their Seventh Tradition directly to the WSO. The Software Engineer determined which tasks could be completed internally and facilitated our current AMS software vendor providing a proposal to complete the remaining work. The resulting proposal identified the need for customization, which typically expands ongoing operational expenses for any software system.

Concurrent with these efforts, Staff working on the Transforming Electronic Groups project recognized the need to replace the AMS system that serves as the foundation for the WSO online store functionality. Once that decision was made, further efforts to upgrade the online store on current technology were suspended. The project was marked complete although the needs are being evaluated as part of the new Core Systems Overhaul Strategy.

WSO Core Systems Overhaul

The Executive Committee, through its delegated authority and responsibility for Strategies oversight, approved the new Core Systems Overhaul (CSO) Strategy at its May 2024 meeting. The CSO project replaced the Online Store 2.0 and all but one remaining activity identified under the Transforming Electronic Groups Strategy. Many factors led to the Staff recommendation to replace the existing Strategies with CSO. Beyond the factors identified under the Transforming Electronic Groups and Online Store 2.0 sections of this Annual Report, the final tipping point came when the WSO learned that the accounting software we use has reached end of life.

The CSO Strategy involves most WSO systems, including accounting, the online store, and our association management (database) system (AMS) and linked online group records application, and potentially could involve the current AFG Connects platform, meeting search functionality, and others. Given the scope, WSO Staff engaged a third party to facilitate the assessment of WSO and related current and future requirements for these systems. By year end, current requirements along with many future needs had been documented. The project will continue in 2025.

Legal: Protecting Al-Anon's Name

Vali F., Executive Director

Sarah S., Director of Programs

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Trademark and Copyright Protection

WSO work protecting Al-Anon's name, associated trademarks, and copyrighted materials is ongoing. As the reach and use of technology expands, the WSO continues to work with social media platforms such as Facebook, YouTube, WhatsApp, and Reddit groups and subgroups to remove content violating AFG, Inc.'s intellectual property rights. This process is often challenging, as group administrators are often difficult to notify and sometimes appear reluctant to respond. Typically, once administrators are contacted and the process of reasoning things out concludes, the violations are resolved, and groups continue in their efforts to support the families and friends of alcoholics in accordance with Al-Anon policy and the law.

Staff has received an increase in reports of sites unrelated to the Al-Anon service structure and without appropriate permissions offering users the opportunity to download copyrighted CAL for a fee. AFG, Inc. continues to observe our delegated responsibilities in accordance with Warranty Four to protect the Al-Anon name and AFG, Inc. intellectual property by putting these sites on notice when alerted to their activity. Where applicable, AFG, Inc. invokes the Digital Millennium Copyright Act, which protects copyrighted online content, with the guidance and assistance of outside counsel as may be necessary.

Generally, when investigating an alleged violation, WSO reaches out to the individual or organization responsible, reminds them of our Warranty Four responsibilities while explaining how AFG, Inc.'s intellectual property rights are being violated, and requests changes that will protect the Al-Anon name, logo, and copyrighted material.

The WSO continues to educate and inform members through the Al-Anon website, articles in *The Forum* and *In The Loop*, and by responding to individual questions about what constitutes a "limited excerpt" of CAL, how to appropriately post CAL in electronic meetings, and what Al-Anon's social media policy is.

Trademark Registration

In order to protect the Al-Anon name globally, the WSO is responsible for registering ownership of its protected trademarks, the Al-Anon and Alateen names and logos, in each country where Al-Anon is present. International trademark registrations can take months and even years to complete. This year, trademark registrations for:

- Mexico, South Africa, and Brazil were renewed for another ten years;
- Israel were initiated and finalized; and
- Bolivia and Bermuda began.

Each structure requires different documentation to validate ownership of the trademark. WSO Staff work with the WSO's trademark counsel, who coordinate with local counsel in the country of registration to understand and deliver the requirements.

CAL Globally

The Conference Approved Literature (CAL) Globally Strategy has been underway for several years. The project goal is to expand the availability of Conference Approved Literature across the globe by increasing the options available to structures already licensed to translate and reprint CAL to sell or share reprint rights with other structures unable to afford printing or restricted by current agreements

from reprinting themselves. The team is currently evaluating two scenarios through this Strategy. The team shared great excitement with two structures early in the year as the first CAL Globally agreement was executed. The agreement was drafted and executed as part of a one-year trial to ensure adequate time to evaluate whether the arrangement supported the structures and the goal and did not create unintended consequences in terms of protecting Al-Anon's name and copyright. More will be revealed in 2025 on the progress being made to increase CAL accessibility under this agreement.

By year end, discussions with international structures involved in the second scenario had met with WSO Staff and an agreement had been drafted for legal review to support this arrangement. The project will continue in 2025.

Domain: Global Engagement

AFG, Inc. invests in each new generation of trusted servants to preserve our legacy and improve our structure and operations to meet the needs of the global landscape.

Coordinating the World Service Conference

Suzanne M., Associate Director—World Service Events & History

Jayme C., Chairperson of the Conference Leadership Team—2024-25 (Trustee)

Kathi M., Chairperson of the Conference Leadership Team—2023-24 (Trustee)
.....

The World Service Conference (WSC), Al-Anon's annual business meeting, provides guidance to the WSO on service matters that are brought to its attention and is a prime example of the AFG, Inc. Global Engagement Goal Statement: "AFG, Inc. invests in each new generation of trusted servants to preserve our legacy and improve our structure and operations to meet the needs of the global landscape."

Planning for Al-Anon's 2024 WSC began shortly after the close of the 2023 WSC and continued into 2024. In April, Conference members gathered in Virginia Beach, Virginia for Al-Anon's 64th WSC. Ninety voting members and other attendees carried out Al-Anon's business.

In addition to discussing and voting on routine motions such as the Annual Report and the Finance Committee Report, the Conference passed a motion to form a task force of the Conference Leadership Team and a minimum of three Delegates, charged with proposing how Delegates could be selected and participate with CLT to contribute to WSC agenda development. This Task Force, which met several times from August through December, is on schedule to present its proposal to the 2025 WSC.

Insight: Moved by the Minority Voice

Jayme C., Chairperson of the Conference Leadership Team (Trustee)
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The Concept Eleven descriptive text in the *Service Manual* states that "the Conference Leadership Team (CLT) has the responsibility to prepare a World Service Conference agenda that facilitates the active voice and effective group conscience of our fellowship." This year, I have had the privilege and honor of serving as the Conference Chairperson. Per the Global Engagement Goal of the Strategic Plan, the CLT facilitates the WSC, which reinforces the process for passing experience on to trusted servants.

The Delegates, WSO Staff, and Volunteers who serve as Conference members each bring different knowledge and perspective regarding matters that affect Al-Anon as a whole, yet the Conference has the spiritual guidance founded in everyone's collective wisdom.

At the 2024 WSC, I observed as the Conference discussed the topic of Delegate participation on the CLT. I was moved by the courage the Delegates displayed in bringing forward this conversation and all Conference members demonstrated in reasoning things out. I now have an even deeper appreciation for the minority voice. After the discussion, the motion to form a task force was approved with substantial unanimity.

As a member of this Task Force, I have experienced many spiritual principles such as collaboration, respect, unity, trust, accountability, harmony, responsibility, and cooperation. Serving on this Task Force has been very impactful for me. Perhaps, eventually, it will be as impactful to the members of the WSC.

In 2012, I was a brand-new Delegate at the WSC. I was fearful of speaking and fearful of your criticism. Today I am serving as the Conference Chairperson. What a unique spiritual journey it has been—from fear to faith!

Insight: Gaining Insight Through Participation

Rachelle C., Co-Chairperson of the Conference Leadership Team (Trustee)
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I am a first-year Trustee. As with every other service position I have had the privilege to hold, once I became a Trustee, I began to absorb a new level of understanding of our Legacies and how I can best apply them in service, in recovery, and in my relationships.

My first assignment as Trustee was to serve as Co-Chairperson of the CLT. Participating in setting the agenda for the WSC has been an educational and spiritual journey for me. I was especially grateful to be a part of the Task Force on Delegate participation in setting the Conference agenda.

Working side by side with WSO Staff, Trustees, and Delegates, we were able to gain insight into various approaches to increase the involvement of Delegates and gain Delegate perspective on how to best structure the WSC agenda. Our goal was aligned: to ensure we could effectively deliver on the Conference’s purpose of being the largest group conscience discussion for Al-Anon Family Groups and the guardian of both the Al-Anon world services and the Twelve Traditions.

The work on setting the WSC agenda helped me to understand the global context of our WSC Structure and how each new generation of trusted servants—whether WSO Volunteers, Delegates, or WSO Conference Staff members—works together toward this common goal to preserve our Legacies and ensure we learn from the past as we build for the future.

2024 ANNUAL REPORT **Policy Committee**

Debbie P., Chairperson of the Policy Committee 2024-25 (Trustee)

Pennie K., Chairperson of the Policy Committee, 2023-24 (Trustee)
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As a member of the Policy Committee, I have come to appreciate and value the foundational significance of our policy statements and how important it is that they reflect the spiritual principles contained within our Twelve Traditions and Twelve Concepts. Being included in these reflective, honest, respectful, integrity-based, open-minded, and sometimes courageous conversations offers opportunities for patience and the presumption of goodwill.

