

World Service Conference

April 20 – 24, 2026

Supplemental Overview of the Week

Prepared by: Jan Rastall, Delegate, Utah, Panel 66, Where Service and Recovery Mix

The 66-year conversation continued at Newport News, VA.

What is the World Service Conference (WSC)?

It is Al-Anon Family Groups largest group conscience.

Who attends WSC?

- Delegates from states, provinces, and territories with the U.S., Bermuda and Canada, and from non-geographically based Areas;
- Board of Trustees;
- The Executive Committee;
- World Service Office Administrative Staff voting members, the three groups that comprise the Policy Committee (p227 2026-2029 Service Manual)

Monday, April 20th

Our first session of the day was Voting Set-up to ensure the electronic voting solution is configured and working.

Next up was the Orientation Meeting for New WSC Members (Delegates). The Chair of the Conference Leadership Team (CLT) facilitated the session. The session was an opportunity to meet one another, share our biggest concern or anxiety, hear from the Board of Trustees (BOT) Chairperson Kathi M., the Executive Director of WSO, Vali F., Jayme C. the Conference Leadership Team Chairperson, Suzanne M., WSO Staff, and Rachelle C., BOT volunteer.

During the orientation session, Panels 64 and 65 met separately. They were given “assignments” to work on as a panel to be shared later in the week.

In the afternoon, I attended the Conference Committee on Trustees as a new member of the committee. I was assigned to this committee by WSO. This committee is responsible for processing all applications for the Board Trustees which is composed of volunteer Al-Anon members. I serve as the Out-of-Region Delegate for Canada-Central.

Later in the day, Delegates gathered to Share Area Highlights with one another.

The Conference officially began with the Opening Dinner. The purpose of the Opening Dinner is to “enjoy the spirit of cooperation and fellowship that guides all our work and to recognize the newest members of Conference by being pinned by their Mentors”. Following the pinning, Sarah Smith, Director of Programs, shared her recovery journey.

Following dinner, Panel (66), met in the foyer to vote on the panel’s tag line. This is a long-standing tradition, that each new panel of Delegates come up with a tag line for their panel. After our vote, Panel 66’s tagline is “Where service and recovery mix”.

Tuesday, April 21st

I attended the early morning Al-Anon meeting.

After breakfast, we heard an opening message from Jayme C., CLT Chairperson and then thirteen WSC members read various readings from the WSC Charter. Next was a welcome from Kathi M., Chairperson of the BOT followed by the reading of the Twelve Traditions.

The first session of the day was titled: Catching up-Open Conversations. It was “an opportunity for any member to share any world-service level topics or concerns which have risen since the last Conference that might be an obstacle to being fully present at this WSC”. Members had two minutes at the mic to “air and share”. Some examples of shares were: Why did the work group section get removed from the new service manual? How do we get a new request for CAL to the literature committee? Is the BOT pushing an agenda by having a single trustee hiring process?

Next up was Roll Call. When each name was called, the person walked to the front of the room and received a WSC 2026 attendance medallion from Rachelle C., BOT volunteer.

After roll call, there was a session to reach a consensus on conference guidelines; followed by Participation is the Key to Harmony. This session focused on theme’s embodied in the 2025 WSC evaluations survey. Panel 64 presented “Healthy Ways to Deal with Conflict in Areas” and Panel 65 presented “How to Take Good Notes during Conference”.

After lunch we reviewed Concept 6 and learned about the difference between the Board of Trustees who hold legal rights for AFG, Inc. and the World Service Conference, who hold traditional rights for AFG the fellowship; we heard feedback from Areas on the implementation of the Choosing a Group’s Name policy. Next was a presentation on the Electronic Alateen Validation and Implementation Planning, followed by the Auditor’s Report delivered by Niketa Williams, Senior Director of Finance and Operations. Then Delegates had an opportunity to share at the mic any area feedback on the Single Trustee Application and Selection process.

We concluded the day (and each day following) with takeaways from the day’s sessions and spiritual reflections.

