

# How Al-Anon Serves Your Group and You

Members	Recovery & Service Tools	Awareness	Financial Sustainability	Global Engagement
<ul style="list-style-type: none"> <li>• Answers the toll-free meeting line in English, Spanish, and French</li> <li>• Supports all registered Al-Anon Family Groups by answering questions; maintaining group, meeting, and trusted servant records; sending complimentary CAL and other service materials; and providing registration dates</li> <li>• Builds and maintains the <i>Al-Anon Family Groups Mobile App</i></li> <li>• Performs thorough research and responds to members' questions regarding CAL and <i>The Forum</i></li> <li>• Supports Inmate Correspondence Service</li> <li>• Supports Alateen groups and encourages Al-Anon members to serve through their Area process</li> <li>• Supports Al-Anon Information Service Centers (AISs)</li> <li>• Maintains the Al-Anon Family Groups archives and manages historical document repository</li> <li>• Coordinates the Al-Anon Convention with A.A. participation</li> </ul>	<ul style="list-style-type: none"> <li>• Collects member sharings, edits, translates, designs, and publishes CAL</li> <li>• Prepares, edits, designs, and distributes <i>The Forum</i></li> <li>• Translates, designs, and distributes <i>Le lien</i> and <i>Al-Anon y Alateen en acción</i> magazines</li> <li>• Develops service tools to educate the membership on the structure</li> <li>• Consolidates and maintains public outreach tools and service materials</li> <li>• Edits, designs, and distributes <i>Alateen Talk</i> quarterly newsletter</li> <li>• Builds, designs, translates, and distributes <i>In The Loop</i></li> <li>• Facilitates, coordinates, and publishes revisions to the <i>Service Manual</i></li> <li>• Builds and translates <i>Mobile App</i> premium content</li> <li>• Processes requests to translate CAL and coordinates reviews of translations</li> </ul>	<ul style="list-style-type: none"> <li>• Prepares, designs, translates, and distributes <i>Al-Anon Faces Alcoholism (AFA)</i> magazine</li> <li>• Develops service-wide PO campaigns, including public service announcements (PSAs), and collaborates with media</li> <li>• Shares the Al-Anon message with professionals, including providing complimentary materials and attending professional conferences</li> <li>• Supports and encourages Areas, members, Al-Anon service arms, and service entities in public outreach efforts</li> <li>• Creates content for and manages blogs, podcasts, and social media pages</li> <li>• Builds, translates, and actively maintains the website, including international and WSC Structure meeting searches</li> <li>• Conducts internal research and collaborates with researchers</li> </ul>	<ul style="list-style-type: none"> <li>• Manages AFG, Inc. financial matters and operations</li> <li>• Receives and processes member contributions</li> <li>• Manages inventory, processes, and distributes literature orders for members, groups, and Literature Distribution Centers (LDCs)</li> <li>• Receives and processes magazine and premium content subscriptions</li> <li>• Grants permissions and processes reprint permissions for WSC Structure and the international community</li> <li>• Maintains and defends copyrights and trademarks</li> <li>• Oversees Staff implementation of the Strategic Plan</li> <li>• Recruits, grows, and retains WSO Staff to support our primary purpose</li> <li>• Maintains AFG Connects and the Online Store</li> <li>• Evaluates emerging technologies to determine benefits for AFG, Inc. and the fellowship</li> <li>• Prepares and translates an Annual Report of WSO activities and projects</li> </ul>	<ul style="list-style-type: none"> <li>• Provides leadership and support to trusted servants including Delegates, Area Chairpersons, District Representatives, and Coordinators</li> <li>• Coordinates the World Service Conference (WSC) and produces the <i>WSC Summary</i></li> <li>• Provides leadership and support for trusted servants globally across national and evolving international structures</li> <li>• Coordinates the International Al-Anon General Services Meeting (IAGSM) and produces the summary</li> <li>• Supports Al-Anon Members Involved in Alateen Services (AMIAS) and facilitates the annual Alateen recertification process</li> <li>• Coordinates Staff and World Service Office (WSO) Volunteer participation in international and Area events</li> <li>• Facilitates the WSO Volunteer application process to ensure consistency in candidate selection</li> <li>• Supports WSO Volunteers on committees and in executing oversight responsibilities</li> </ul>