In 2024, several thought and task force reports and facilitated conversations were put forward to the Policy Committee members for their consideration.

In January, the Registering Multiple Meetings Thought Force (Multiple Meetings ThF) brought a discussion to the Policy Committee about how our Legacies applied when considering how many meetings

one Al-Anon group might host. After a thoughtful, detailed review of the information gathered, the Policy Committee did not support having a numerical limit on the number of meetings a group may register. The Multiple Meetings ThF had also recommended that the “Registration of Groups” section of “Groups at Work” could benefit from additional information and guidance about registering a group. The Policy Committee will consider this recommendation in the future.

Also at the January meeting, a discussion was held about a concern that an Al-Anon member had previously brought forward regarding a former A.A. member who had served as Delegate. The Committee agreed a Thought Force was necessary to support further consideration. In October, following a review of the material presented by the Al-Anon Members Who Are Also Members of A.A. Thought Force, the Policy Committee began by confirming the current Policy. The Committee then addressed the question of the Policy’s application to past membership in A.A. Following the conversation, a recommendation was made by the Policy Committee that the Board of Trustees consider revising its criteria for WSO Volunteers and At-Large Executive Committee members as it relates to past A.A. membership.

At the 2024 WSC, all Conference members were able to observe an Open Policy Committee Meeting where the topic of discussion was “How might we, as individual members, keep the focus on maintaining the sense of unity and belonging that is the essence of the Al-Anon/Alateen program and help each other avoid becoming attached to external identities (e.g. gender, race, ethnicity, age, etc.)?” An Open Policy Committee meeting occurs every three years at the Conference to allow all Conference members to view the spiritually based, reflective process of Policy conversations.

In response to a District bringing forward the topic, the Policy Committee brought to the 2024 WSC, for discussion not decision, the question, “Is the gendered language in the Steps and Traditions in alignment with Al-Anon’s Legacies?” Further information about this discussion can be found in the *2024 WSC Summary* (P-46).

In 2024, the Choosing a Group’s Name Task Force (Group Name TF) continued its spiritually based conversations about the Choosing a Group’s Name Policy and how it interpreted the Twelve Traditions and Twelve Concepts. The Group Name TF and Policy Committee offered Conference members extensive background as an accompaniment to the proposed Policy Digest text changes. Thoughtful time and conversation were dedicated to the proposed Policy Digest changes and, prior to the recommendation moving forward to motion, Conference members were asked whether they were ready to vote. With that confirmation, the motion to accept the new Choosing a Group’s Name Policy was brought to the Conference, which approved the revision with substantial unanimity.

Insight: Strengthening Honor and Responsibility

Debbie P., Chairperson of the Policy Committee (Trustee)
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Since the beginning of my journey in Al-Anon recovery, once I eventually woke up enough to understand that I am not alone, my curiosity has fueled my desire to travel through the links of service. Each time I ventured out of my comfort zone to explore what was happening in my District, my Area, and eventually at the World Service Conference, I was profoundly affected by the magnitude of Al-Anon’s global reach. I am part of something far greater than myself.

In 2024 I have had the extraordinary opportunity, while serving on the Board of Trustees as a WSO Volunteer, to participate on two different Committees that with their combined involvement have given me what I consider a valuable, unique, and very expansive view of Al-Anon Family Groups globally. Being part of the International Coordination Committee (ICC) and attending the Al-Anon International General Services Meeting (IAGSM) as one of the US & Canada Delegates offered the opportunity to hear firsthand the voices of our global community. I believe I have come to understand that some of their greatest desires are to be included, recognized, and active participants in Al-Anon Family Groups’ unity—exactly what I wish for.

Having had this firsthand experience and bringing it to my participation as a member of the Policy Committee has strengthened my understanding of the honor and responsibility that the Committee members take on when we consider all current and potential AI-Anon members in our decision-making around AI-Anon policy statements. Bringing the spiritual principles contained within the Twelve Steps and Twelve Traditions into our policy conversations encourages me to remember that when we look at common welfare and the expression of a loving God through our group conscience, all voices need to be considered.

Supporting the WSC Structure and its Trusted Servants

Sarah S., Director of Programs

Scot P., Director of Communications & Community Awareness

Heather S., Associate Director–Public Outreach

Suzanne M., Associate Director–World Service Events & History

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World Service Conference Delegates

One of the ways Staff and the Conference Leadership Team have continued supporting the Delegates is through AFG Connects, a communication platform where Delegates can “talk to each other [and] reason things out.” Delegates utilize this tool to share their experience, strength, and hope, and, in doing so, embrace AFG, Inc.’s Mission, “AI-Anon Family Group Headquarters, Inc. is a spiritually based organization that helps the families and friends of alcoholics connect and support each other through barrier free meetings, information and shared experiences.” Some of the chattier topics on the WSC Members community in 2024 included:

- Discussing whether Areas require their Delegate to be an AI-Anon Member Involved in Alateen Service (AMIAS)
- Having a process in place to ask an Officer or Coordinator to step down
- Including an ample reserve policy in Area procedures
- Determining how to accept electronic groups into geographic Areas

WSC Structure Areas

In 2024, Staff supported the 68 WSC Structure Areas by hosting Chairperson of the Board Letter virtual presentations following the January, July, and October Board Meetings. The presentations include updates from the AFG, Inc. Treasurer, the Policy Committee Chairperson, and the Conference Leadership Team Chairperson and offer an opportunity for Delegates to ask questions of their assigned Trustees.

Additionally, WSO Staff and Volunteers are often asked to provide support and guidance to specific Areas struggling with challenges and growth opportunities. This year, the WSO Staff and Volunteers collaborated to assist several Areas, including presenting a conflict resolution session to aid an Area in navigating a particularly difficult situation and meeting with the Area Board to clarify legal versus traditional responsibilities. Staff and Volunteers both appreciate the opportunity to offer their mutual experience, strength, and hope and have been heart-warmed by watching Higher Power in action as the trusted servants participate with humility to achieve a group conscience that serves their members and our primary purpose.

WSO Staff & Volunteer Visits to Areas

WSO Staff and Volunteers feel privileged to have the opportunity to participate either in person or remotely in Area Assemblies, Conventions, and other service and recovery events. Staff and Volunteers are often asked to share on their AI-Anon personal and service journeys and to conduct a workshop. This year, WSO Volunteers adopted the long-standing Staff practice of sending a mentor along when

new visitors participate on behalf of the WSO for the first time. Through collaborations, WSO visitors have shared a wide variety of topics including a technology workshop and a Traditions workshop.

This year Staff participated in 12 Area events, including a Spanish Overlay District anniversary, while WSO Volunteers visited 11 Areas. The ability to share our personal journey in recovery with members at the local level serves to bridge the gap between the clearinghouse and the fellowship. Staff and Volunteers welcome the opportunity to serve in this manner and provide any type of additional sessions for your events!

Insight: Opportunities to Encourage Future Leaders

Jean L., Chairperson of the Envisioned Future Work Group (Trustee)

As a Board member in my last year of service, I feel my greatest contribution to the Goals of the Strategic Plan is through investment in the new generation of trusted servants. I have gained a tremendous amount of knowledge in my time on the Board and now have the gift of sharing this with other members. My hope is to share this knowledge with new trusted servants to help them grow in confidence and in their abilities to serve our fellowship. It takes trusted servants to ensure the availability of this program. I have been given the opportunity this past year to attend an Area Assembly. During this visit, I was able to “demystify” the role of Trustee. I had a nice conversation with a new member who had no knowledge about any of this.

Encouraging and supporting our future leaders at all service levels is a gift I am excited to continue to share. My time on the Board has expanded my view of our fellowship and what is possible. As a Board member, I have contributed to a lot of different work during my time. I have learned about my strengths and weaknesses. I know how to work with others with different communication or work styles. I have learned how to lead and to share leadership. I have learned about dealing with frustrations with grace and dignity. All of these are skills that I have shared with newer Board members and hope to share with members of the fellowship when my time is done.

Area Coordinators

Across the WSC Structure, a vast number of trusted servants serve as Area Coordinators seeking to fulfill Al-Anon’s primary purpose. Over the last several years, WSO Staff have expanded their efforts to practice the Global Engagement Strategic Plan Goal Statement “invests in each new generation of trusted servants to preserve our legacy and improve our structure” by increasing the cadence of communication and training for these hardworking Coordinators. Coordinators are supported by various teams within the WSO who respond thoughtfully to the different needs of these roles.

Area Alateen Coordinators & Alateen Process Persons

Group Services reviewed and approved the revised Alateen Safety and Behavioral Requirements (ASBR) for six Areas in 2024: Utah, Michigan, Missouri, Delaware, Ohio, and North Carolina/Bermuda. At year end, the team was in the process of reviewing the ASBR for British Columbia/Yukon in preparation for the 2025 A.A. International Convention with Al-Anon Participation.

Each ASBR typically requires between three and five hours to review. Given the time intensity of ASBR reviews, in 2024 the Group Services team adopted a strategy of dedicating time each week to complete their reviews, which eliminated the backlog, barring two new submissions in 2024.