Participant Take-Aways for the Day were:

- 1.The way that last year’s WSC evaluations were reviewed and the opportunity to be a part of the discussion.
2. Let’s talk about what we get to do, not what we can’t do.
3. My Area needs to update its knowledge of the Service Structure.
4. I am exactly where my Higher Power wants me to be.
5. Regarding the naming of groups, I learned that location is key. Our Area is very rural. Changing a group name with an identifier to a generic name increased attendance.
6. Think about what unites us and think abundantly.
7. We will be guided by the principles found in our Legacies and all participate equally in WSC as members.
8. We need to institute a Concept Study to advertise the Trustee role and plant the seed for future candidates.
9. We have added “Catching Up on Conversations” to our Conference Agenda.
10. I would like to roll down to the Area level anything that would keep us from being present.
11. Am I going to go where I am accepted or go where everyone is accepted?
12. I appreciated the statistics that 43% of members were referred to AI-Anon by professionals. Let’s come up with more ideas to expand the fellowship considering this information on professional referrals.
13. Encourage everybody at all service levels in my Area to use the Service Manual—it’s a fabulous resource.

14. Be flexible and humble during the Delegate's Report.

15. Finance is fun! It is important to take back to the Area how important contributions are.

My key takeaways were:

The Catching up and Participation is the Key to Harmony sessions set the tone for listening and collaboration that I felt out throughout the day.

There's is a broad range of concerns from Area's regarding using Identifiers in Group Names. Of primary concern is that anyone is welcomed at any AI-Anon Meeting no matter what's in the Group Name. Some groups want to limit who's welcome. The issue we need to address is how does WSO move forward with implementation of the Group Naming Policy.

The session on Electronic Alateen Validation and Implementation Planning reviewed the journey to date. The slides were creative and provided clarity. There were questions about mandatory reporting. If the Electronic Alateen is recognized as part of the AI-Anon Family Groups structure, our Area will need to explore the implications of this development. There will be training sessions in August.

AFG, Inc has had good opinions from Audits for the past 5 years.

Some Areas are concerned about losing control of vetting regional trustee applications. The BOT hopes that a streamlined process will encourage more applicants. The BOT has vacant seats that need to be filled with qualified volunteers.

Wednesday, April 22nd

I attended the early morning AI-Anon meeting.

Following breakfast, we started the day with a session on a Chosen Agenda Item (CAI). WSO invites Delegates to submit CAI's prior to the WSC. The submissions are consolidated into similar themes. Delegates then vote on which two topics they'd like to discuss at WSC. Our first Chosen Agenda Item was Artificial Intelligence (AI). Members were invited to the mic for a two-minute share about the use of AI in AI-Anon.

Suzanne M., Associate Director, World Service Events & History, posted the following on AFG Connects on Feb 11, 2026:

"In response to a discussion thread in the DR community about using AI to create a Step Study guide (AI and creating a step study guide | District Representatives), we posted the following response, which we are including here for your information:

Thank you for your post. You are not alone in your concern. AI-Anon's Conference Approved Literature (CAL) is copyrighted and registered by AFG, Inc. and contains the following copyright statement:

"All rights reserved. No part of this publication may be reproduced, stored in, or introduced into a retrieval system, or transmitted, in any form, or by any means (electronic, mechanical, photocopying, recording, or otherwise), without prior permission of the publisher."

Uploading CAL to an AI platform is a violation of the copyright statement above as it would be "stored in, or introduced into a retrieval system, or transmitted...without prior permission." To the extent a PDF was created from CAL, that reproduction is likely an additional violation of copyright if done without AFG, Inc.'s permission.

Documents uploaded to an AI system may end up on the AI provider's servers, thus making them available to third parties and/or for possible use as part of AI training or educational processes and thereby violating AFG, Inc.'s copyright.

Use of AI is also concerning from the perspective of our spiritual principles. Concept Four reminds us that participation is the key to harmony. This is accomplished through the engagement and connection of individual members, trusted servants, WSO Staff, leaders through the links or service, and our Board of Trustees. While AI may be a useful tool in some instances, it should not take the place of talking to each other and reasoning things out, reaching out to a Sponsor, or requesting and participating in a group conscience to resolve difficulties.

