

Services Provided to Groups by WSO

Group Services Department

- ▶ Registers new Al-Anon and Alateen groups and electronic meetings
- ▶ Sends a complimentary *Al-Anon/Alateen Service Manual (P24/27)* to each registered group
- ▶ Sends a complimentary *Groups at Work* to each registered group
- ▶ Keeps group records information current
- ▶ Publishes *Alateen Talk* for Alateen groups and Group Sponsors
- ▶ Sends a complimentary *Forum* to each registered group
- ▶ Certification of Al-Anon Members Involved in Alateen Service (AMIAS)
- ▶ Supports Al-Anon Information Services and LDCs.
- ▶ Provides guidelines and other service tools
- ▶ Assists Areas with Alateen safety requirements and guidelines
- ▶ Manages the toll-free meeting line to ensure adequate staff are available to provide meeting information in English, Spanish, and French to potential members, professionals, and others
- ▶ Conference calls with Area Group Records Coordinators and Alateen Coordinators
- ▶ Supports Loan Members, inmates, electronic meetings, members with special needs
- ▶ Provides information for groups on the Members' Web site – podcasts, blogs, updated Policy information between reprints

Public Outreach Department

- ▶ Produces *Al-Anon Faces Alcoholism* - Al-Anon's largest, member-participation public outreach project.
- ▶ Develops radio and TV PSAs that reach English-, Spanish-, and French-speaking audiences in the U.S., Puerto Rico, Bermuda, and Canada.
- ▶ Conducts outreach via traditional electronic and social media through two press releases each month, published electronically and distributed through traditional print media.
- ▶ Provides support and encouragement to Area Cooperation with Professional Community Coordinators, Area Public Outreach Coordinators, Area Web Coordinators, Newsletter Editors, and individual Al-Anon members.
- ▶ Provides outreach tools such as *The Best of Public Outreach*, a "how to do it" guidebook for a range of possible public outreach projects, the DVD that is available with French and Spanish subtitles, *Al-Anon and Alateen's role in family recovery (AV-31)*, and Treatment Center Model.
- ▶ Provides content to the Web site, Podcasts, Blogs, YouTube, Facebook, and Twitter.
- ▶ Provides outreach to professionals at the national level for greater visibility for Al-Anon in nationwide cross-organizational recovery outreach activities and makes professional content available to *Al-Anon Faces Alcoholism*.
- ▶ Participates on the Public Outreach Committee
- ▶ Collaborates with researchers who measure and validate the benefits of Al-Anon to members.

Fellowship Communications Department

- ▶ Processes requests to reprint CAL in Area newsletters, books, and articles written by members, and by professionals who are publishing research. This process protects our copyright and ensures that Al-Anon's printed material is presented accurately.
- ▶ Plans, schedules, and conducts Literature Committee meetings by conference call
- ▶ Manages the e-Community folder for Literature Coordinators and manages the conference calls held twice a year
- ▶ Coordinates the production of all new literature, including selecting a writer, preparing the contract for the writer, making edits, and preparing the drafts for review by the Literature Committee, Policy Committee, and Executive Director. Sometimes the staff makes minor revisions to books or pamphlets

- ▶ Produces *The Forum* and processes approximately 1000 submissions annually through the review procedures of the *Forum* Editorial Advisory Committee. Staff plans the content of each magazine, edits for style, and coordinates the production of the magazine with the Publication Department.
- ▶ Manages the e-Community folder and conferences calls for the *Forum* Coordinators
- ▶ Manages the e-Community folder for Area Newsletter Coordinators
- ▶ Reviews for style and grammar the most significant communications from the WSO to the fellowship including presentations shared with Delegates.

Membership Outreach Department

- ▶ Compiles and posts *Area Highlights* with sharings from Areas and structures about their successes and challenges in three languages on the Members' Web site.
- ▶ Manages e-Communities for District Representatives, Area officers, IAGSM delegates, General Service Offices, and our World Service Delegates including reoccurring questions for those issues that continue to surface
- ▶ Assembles and translates *Le Lien* and *en Accion* to bring excerpts from *The Forum* to our French- and Spanish-speaking members
- ▶ Translates Conference Approved Literature, Public Outreach materials, and the Public Outreach and Member Web sites for the Spanish- and French-speaking members worldwide
- ▶ Assists financially with the translation and printing of key beginning literature in other structures.
- ▶ Licenses and maintains the copyrights of AI-Anon literature in over 40 languages
- ▶ Hosts Anniversary Parties and a World Service Office Open House every five years celebrating our founding
- ▶ Compiles and publishes *World Service Conference Summary* which shares the annual discussions and activities of the senior structure with all groups worldwide; also available on Members' Web site.
- ▶ Selects and plans the next International Convention site location. Negotiates and signs the necessary contracts and hotel commitments to get our members the best possible prices.

Administration and Business Services Department

- ▶ Maintain the Archives which serves as a resource for members regarding AI-Anon's co-founders and heritage
- ▶ Receive and process all literature orders, contributions, and *Forum* subscriptions from the fellowship
- ▶ Design and maintain the Web sites – Public Outreach, Membership, and Shopping Cart – for use by the fellowship
- ▶ Coordinate the process of selecting our trusted servants and facilitate their work through the Nominating Committee
- ▶ Maintain inventory in a safe and easily accessible fashion to ensure adequate stock of material, as well as process, package, and ship as many orders as possible on a daily basis
- ▶ Grant service arms permission to post the Legacies on their Web sites
- ▶ Provide a comfortable and safe working environment for the staff in order that they can support the fellowship as well as providing spaces for the Board of Trustees and Delegates when necessary
- ▶ Coordinate participation of WSO staff and Trustees in Area Assemblies and events to share their experience, strength, and hope with the fellowship
- ▶ Design *The Forum*, our monthly magazine, execute the work orders for production, and post excerpts online
- ▶ Grant permission to use CAL to on-line AI-Anon meetings, in an effort to guard our copyright as well as promote unity of the AI-Anon program
- ▶ Handle daily correspondences from the fellowship and distribute it, so that individual departments respond and provide support to the members