Currently, 64 of 68 Areas are certified to use the Alateen name:

- One Area that lost its certification in 2021 worked with Group Services in 2024 and is in the process of updating the Area ASBR to reflect changes in its state’s mandatory reporting laws.

- Two Areas have not applied to certify following their loss of certification in 2021.
- Given the Global Electronic Area consists of electronic groups only, the GEA cannot qualify for Alateen certification until the Electronic Alateen Validation & Implementation Planning project is complete, a WSC EASBR is approved, and the Area has implemented procedures to apply the WSC EASBR.

The 2024 Annual Area Alateen Recertification was completed by all certified Areas in the WSC Structure by the June 15 deadline. Group Services worked diligently with AFG Records to assist multiple Area trusted servants in carrying out the annual recertification process. Staff invite Area Alateen Coordinators and Area Alateen Process Persons (AAPPs) to several web conference calls per year to share experience, strength, and hope regarding rotation of service, training, and service roles and responsibilities.

As part of the 2024 Annual Alateen Recertification process, WSO Staff visited the Alateen groups taking place in the *Al-Anon Family Groups Mobile App* to verify that AMIAS were in attendance and that teens were attending meetings. This will be an ongoing practice, since WSO is responsible for administering the meetings and verifying the AMIAS serving them. All five meetings continue to meet weekly with regular attendance by teens.

In speaking with trusted servants and reviewing internal processes, Staff recognized that the online step to complete recertification of Alateen groups continued to be challenging for Area trusted servants. Addressing the concern, the Software Engineer and the AFG Records team, with input from Group Services, upgraded the WSO association management (database) system to simplify the Alateen group recertification process in the Online Group Records application. The upgrade will be introduced as part of the 2025 recertification period and incorporated into training sessions.

Area Archives Coordinators

In addition to holding quarterly meetings with the Archives Coordinators, the Archivist & Conference Specialist introduced a new WSO initiative, a monthly “Open Questions” post to the Archives Coordinators community on AFG Connects, and invited all Area Archives Coordinators to participate actively by sharing their valuable experience, strength, and hope. May’s questions about *The Forum* magazine generated the most responses.

Area Group Records Coordinators

Area Group Records Coordinators (AGRCs) actively engage in the Group Records Coordinator Community on AFG Connects. The WSO communication platform enables them to share best practices and ask questions. By fostering a sense of community, AFG Connects empowers AGRCs to share their Area experiences, strength, and hope and to stay informed. This resource is particularly valuable for new Area Group Records Coordinators, especially those who may not have a Service Sponsor.

Area Literature Coordinators

Area Literature Coordinators are essential in sharing news and information about literature with local members. Updates were posted and questions answered on the Literature Coordinator community of AFG Connects, where Coordinators also shared their ideas about writing workshops and other ways to encourage Area members to take an interest in CAL. Many Literature Coordinators have been leading writing workshops for the PERSONAL/SERVICE SPONSORSHIP PIECE (working title), and sharings have been arriving at the WSO. To help further communication among them, two Literature Coordinator conference calls took place—one in February and the other in December.

Area Public Outreach Coordinators

In addition to the two biannual meetings, four additional sessions were offered to support and empower Area Public Outreach Coordinators in their service efforts. One meeting focused on strategies for engaging underrepresented, underserved, and under-resourced communities, featuring guest speakers—including a past Trustee, a past Delegate, and a current Public Outreach Coordinator—who shared their experiences with outreach to diverse groups such as the Indian medical community, Native Americans, Spanish-speaking populations, and social service agencies. Another session provided a deep dive into the use of billboards, posters, flyers, and public service announcements (PSAs) as tools for public outreach.

To support the rotation of service, Coordinators were encouraged to bring members considering standing for this position to the meetings. Public Outreach Committee members were also invited to observe the meetings, which helped inform initiatives at the committee level. Overall, the meetings and discussions fostered a sense of unity and mutual support among members while stimulating innovative approaches to public outreach.

Area Technology Coordinators

To encourage the continued sharing of experience, strength, and hope, Staff has posted monthly discussion topics to the Technology Coordinators community of AFG Connects this year. Insightful feedback has been received on subjects such as what technology tools Areas are currently using, what other trusted servants they are working closely with, and how they are training their local members to feel more confident when using new technologies.

Area Web Coordinators

The Web Coordinator Community held a conference call to share WSO updates and website best practices and address Area website challenges, while initiating monthly discussion topics in AFG Connects to strengthen knowledge sharing on crucial subjects like website security, anonymity protection, and online meeting management.

Supporting WSO Volunteers

Vali F., Executive Director

Sarah S., Director of Programs

Heather S., Associate Director—Public Outreach

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WSO Volunteer Onboarding

Over the past two years, as the Trustees have identified and discussed behaviors that Trustees are expected to demonstrate but which have not always been documented (hidden norms), the need to update the WSO Volunteer Onboarding materials has become evident and important. This year, the Vice-Chairperson and the Leadership Team, which consists of the Chairperson of the Board, Chairperson of the Executive Committee, and Executive Director, reviewed all Trustee and Executive Committee onboarding materials for thoroughness and applicability. Materials were consolidated and updated leading to the creation of a WSO Volunteers Resource Guide being produced. The guide contains the WSO Volunteers Handbook, the Board Governance Handbook, and Bylaws for both corporations.

In addition to these updates, the decision was made to require all WSO Volunteers to attend the May and July orientations to ensure consistency of knowledge across the Board and its Executive Committee and to offer an opportunity for all to refresh their memory on WSO Volunteer practices. At-Large Executive Committee members were assigned a mentor for the first time and the decision

was made for WSO Volunteers attending their first Area visit to be supported and accompanied by an experienced WSO Volunteer.

As another part of the Hidden Norms Board initiative, the Chairperson of the Board invited all current and past Board of Trustee mentors to share tips they had heard and offered to their mentees. These tips are being incorporated into a WSO Volunteer Mentor Tip Sheet to be added to the WSO Volunteers Resource Guide in the future.

These practices all aim to ensure those Al-Anon members willing to serve the worldwide fellowship of Al-Anon Family Groups are well supported in keeping with the spiritual principles outlined in our Legacies.

Insight: Developing Effective Trusted Servants

Jeffrey F., At-Large Member of the Executive Committee
.....

As part of my duties this year on the Executive Committee (EC), I have been given the privilege of mentoring a new At-Large member of the EC. Our Strategic Plan Global Engagement Domain Goal states, "AFG, Inc. invests in each new generation of trusted servants to preserve our legacy and improve our structure and operations to meet the needs of the global landscape." I believe this is accomplished when trusted servants are given the information and tools to perform their duties effectively. It is important that we continue to impart our knowledge to others if we expect them to be successful in their positions.

The Executive Committee deals with a lot of time-sensitive information. To be effective, members of the EC must constantly remain informed. In my mentoring role, I make myself available as often as needed to answer questions and give guidance, while allowing the individual to use their own ability and judgement to make decisions. It is critical to remember that each of us must contribute our own thoughts and ideas. I also try to be encouraging, as I remember my first year on the Executive Committee could be a little overwhelming at times. I was appreciative of positive feedback. All of this helps trusted servants to have a positive experience in their service roles.

I continue to be available to others in the fellowship as well. Having served in various positions, I am always willing to listen to others and give feedback when requested. When considering my first service position, I was told we don't do service alone. I believe this to be as true today as it was then. This is how we develop effective trusted servants.

Work Plans and Guidelines

In 2016, the Board of Trustees began a process of documenting the flow of work and the responsibilities for Committee Chairpersons and Board Officers. The intention was to capture institutional knowledge in a centralized location to ensure future WSO Volunteers were as empowered as possible to be fully self-supporting in their roles in keeping with Tradition Seven. The original work plans were captured in Excel. With the implementation of a work management software system, the work plans have gradually been ported to that tool to provide for improved capture and guidance in terms of direction. This year, a plan was added to support the Finance Committee Chairperson. Plans are now available for the Chairperson of the Board (COB) along with Chairpersons of the Executive Committee, CLT, Finance, and ICC. Staff intends to add an additional work plan each year to support the efforts of our dedicated WSO Volunteers.

Insight: Invest, Preserve, and Improve Our Structure & Operations

Angela A., At-Large Member of the Executive Committee
.....

Reflecting on how my contributions as a rookie Volunteer and At-Large Member of the Executive Committee have impacted the Domain of Global Engagement is an exciting assignment! Exactly how

has my participation in fulfilling the Executive Committee's duties contributed to the ways in which AFG, Inc invests in each new generation of trusted servants to preserve our legacy and improve our structure and operations to meet the needs of the global landscape?

Interestingly, my Higher Power seems to have called upon my inherent strength of attention to detail as the Executive Committee (EC) set about the tedious task of editing the various Committee and Work Group Guidelines. As a trusted servant new to this role, I came in eager to learn as much as I could about the tasks I would be undertaking, so I read everything I could find about the EC's workings and responsibilities, including the Committee Guidelines. It was all overwhelming at first, but the Guidelines were a road map forward, and one I returned to frequently. So, I knew that in the year to come, both seasoned and new members of these various committees and work groups would also be seeking direction from the Guidelines we were editing.