In this instance, we note that both Paths to Recovery (B-24) and Paths to Recovery Workbook (P-93) already contain thoughtful questions suitable for exploration in a workshop. Of course, there may be more questions that can be developed for that purpose, and we welcome individuals and groups to come together and engage with the material directly. The human awareness and understanding that comes out of dealing with the effects of living with the disease of alcoholism cannot be artificially created or replicated. In other words, human input and thought is central to accurately communicating the experience, strength, and hope that is contained in – and grows out of – interaction with our unique CAL.

The WSO is currently working to develop a more comprehensive guide regarding AI to be delivered as quickly as possible.” (End Post)

Following this session, we visited the World Service office in Virginia Beach. We were driven to the office on chartered buses. We were greeted by the WSO staff who were lined up on the walkway outside the office. We proceeded through the line receiving a handshake or hug with a greeting, “welcome home” by each staff member. We toured the various departments, met staff in their workspaces, and participated in a spiritual meeting with the topic: How are we each a personal Clearinghouse? There were a lot of pictures taken, hugs given, and generous sharing by everyone.

After returning to our hotel and conference room, we were entertained by a skit created by a Delegate Task Force on Applying Step Four to an Area Inventory. It was informative.

Next, David Bruce, Trustee and Chair of the Finance Committee, shared the financial report. Of note is that all groups (approximately 13,032) in the WSC structure are supported 100% by WSO but only 62% of the groups send in donations. The annual value of service for each group is currently \$358. This amount is expected to increase this coming year. WSO relies on group contributions and literature sales to make their budget.

After dinner, Alicia Armas Mauleon from Mexico, shared about their structure and her recovery story.

We concluded the day with an Unanswered Questions session. This was an opportunity for members to ask questions about topics presented that day or earlier in the week. After questions were asked, either WSO or the BOT answered the question to the best of their ability.

Delegates Take-Aways for today were:

- 1.The WSO tour was spiritually motivating. Taking pictures and notes that I took I look forward to sharing with my Area.
2. The WSO tour was like coming home. A small family working together to provide global services.
3. Area inventories exist!
4. At the WSO, the AD-Public Outreach reminded me that there are free service materials available.
5. The WSO Archives was amazing. I was so impressed with all the work being done by the Archivist.
6. The WSO Archives—standing in the room, feeling the depth of history was very powerful. I also enjoyed seeing our CAL in so many different languages.

7. There were some great conversations that came out of the CAI discussion today. It is difficult to describe sometimes what we are. I heard a wonderful description—Al-Anon is for the friends and families of alcoholics who also practice the Twelve Steps. We are not just observers we are in recovery.
8. I am appreciative that we are going to have opportunities to train the Delegates on how to bring the budget back to our Areas.
9. The feeling of love that I got when the buses pulled up the WSO, the hugs we received, and being told, “Welcome home.”
10. Finance is fun! Sarah loves LEGOs (globe)!
11. We are all spiritual clearing-houses.
12. I can now say that I know what CRM stands for—Customer Relationship Management.
13. For me, it was to see inclusion in action when I was invited this morning to say the Serenity Prayer in Spanish.
14. There are two open positions at the WSO. It is not just a job; it is a calling and a spiritual experience.
15. I finally won one of Niketa’s prizes!
16. Hearing from the International Representative from Mexico was powerful.
17. Two words—hope and trust—said by the Treasurer of the Board during the Finance Committee Report.
18. I think it is important for my members to know that only three people handle customer service for the entire world at the WSO. Be patient with them.

My key takeaways were:

The visit to WSO will always occupy a special place in my heart. I truly felt I had arrived at my spiritual home. It was an emotional experience. I particularly enjoyed meeting the staff, visiting the Archives area, seeing our Conference Approved Literature printed in various languages and participating in a spiritual meeting with other WSO staff. I’m impressed by how much WSO does to support groups domestically and internationally with so few staff. It’s a testament to the spiritual foundation of our fellowship.

Again, I’m amazed by the continued growth of Al-Anon worldwide.

We’re all responsible for ensuring Al-Anon is here in the future. Let financial support begin with each of us.