During our EC meetings, we read through each line of each Guideline submitted, pausing to consider how both the original and revised texts defined the group's makeup, meeting cadence, and the members' and chairperson's responsibilities and duties. This required our patient persistence, accountability, mutual trust, and respect as we reasoned things out with much give and take. I was pleased to see how the fresh perspective of a "newbie" that I brought to the table was viewed as an asset and very much appreciated by my fellow EC members. Though I still have much to learn, I am grateful to have been a valued contributor.

Road Trip! You and Your Board Connect

The location of our ninth Road Trip! You and Your Board Connect was Columbia, South Carolina, and it was attended by 73 pre-registered participants as well as several walk-ins. As always, planning for the event began much earlier, with Staff finalizing hotel contracts in January, the Welcome Committee beginning their work in February, and WSO Volunteers preparing their personal shares and presentations starting in June. Several process changes were implemented this year as the result of Road Trip! becoming a permanent event.

- The Board approved a Staff recommendation to transfer the Chairperson's responsibility for the event back to a WSO Volunteer, given logistics have been solidified and less Staff knowledge is required to facilitate the event.
- Road Trip! assignments were made earlier in the year to allow for an informed discussion about the agenda at the July Board meeting, leading to less duplication of content and improved opportunities for interaction and conversation at the event.
- A Master of Ceremonies role was created and assigned to the Staff member who is appointed to the Executive Committee to ensure a smooth flow throughout the day.

The result of the changes appeared to be extremely positive for Staff, Volunteers, and participants alike. Volunteers in particular noted that the changes offered improved opportunities for fellowship and unity:

Insight: As with so many opportunities I have had within the fellowship, I find that I always receive a greater portion than I give, and once again this was evident through my participation in Road Trip! - *Carol M., Chairperson of the Executive Committee (At-Large member)*

Insight: Inspiring Connection through the Annual Road Trip! Event

Jeri W., Chairperson of the Road Trip! Work Group (Trustee)
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As Chairperson of the 2024 Road Trip! You and Your Board Connect, which was held in South Carolina, I found the undertaking most impactful. The goal for the WSO Volunteers and Staff was to engage our audience in interactive exercises, presentations, and personal shares. Each provided a framework as to the work done by various committees at the WSO level.

Road Trip! aims to advance two of Al-Anon’s Strategic Plan Domain Goal statements:

- Members: “AFG, Inc. connects and supports the friends and families of alcoholics.”
- Global Engagement: “AFG, Inc. invests in each new generation of trusted servants to preserve our legacy and improve our structure and operations to meet the needs of the global landscape.”

What I observed was the Al-Anon fellowship being eager to talk with one another, pay attention to new information, and meet with our Board of Trustees, Executive Committee members, and Staff. We were a group of equals sharing our experience, strength, and hope for Al-Anon and its future leaders. The positive energy was felt from the moment the Area Welcome Committee began welcoming each registrant as they arrived at the hotel. Everyone maintained their enthusiasm throughout the busy day.

Two participant survey results captured the experience well for me:

- “The Road Trip! inspired me. It gave me some fresh thinking and ideas. I felt a strong unity of purpose throughout the day. I think it was just what I needed to revitalize my program with the mix of information, personal sharing from Board and Executive Committee members, and our table group sharing.”
- “It was an enlightening experience, full of information, interactive discussions at our table, and heartfelt sharing from the presenters. I found this to be of great interest as I may decide to stand at some time in the future.”

International: Increasing Access to Al-Anon Globally

Sarah S., Director of Programs

Tanya J., Associate Director–International

Tracey S., International Services Manager

Diane B., Chairperson of the International Coordination Committee–2024-25 (Trustee)

Kathi M., Chairperson of the International Coordination Committee–2023-24 (Trustee)
.....

Supporting Structures Worldwide

How many times have you heard someone share that they are a member of the worldwide fellowship of Al-Anon and Alateen and wondered, “What does worldwide mean?” Well, the worldwide fellowship of Al-Anon and Alateen now offers meetings in over 135 countries! Currently, there are 40 countries with an established General Service Office (GSO), 16 countries with Al-Anon Information Service (AIS) offices, and 70 countries with a collection of groups who are working together to carry the message of hope to families and friends of alcoholics who have not yet found us.

Over the last few years, the International team has continued to grow and evolve so we can ensure that we are providing excellent service and support to all these structures outside the World Service Conference (WSC) Structure. The International team is composed of both Programs and Volunteer Governance Department Staff: the International Services Manager, International Specialist, part-time Paralegal, and the Executive Assistant to the ED and the Board. The team, together with the International Coordination Committee (ICC), provides support to all levels of international structures, whether they are one or two members, a handful of groups, AISs, evolving structures working to become GSOs, or self-supporting GSOs.

In 2024, we established many first-time contacts with members who wished to introduce Al-Anon meetings to their countries, including Kyrgyzstan, Pakistan, Cambodia, and Tanzania. The WSO also formally registered two International AIS offices in Cuba and Iran. The team is currently working with evolving structures who wish to become GSOs; however, there were no formal recommendations to the Board for approval in 2024.

Translation of Conference Approved Literature

To date, international structures have translated and printed Conference Approved Literature (CAL) into 39 unique languages. This year, the International team supported three countries as they prepared their requests to translate and print CAL. Requests are presented to the International Coordination Committee (ICC), which considers them for recommendation to the Board of Trustees. In 2024, the Board of Trustees approved Latvia and Mongolia to translate and print CAL in their native languages.

Regular Structure Meetings

The International team continues to hold Regular Structure Meetings (RSMs) with all international structures who wish to participate. The purpose of the meetings is to hold generative discussions, provide mutual support, and collaborate with each other to ensure structures have the resources they need to carry the message of hope. International structures often provide feedback about a variety of topics. This feedback is imperative, as it allows the WSO Staff to continually evaluate how we can most effectively serve the global community.

Regular Structure Meetings are one of the highlights for the International team as we witness and experience how impactful these conversations are and how rapidly structures grow because these Al-Anon members are willing to invest their time and share their experience, strength, and hope. The International team spends a significant amount of time preparing for the RSMs to make certain they are delivering the information needed and requested. While it is a huge investment of Staff time, the expansion and growth of structures who are carrying the message of hope are reaching thousands of members around the world.

Global Gatherings

Following the success of the Global Gatherings for international structure trusted servants launched in 2023, these sessions have continued throughout 2024. The goal was to hold Global Gatherings on a semimonthly basis, recognizing that some deferrals were necessary to accommodate international trips and other events. We completed four Global Gatherings in 2024 and addressed the following topics:

Alateen: An Overview and Alateen Safety & Behavioral Requirements - The Group Services Team facilitated a discussion about the Alateen Policy and Alateen Safety & Behavioral Requirements and shared suggestions on how to create and implement them in international structures.

2024 WSC Report: An Overview of the WSC - The Associate Director-World Service Events & History facilitated a presentation on WSC sessions practically relevant to international structures.

Twelve Steps: Sharings from WSO Staff and Volunteers - Twelve WSO Staff and Volunteers each shared their experience, strength, and hope about one of the Twelve Steps. This meeting had the highest number of attendees of the four Global Gatherings. Almost 200 members joined to listen to the personal stories. It was an incredible gathering of members from around the world, many of whom may never have heard members share their experience of working the Legacies.

Board Governance (Part Two): Board of Trustees Composition, Jurisdiction, Responsibilities - The Executive Director continued her presentation addressing questions left unanswered after the first Global Gathering on the topic in 2023.

Global Gatherings offered simultaneous interpretation, and the meeting was available through transcription through real time in over 28 different languages. The International team and guests were supported by the WSO Staff tech team, who facilitated the many components: presentations, chat conversations, translations, interactive polls, and international trusted servant questions and answers.

Insight: Supporting the Global “We” Through Global Gatherings

Cindy H., Member of the Board of Trustees

I believe that my first Board meeting was all about learning for me. I wasn’t really concentrating on the AFG, Inc. Strategic Plan. However, at my second Board meeting, this last October 2024, I became more aware of the Strategic Plan Domains and Goals. Reflecting on the Strategic Plan, the most impactful event to me has been attending the Global Gathering. Through these, I am developing an understanding of Al-Anon Family Groups worldwide and that my contributions as a Trustee affect a broader “we.”

I hear inquiries from people all over the world, and I imagine myself in their place. I am learning to listen, because I have no voice at that meeting, and to focus on empathy. Now, when I look at Al-Anon policy, I consider how it will impact everyone. When I look at some of the Board committees and task/thought forces, I am cognizant, now, of the greater “we.”

I hope that by being aware of the global “we,” my involvement in task and thought forces contributes to the greater goal. I notice that I am gaining understanding of what the questions and charges are, which is helpful for my contribution. I have gained perspective when considering questions for these committee conversations and am reframing those questions into more thoughtful contributions. When I start with a broader “we,” it takes me back to Step One and Tradition One and recognition that “personal progress for the greatest number depends upon unity,” which is consistently achieved through our Global Gatherings.

International Al-Anon General Services Meeting (IAGSM)

The 2024 IAGSM took place in Virginia Beach, Virginia, from September 25-28, 2024. Eleven different structures attended in person, represented by 18 Delegates, including the two from the US & Canada. This was a unique and historical IAGSM, as an additional 20 Delegates, representing nine additional structures or serving as the second Delegate from a structure already attending in person, attended the first hybrid business meeting. The IAGSM business meeting focused on the financial sustainability and value of the IAGSM, considering it faces many external challenges, including long-distance travel and related costs; an evolving landscape of technological advances; and for some members, governmental factors beyond Al-Anon control.

The business meeting discussion made it evident that all members present, whether in-person or virtually, loved and found value from attending the IAGSM. During the discussions, Delegates and ICC members spoke to the relevance and purpose of the meeting, which eventually led to a vote to create the IAGSM’s first Thought Force. The Thought Force was charged with discussing possible alternative funding options for Delegates to attend IAGSMs in the future. This Thought Force will report its findings at the 2026 IAGSM.

Due to the criticality of the topic, the IAGSM also voted to hold interim IAGSM meetings to continue the conversation about the relevance and purpose of the IAGSM. Over the next two years, the ICC will facilitate discussions with IAGSM Delegates via web conference.

Insight: Creating Unity Through Fellowship and Service

David B., Co-Chairperson of the International Coordination Committee (Trustee)

I serve as one of the five non-Delegate members of the ICC. As such, I was privileged to attend the biennial IAGSM held in Virginia Beach this past September. It was a rewarding and humbling experience to meet the Delegates from around the world. I listened as they shared their stories, ideas, and concerns and as we joined together to solve common issues before the IAGSM. While some knew each other from previous meetings, others were new to the group, and they were all new to me. While all spoke English, some were much more fluent than others, and everyone helped each other out so that all could understand.

It was exciting to watch the group come together from our opening on Wednesday through our final time together on Saturday night. We evolved from a group of Al-Anon trusted servants somewhat uncertain of each other to a much more cohesive team working together. This cohesion allowed the group to effectively add 20 more members to the discussion circle for the first-ever hybrid IAGSM business meeting. Those who joined virtually were not able to travel to Virginia Beach to meet in person, so their attendance at the business meeting, held over several hours on the last day of the meeting, allowed even more voices to be heard on the issues discussed within the IAGSM. I am blessed to have been a part of this demonstration of the Global Engagement Strategic Plan Goal in action.

International Visit to Asia

The 1984 WSC held a discussion that resulted in a unanimous decision to accept Al-Anon's Declaration of Unity. The statement, which first appeared in the 1980 International Convention Souvenir Booklet, is as relevant now as when it first appeared. It is action on a global scale. This Declaration of Unity embodies the WSO international visits to Asia in 2024:

"Each member of the fellowship is a significant part of a great circle of hope. While respecting each other's individuality, our common welfare must come first. Our recovery depends on our mutual need and an atmosphere of trust."

Given the nature of anticipated structure conversations when planning first began, it was decided that the Director of Programs and International Services Manager would undertake the four-country visit in November. As with all international trips, plans evolve as more is revealed. In this case, in-person visits were impacted by evolving State Department guidance, and the final itinerary consisted of South Korea, Mongolia, a historical virtual meeting with China, and India.

The visit to South Korea began with a meeting between the structure's full Board of Trustees and the WSO visitors. During the meeting, Staff answered questions and shared our personal stories. Two members from South Korea also shared their personal stories. The second day's agenda included a full day of workshops, with Staff presenting on Alateen, cooperating with Alcoholics Anonymous, the Twelve Steps, and sponsorship. Over 100 members traveled many miles to Seoul to attend the workshop. The joy and enthusiasm the members shared was infectious. Having the opportunity to spend time with trusted servants and members alike in South Korea provided further insight and understanding regarding the needs of structures in Asia.

The next stop on the visit was Ulaanbaatar, Mongolia, which was scheduled to include four long days of meetings, presentations, and discussions. While Al-Anon in Mongolia has been established for 11 years, communication with the WSO began in late 2022.

The visit began with an Al-Anon meeting on the topic of "Love and Unity." Over 200 members were present for this meeting, many of whom, again, had traveled hundreds of miles to participate, and many of whom were attending their first Al-Anon meeting. The participation was a testament to Mongolia's public outreach efforts. From there, the four-day event commenced with an opening ceremony of local

artisans who gave performances of traditional cultural significance followed by a marathon of workshops. Workshops included the Traditions, attracting newcomers, cooperation with A.A., the Twelve Steps and sponsorship, and how to establish Alateen. Staff were privileged to meet pioneers of the Mongolian service structure. This visit was very emotional for many as members shared how they believed it validated their hard work over the years.

Due to travel restrictions, a physical visit to China was not possible. Seeking to leverage the opportunity to meet virtually in the same time zone, the WSO tech team collaborated with China's volunteers to overcome challenges for members accessing non-Chinese electronic platforms. The barriers were daunting, but, in the end, a historical web conference service event with simultaneous translation was held.

The two-day event included meetings with members in China who had established a service committee so that they could have the opportunity to learn from the WSO visitors about the process for forming a structure. One highlight of the virtual visit was a workshop during which WSO Staff and Volunteers shared their experience, strength, and hope on the Twelve Steps with more than 200 members from all over China. Emoticons and other electronic reactions demonstrated the depth of members' gratification during the sharings. Other workshop topics including the Twelve Traditions, Alateen, newcomers' meetings, and sponsorship filled a full day. With a strong connection and foundation, China has begun the process of being a formally recognized structure.

India was the last structure visited. India has an established GSO that translates service tools and CAL into 14 different languages. Members shared their vibrant culture and the Al-Anon warmth that WSO visitors experienced throughout the visit. Members again traveled long distances to participate in the service event, which included a meeting with the India Board of Trustees and International Delegates, an Al-Anon meeting, and two days of workshops. The workshop topics included conflict resolution using the Traditions, Alateen, understanding safety, and the 2003 Board of Trustees Motion. There was also an all-India online meeting attended by over 100 members, which afforded valuable space for all to ask questions related to Al-Anon. This meeting was particularly appreciated with appeals to repeat it on a regular basis.

The visit reinforced WSO understanding that international structures often have to overcome many obstacles that members and trusted servants do not face in the WSC Structure to carry the Al-Anon message of hope. Where our Structure has vast resources, the visit presented an opportunity to witness firsthand how structures carry the message with substantially fewer resources. While they may not have access to the same resources, their love, commitment, dedication, and understanding of the program is just as deep and strong. Words cannot describe the connection and unity Staff experienced. Even though we didn't speak the same language, throughout our visit all were united through our singleness of purpose: carrying the message of hope to families and friends of alcoholics.

Perspectives on the WSO Volunteer Service Journey

Insight: Finding Joy in Service

Pennie K., Member of the Board of Trustees

The Joy of Service (S-57): "Your fears will diminish, you will reap the benefits of giving to others, and you will learn that by placing our common welfare first, you will receive much more than you give."

For me, joy is very different from my other emotions. It represents achieving something I have long desired, with an outcome that exceeds my wildest dreams. I felt no joy when I attended my first Al-Anon meeting; I didn't even know what joy was. I was at the end of my rope and dying on the inside.

I kept returning to Al-Anon meetings, reading a Step or Tradition, and sometimes sharing when it was my turn. Initially, I was fearful when asked to lead the meeting, worried I might do it wrong. However, after I led that meeting, members praised my performance, and my desire to give back to Al-Anon grew. I experienced more joy and less fear.

Others said they wanted to give back to Al-Anon because it had given them a new life. I began to want to give back as well. This was when my journey of service began. I have held many positions at all levels. Today, I have reaped the benefits of giving to others. Once I got involved in service, I received outcomes that exceeded my wildest dreams, and I am grateful for every position I have held.

Today I know how joy brings satisfaction in my life. I have felt the awe and wonder of being of service as a Trustee. I see what service work does and how it keeps the Al-Anon program thriving today.

Insight: Applying Al-Anon’s Legacies to Ensure Continuance of our Program

Marco R., Member of the Board of Trustees
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I started my recovery in Spanish-speaking groups, and all my Al-Anon service has been in the Hispanic community. In preparing for Board week, I read all documents pertaining to my assignments, since I continue to learn the Al-Anon terminology in the English language. My main objective is to always be prepared for the different topics during Board week and for the different committees in which I’m involved.

As a new member of the Board of Trustees, I have been learning the different aspects and duties related to serving at this level. I had never served in an area officer position, e.g., Area Delegate, Treasurer, or Chairperson; therefore, the process of discussions and the assignments are new to me and bring excitement and joy as I apply the Al-Anon Legacies in decisions that ensure continuance of the program.

I participated in the Road Trip! Work Group as the Co-Chairperson. During planning, I saw the Fourth Concept in action from the beginning. The event’s success was due to the participation of everyone involved; “participation is the key to harmony.” During the Road Trip! event, the roundtable discussions with the Area members were very spiritual and full of wisdom, allowing all members to participate and to ask questions. It was very interesting to see that the event was imagined as a key to encouraging members into service.

The opportunity to serve at this level allows me to be in closer contact with other Areas’ members. My goal is to continue learning and preparing to better serve the Al-Anon community.

Insight: Participating in Al-Anon’s Global Landscape

Diane B., Chairperson of the International Coordination Committee (Trustee)
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The global landscape was not familiar to me when I became a WSO Volunteer. My experience could be summed up as: I’m a member of the worldwide fellowship of Al-Anon. I had no idea what that meant. To that point, my service was focused within my community and my Area, so I had a limited understanding of what the WSO did to support the global structures.

When I became a WSO Trustee, that changed. I was given the opportunity to serve on the International Coordination Committee (ICC). This was at the beginning of the global pandemic, and travel was brought to a standstill. We learned about Zoom and how to conduct meetings in real time with a variety of time zones, so my first experience attending the International Al-Anon General Services meeting (IAGSM) in 2020 was virtual. I have since attended both the 2022 and the 2024 IAGSMs.

Supporting the Strategic Plan Goal of Global Engagement, my contribution was through inexperience and lack of international knowledge. Nonetheless, I practiced being willing, open-minded, and teachable. My lack of experience was perhaps my biggest asset. I had no expectations and certainly no previous understanding of how the international community interacted with the WSO. I relied on the knowledge of other trusted servants and WSO Staff. I listened to the voices of the international community.

Tradition One states, “Our common welfare should come first.” I hope that my participation in the global landscape has promoted our common welfare and preserved our legacy.

OUR FINANCIALS

Manage Our Budget & Financials

Niketa Williams, Director of Finance & Operations (Non-member)

Ann Marie Z., Treasurer of the Board of Trustees (Trustee)

Our Financials

In 2024, literature sales rebounded to pre-pandemic levels. The year also marked the release of a new booklet, *Healing Within Our Alcoholic Relationships* (P-95), which generated positive enthusiasm. By contrast, 2023 was a landmark year for literature with the debut of *A Little Time for Myself* (B-34). Despite these successes, a decline in literature sales was anticipated for 2024. Literature sales for 2024 were \$3,888,585, representing a 12 percent decrease from 2023, but an increase from 2019, before the pandemic.

As a result of continued support from our members, contributions totaled \$3,022,844, which accounted for 40 percent of revenue for 2024. Contributions increased by four percent in 2024 compared to 2023. Contributions from groups made up approximately 56 percent of all contributions received.

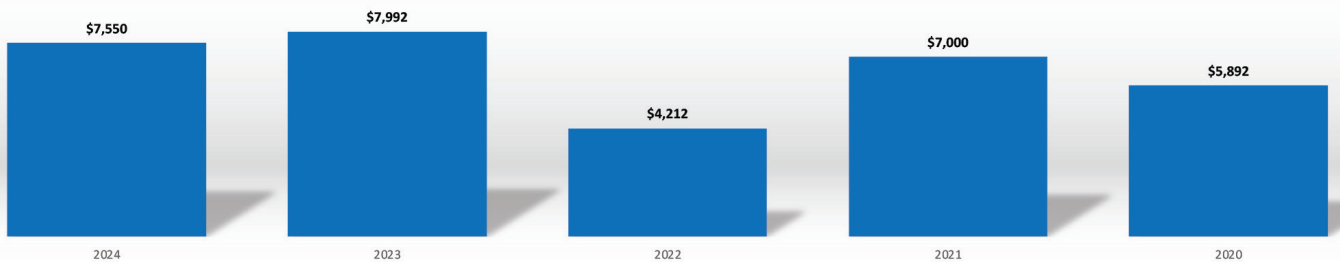
Positive market conditions increased our investments held in the Reserve Fund, allowing the WSO to build an ample reserve, which had decreased in previous years due to a tough market.

Thanks to ongoing member support and the growing success of literature sales, the WSO was able to provide essential services; host the 2024 IAGSM in Virginia Beach; release the new booklet *Healing within Our Alcoholic Relationships* (P-95); make new connections with members in Mongolia, India, China, and South Korea; enhance our website security; complete the 2024 membership survey; streamline operations in our mailroom; and select a new site for the 2028 International Convention.

Al-Anon's operating funds come from three main funding sources: revenue from literature sales, contributions, and other revenue. More than 69 percent of total expenses go directly toward achieving the Mission of Al-Anon Family Group Headquarters, Inc. The supporting services included in general and administrative expenses provide customer service support and financial support to maintain operations.

Note: The complete audited financial statements of Al-Anon Family Groups Headquarters Inc. for fiscal year 2024 may be obtained online at al-anon.org.

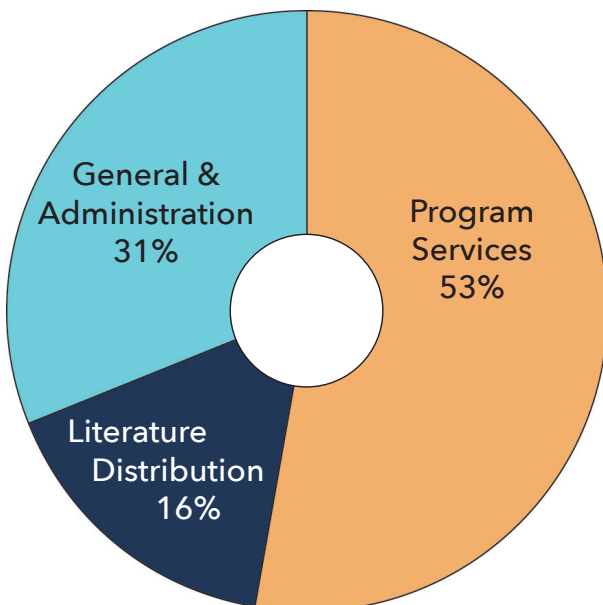
Five Year Revenue (in thousands)



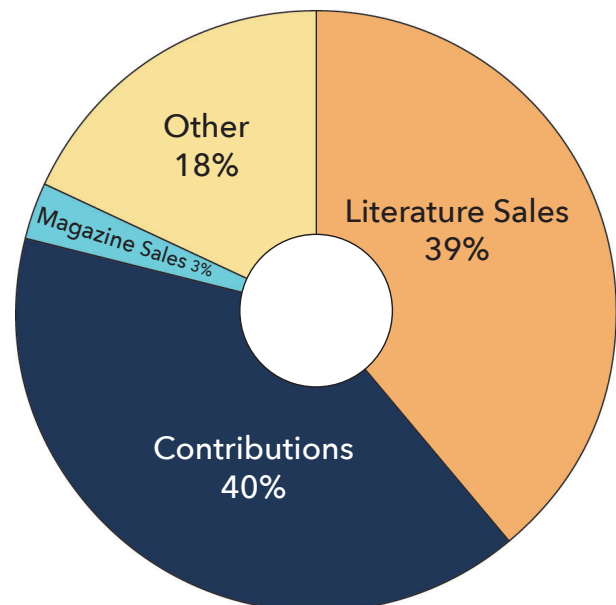
Financial Highlights

Statements of Financial Position	2024	2023	2022	2021	2021
Total Assets (in thousands)	\$15,776	\$14,575	\$12,757	\$13,783	\$11,833
Liabilities and Net Assets Total liabilities	\$1,354	\$1,466	\$1,850	\$1,497	\$1,333
Net Assets without donor restrictions	\$14,422	\$13,109	\$10,907	\$12,286	\$10,500
Total liabilities and net assets	\$15,776	\$14,575	\$12,757	\$13,783	\$11,833
Operating revenue (in thousands)	2024	2023	2022	2021	2020
Literature sales, net	\$2,929	\$3,218	\$2,100	\$1,906	\$1,847
Contributions	\$3,023	\$2,916	\$3,338	\$2,623	\$3,295
Magazine sales	\$261	\$262	\$247	\$238	\$292
Other income, net	\$1,337	\$1,596	(\$1,473)	\$2,233	\$458
Total operating revenue	\$7,550	\$7,992	\$4,212	\$7,000	\$5,892
Operating expenses (in thousands)	2024	2023	2022	2021	2020
Program services	\$3,290	\$3,184	\$3,333	\$2,752	\$2,484
Literature distribution	\$1,005	\$891	\$904	\$922	\$866
General & administrative	\$1,942	\$1,715	\$1,352	\$1,540	\$1,571
Total operating expenses	\$6,237	\$5,790	\$5,589	\$5,214	\$4,921

Functional Expenses



Operating Revenue



Treasurer's Finance Committee Update

Ann Marie Z., Treasurer of the Board of Trustees (Trustee)
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Contributions and literature sales are the WSO's main sources of revenue. The consistent and continued contributions, as well as the release of our new pamphlet *Healing Within our Alcoholic Relationships—A Collection of Insights from our Shared Journey* (P-95) in early October, have led to our total revenue being above budgeted expectations. The Finance Committee discussed the projected end-of-year surplus in October. We were able to recommend to the Board of Trustees, for the second year in a row, to return the four percent Board approved transfers for 2024 from the General Fund to the Reserve Fund. This transfer is usually needed to help cover WSO operating expenses.

As Treasurer of the Board of Trustees and Chairperson of the Finance Committee, I participate in the review of the monthly financial statements and help to develop the Quarterly Appeal Letter. The Quarterly Appeal is sent from the WSO to the Current Mailing Address (CMA) of Al-Anon groups. The AFG, Inc. Treasurer said at the 1970 World Service Conference, "The service that the Al-Anon fellowship gives to humanity world-wide is too important to be hampered in any way." So, I draft the Appeal quarterly with a personal invitation giving the individual member the opportunity to contribute in gratitude for what Al-Anon has given them so services remain available.

Page 17 of *Healing Within our Alcoholic Relationships* states, "I now have a goal I can see clearly and the program with which to work toward it. It is my guide to self-improvement, comfort, and a better way of life." My path toward this better way of life is interdependent with the paths of all whom I participate in meetings with and the fact that the WSO services are there for "anyone, anywhere."

Reserve Fund Surplus

As part of the annual year-end financial procedures, the Director of Finance & Operations calculates the value of the Reserve Fund along with the cost of one year's operating expenses for the WSO. The results are presented to the Finance Committee for review. For many years, this review has resulted in a recommendation to the Board of Trustees that no action be taken, because the Reserve Fund value has consistently been less than one year's WSO operating expenses.

At the end of 2023, due to an actualization of investment gains that occurred with the consolidation of investment brokers, the Reserve Fund value on December 31, 2023 exceeded the calculated value of one year's WSO operating expenses. Given the Board's commitment to limit the Reserve Fund to one year's expenses in keeping with Warranty One, the Board created a new 2024 Strategy in April to define how to utilize the surplus. To ensure an informed group conscience, the Board sought suggestions from all WSC members for "special projects" toward which the Board could apply the surplus.

The Board delegated to the SLT the identification of any Staff recommended projects; the evaluation of the WSC suggestions with particular emphasis on which projects received the greatest support from Conference members; and the creation of a recommendation to the Board of projects to pursue further. At its July 2024 Board meeting, the Board evaluated the resulting list of potential projects, which included the upgrade of WSO systems, public outreach projects, and many others. Since certain projects could be implemented quickly, the Board approved Staff moving forward with these immediately (see **Operations: Managing Operations** for more detail) and approved further evaluation of a smaller list.

At the October Board meeting, SLT presented further details, and the Board approved the use of the Reserve Fund monies for three special projects. Each of these projects represents varying degrees of additional work for WSO Volunteers and Staff, so their implementation is subject to evaluation as part of the annual Strategic Plan approval process at the January Board meeting. Further information will be shared once this process is completed. No funding will occur until the Board approves the projects.

OUR PLANS

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AFG, Inc. Envisioned Future

Kathi M., Chairperson of the Board of Trustees—2024-25 (Trustee)

Jeri W., Chairperson of the Board of Trustees—2023-24 (Trustee)

Jean L., Chairperson of the Envisioned Future Work Group—2024-25 (Trustee)

Debbie P., Chairperson of the Envisioned Future Work Group—2023-24 (Trustee)

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Being a member of the Board of Trustees requires the ability to think and plan for the future. Nowhere is this more evident than in the discussions conducted during the Envisioned Future Work Group sessions of the Board agenda. Every Board meeting allocates time for free-flowing, generative discussions about topics that affect the future of Al-Anon Family Group Headquarters, Inc., Al-Anon Family Groups, and the environment in which we operate.

This past year we have held discussions on several interesting topics. We discussed how Artificial Intelligence (AI) could affect the fellowship. What if Siri could suddenly reinforce the actions of sponsorship? Could we have AI Sponsors? What about the more immediate issues of AI notetaking? How could this affect anonymity? Could AI harm the fellowship by removing personal contact? How about exposing confidential information? The mere discussion helped us consider options for the future.

We also discussed the possibility of conducting exit interviews as Trustees complete their time on the Board to understand better how we could improve the experience and process, as well as the possibility of using these interviews to invite these Trustees to consider how they plan to continue their Al-Anon service after their Board work is completed. As Board members, we gain knowledge, understanding, and skills. As with many things in our program, if we want to keep it, we must give it away. We wondered whether past Trustees might serve as mentors to future leaders. What might that look like?

Another discussion continued to focus on the topic of how we grow future leaders. We all know members who seem to have natural leadership gifts. How can we encourage these gifts? Perhaps with training modules like we currently have with the Alateen training? What kind of training do our future leaders need? Ideas such as “train the trainer” and past Trustee mentors were also suggested as opportunities for encouraging future leaders. These ideas contributed to a potential strategy known as “Passing It On,” which the Board approved financing with the current Reserve Fund one year’s operating expense surplus. The 2025 WSC members will have the opportunity to discuss this project prior to its implementation.

We also had a discussion about other programs in the recovery space. What were they doing from which we could learn? This discussion led us to talk about how we are carrying the message. Are we encouraging fellowship before or after our group meetings? Are we sharing our stories with the public rather than only in meetings? Throughout the conversation, we reminded ourselves that ours is a program of attraction rather than promotion.

What does our future hold? We do not know, but the Board is committed to continuing to seek to expand our thoughts and consider what may be possible.

2025 Strategies

Vali F., Executive Director

Niketa Williams, Director of Finance & Operations (Non-member)

Sarah S., Director of Programs

Scot P., Director of Communications & Community Awareness

Heather S., Associate Director–Public Outreach

Suzette McKinney, Publications Manager (Non-member)

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Planning for 2025 was informed by the One Year’s Operating Expense Strategy undertaken in 2024 to gather Conference member and Strategic Leadership Team (SLT) feedback on how the Board of Trustees might utilize the end-of-2023 Reserve Fund surplus over the WSO’s one year’s operating expenses. This Strategy and subsequent research resolved with the October 2024 Board of Trustees approval to utilize the surplus to complete three projects when resource capacity allows.

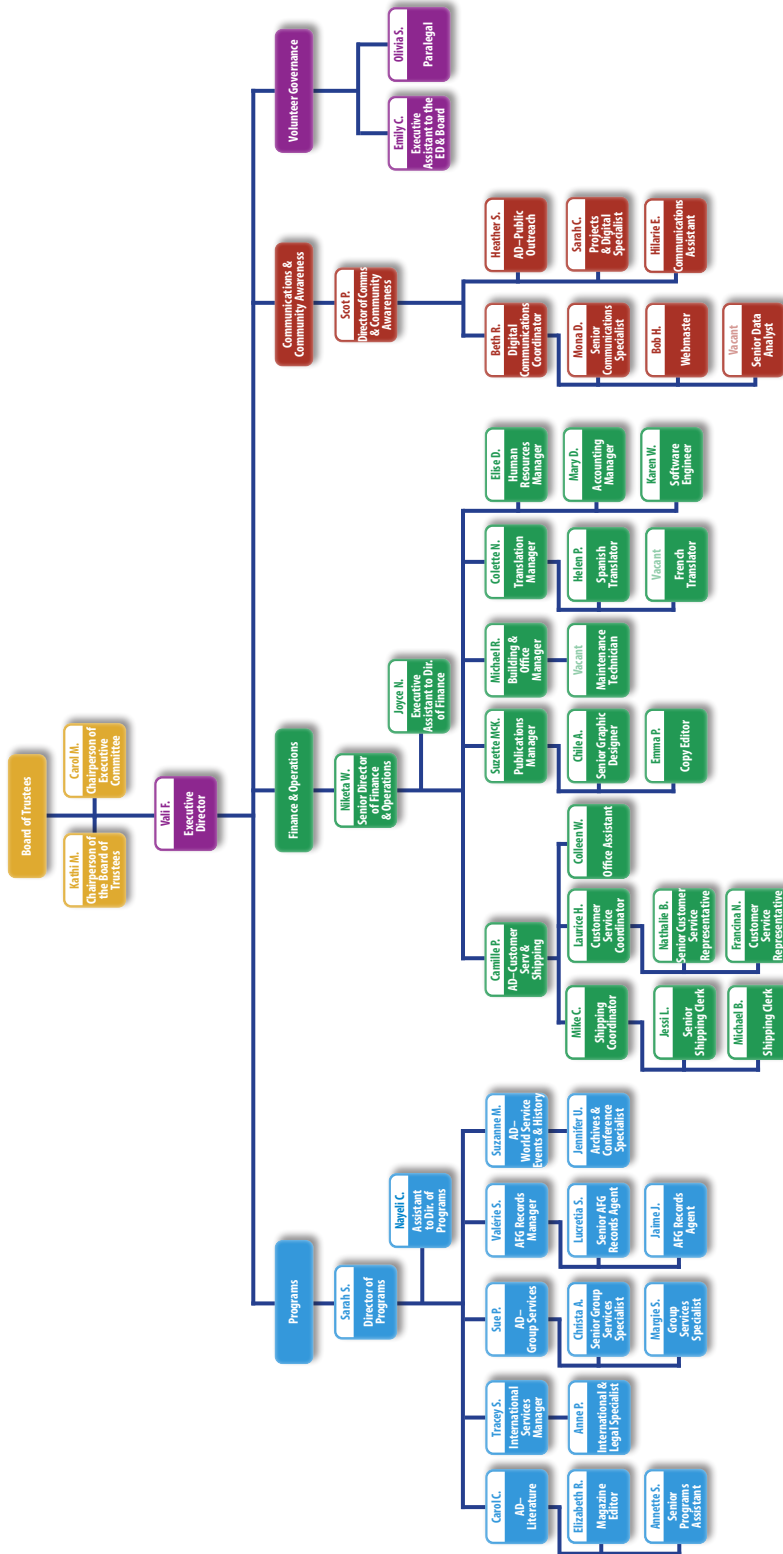
According to the annual Strategic Plan planning cycle, the SLT, whose members at year end are listed above, began 2025 Strategies planning in late 2024. As in 2023, SLT started by identifying projects to which the WSO was committed; for instance, hosting the Al-Anon program at the 2025 Alcoholics Anonymous International Convention and Electronic Alateen Validation & Implementation Planning. The team then undertook a quantitative process to evaluate the impact, opportunity, and time criticality of each committed and proposed project. The exercise confirmed existing commitments and helped the team refine its recommendations for the 2025 WSO Projects Landscape. The Landscape captures the approved projects for WSO Volunteers and Staff, serving as a guide for prioritizing throughout the year. The proposed 2025 WSO Projects Landscape will be presented to the Board of Trustees for consideration at its January 2025 meeting.

APPENDICES

Organization Chart



World Service Office Organization Chart - April, 2025



Confidential - Property of Al-Anon Family Group Headquarters, Inc.

Board of Trustees Motions and Decisions by Consensus³

Kathi M., Chairperson of the Board of Trustees—2024-25 (Trustee)

Jeri W., Chairperson of the Board of Trustees—2023-24 (Trustee)

The Board, in its legal, financial, or oversight capacities, acted to:

- Begin a three-year trial to offer interpretation at its Road Trip! event when interpretation is requested by the Area and supported by local Area interpreters using the criteria specified by the Board.
- Accept the 2023 WSO Annual Report to the WSC as presented.
- Eliminate the need to restrict applicants for balanced regional representation on the Literature, Forum Editorial Advisory (FEAC), and Public Outreach At-Large Committees during the selection of At-Large applicants.
- Accept the 2024 WSO Projects Landscape.
- Approve the 2024 Preliminary Budget as presented.
- Authorize funding from the Reserve Fund for a special project to complete registrations of the AI-Anon trademark in newly identified international structures not to exceed \$100,000.
- Include the costs related to Delegates' expenses to visit Stepping Stones following the WSC as part of the 2025 WSC Equalized Expense and Full Cost calculations.
- Revise and replace the current Trustee Roles Description to reflect the clearer delineation of responsibilities and qualifications effective immediately.
- Begin using the revised Trustee Application for the 2024 nominating process (to elect Trustees starting in 2026).
- Approve the Regional Committee on Trustees Chairperson and Alternate Chairperson elections to take place during the time frame of the World Service Conference at a time determined by the Conference Leadership Team (CLT).
- Grant Latvia permission for first-time translation and printing CAL into the Latvian language.
- Grant Mongolia permission for first-time translation and printing CAL into the Mongolian language.
- Present the "Choosing A Group's Name" Policy as revised to the World Service Conference for consideration.
- Approve IRS Form 990 as amended.
- Choose the Trustee(s) to serve as alternate members on the Nominating Committee during Board Officer discussions after the Board Officer resumes have been submitted and choose the Trustees by lot from those eligible to serve as alternates.
- End the trial and create a permanent practice of the Nominating Committee a) asking candidates who are not currently serving on the Board to continue to provide a confidential, skills-based (either work or AI-Anon service) reference who can share experience validating the candidate's skills and to ensure the reference is submitted; and b) having Staff collect an AI-Anon service based reference.
- Eliminate the process of scoring Board Officer candidates.
- Maintain the Reserve Fund as is until the July Board meeting while it explores a plan for addressing the funds in excess of the WSO's one year's operating expense.

³Following best-practice recommendations provided by the American Society of Association Executives (ASAE) and confirmed by the AFG, Inc. attorneys, in 2022 the Board of Trustees, together with its Executive and other Committees, began using a consensus methodology for decisions except when matters, such as legal and other fiduciary responsibilities, required formal motions.

- Approve the proposed Road Trip! Work Group Guideline modifying the Work Group composition, assigning a Trustee as Chairperson, and adjusting Staff assignments on the Work Group effective immediately.
- Present the "Local Services" Policy as amended to the World Service Conference for consideration.
- Accept the Strategic Leadership Team proposal to pursue an ebook strategy which allows the WSO to publish all current Spanish, English, and French language Conference Approved Literature books in ebook format and international structures to receive net revenue for ebook sales occurring in their geography upon execution of mutually beneficial legal agreements.
- Approve the transfer of Reserve Funds to implement the following four projects recommended by the Strategic Leadership Team:
 - ◆ Option 3) Replace tables & inoperable chairs in the WSO conference rooms.
 - ◆ Option 6) Purchase a new van for the WSO.
 - ◆ Option 7) Purchase a new inventory bar coding system.
 - ◆ Option 8) Purchase a new mail scanning system.
- End the four-day World Service Conference (WSC) week trial and return to hosting the WSC across five days beginning with the 2026 WSC, while continuing to seek opportunities to hold appropriate sessions virtually so gaps are available for fellowship and breaks.
- End the trial of holding the WSC over a weekend and return to scheduling the Conference agenda to occur during the week starting with the 2026 WSC, with the flexibility to shift onto one weekend day if necessary to accommodate holidays, while ensuring the WSC occurs during the month of April.
- Approve the 2024 Revised Budget as presented.
- Set the Full Cost for a Delegate to attend the 2025 WSC at \$ 3,617.71 and the Equalized Expense cost at \$ 2,532.00 (70 percent of Full Cost).
- Hold the WSC in New York or the surrounding area for a six-year trial starting after 2025 to allow for the Conference members to attend Stepping Stones once in their panel.
- Extend for a second three-year period the trial to assign the Global Electronic Area (GEA) to the Region within the WSC Structure in which their current Delegate lives or, if the Delegate lives outside the WSC Structure, to a WSC Structure Region pulled from a hat—in the latter case, the Delegate would not be eligible to serve as a Regional Trustee per the AFG, Inc. Bylaws.
- Approve the At-Large Executive Committee Member Role Description as presented and implement it as soon as the results of the At-Large Executive Committee member time survey are analyzed and incorporated into the Role Description.
- Accept the Nominating Committee recommendation that Delegates not be required to wait two years after serving before being considered to serve as an At-Large member of the Executive Committee on a three-year trial basis.
- Suspend holding the Road Trip! event in 2028 due to AFG, Inc's responsibilities for hosting the 2028 International Convention.
- Extend the trial to hold the October Board of Trustees meeting in one and a half days for an additional year to further evaluate the results and impacts.
- Approve At-Large Executive Committee members and Staff Strategic Leadership Team members participating with voice but no vote during Envisioned Future Work Group discussions.

- Approve the following special projects to be funded by the Reserve Fund surplus, with transfers to occur after expenses are incurred, when appropriate for efficiency, and following review through the usual financial controls including Board approval for the amounts to be transferred:
 - ♦ Core Systems Overhaul
 - ♦ Passing It On
 - ♦ PO Campaign for the Professional – Young People, including travel expenses when identified.
- Update the last sentence of the Investment Philosophy contained in the Reserve Fund & Investment Philosophy to replace “alcohol-related” with “alcohol-producing” companies.
- Select Minneapolis, Minnesota as the location to hold the 2028 Al-Anon International Convention with A.A. participation and to invite Minnesota South and Minnesota North Areas to serve as the Welcome Committee for Convention.
- Approve that the amount of \$169,200, representing the year-to-date annual four percent transfer from the Reserve Fund, be returned to the Reserve Fund before the end of the year 2024, and that no further four percent transfers be made from the Reserve Fund to the General Fund during the fourth quarter of 2024.

Executive Committee Motions and Decisions by Consensus³

Carol M., Chairperson of the Executive Committee - 2024-25 (At-Large member)

David B., Chairperson of the Executive Committee - 2023-24 (At-Large member)

The following actions were approved by the Executive Committee and presented to and approved by the Board of Trustees:

- Approve the monthly Finance Committee Report and financial statements.
- Bring forward the Literature Committee’s recommendation for a new piece of literature on Al-Anon members’ relationship with finances in Al-Anon recovery to be accompanied by a WSO operational and financial assessment.
- Approve the pricing for *Healing Within Our Alcoholic Relationships—A Collection of Insights from Our Shared Journey* (P-95) at \$4.00 in English, Spanish, and French.
- Accept the Revitalizing Alateen Task Force (TF) presentation and ask Staff to review and publish an Alateen public outreach resource using the TF - created materials.
- Accept the Staff recommendation to add, consolidate, and remove Strategies from the 2024 WSO Projects Landscape, thus modifying the Strategic Plan initiatives for the remainder of 2024.
- Accept the changes to the Bereavement section of the Al-Anon Family Group Headquarters, Inc. (AFG, Inc.) Employee Manual.
- Accept the recommendation of the Directors Team to eliminate the written weekly Directors’ Reports in favor of monthly Directors reports on key milestones and dashboards as they evolve for a one-year trial.
- Approve the Revitalizing Alateen Packet service tool with amendments as suggested by the Executive Committee.
- Provide conceptual approval of the PO Committee – Professional Letter as presented.
- Approve implementation of the new application process for bookstores buying from the WSO.