Thursday, April 23rd

I attended the early morning Al-Anon meeting.

The first session after breakfast, was an Open Board of Trustees Meeting. The Trustees shared their feedback on the inventory that the BOT had undergone.

Next up, Vali, Executive Director of WSO, presented the highlights of the 2025 Annual Report.

We then watched a WSC Charter presentation put on by a Task Force composed of Delegates.

For the second session on the Single Trustee Process, we heard from Kathi M. and Vali F. The focus was regarding whether and how to move forward , including insights on when the changes might be implemented.

Ann Marie Ziffler, Trustee and Chairperson of the International Committee, presented on recent and past travels to meet with representatives in Guatemala, Ecuador, and Costa Rica. Her slides told the story of people eager to get Al-Anon

started and sustained in their country. I learned how WSO offers guidance to individual members, collection of groups, AIS'S, evolving structures and GSO's throughout the year by calls, emails, web conference meetings and on-site visits.

Next up, Sarah Smith, Director of Programs, provided a PowerPoint on Implementation plans to support WSC members in evaluating whether Areas and WSO are ready to approve EA groups being recognized as part AFG.

The last session of the day was our second session on Choosing a Groups Name Implementation Policy. It was a discussion on how to proceed with the implementation of the police as it relates to identifiers.

After dinner, we convened again for another unanswered questions sessions.

Delegate Takeaways:

1. Electronic books will be available by August 2026.
2. The Open Board Meeting; I loved hearing more about the Board meeting and being able to observe. I had mixed feelings about standing for Trustee. This made me more willing.
3. I found the sharing of the international experiences were powerful. It is not just North America; it is all over the world. We are fortunate that our message is out there. We must keep sharing the message when we travel.
4. I really enjoyed the whole week and the Conference procedure. I enjoyed the international sharing.
5. The process of the Choosing a Group's Name discussion. When there is no consensus, I learned I don't have to push.
6. The Board of Trustees listen and take concerns into consideration to find a path forward that we can accept on Single Trustee Process. I tend to emphasize the words openness and humility in my Delegate's Report.
7. Kudos to the WSC Charter TF. The skit with three acts, trivia game, etc. was a reinforced training. It is a great way to learn and use it as a tool.
8. Single Trustee Process—I wondered how we were going to narrow down our options from three to one. It went very well.
9. I am thrilled with the location that we have. To have the time and opportunity to get out and sit in nature has been tremendously healthy for me to recenter.
10. Skits are fun! Our Area got away from them. I was glad to see them.
11. We are on a spiritual adventure!
12. I am excited to talk about and present on Trustees to my Area.
13. Leadership isn't about having the loudest voice. It's about listening with humility.
14. The process of the WSC Charter TF is my takeaway. From start to finish, we learned so much about each other and the Executive Committee, with its attention to detail and respect for our time. We were diligent and worked so well together. I am grateful for the experience.
15. Having e-Books by August 2026 is very exciting.

My key takeaways are:

As I observed and listened to the Open Board meeting I felt a sense of gratitude for these Al-Anon members who've stepped up to serve our fellowship at this level. Trustees are recovering Al-Anon members. We're all equal. I felt the Board's willingness to continue to practice step 4 sets a positive example for all service arms. Only in this way can our

unity be ensured. The Board of Trustees holds the legal rights of AFG, Inc. They address any topic that may have legal ramifications for the fellowship.

The other sessions were informative and I felt in awe of how much WSO accomplishes with so few staff.

I have a greater appreciation for the value of the WSC Charter, as found in our service manual, tab titled, Charter.

Friday, April 24th

I attended the early morning Al-Anon meeting.

The first session was about planning for the 2027 Road Trip (RT). Areas are encouraged to apply to host RT. WSO is inviting applications from Areas. Areas must mail a completed Required Information Form (RIF) by September 11, 2026. This event is always held in October. It will be the last chance to host a RT until 2029 due to the International Convention in 2028.

Next, we heard about the outcome of the 2025 AA International Convention with Al-Anon participation. Attendance was a bit lower than anticipated. We are now thinking ahead to Al-Anon's International Convention in 2028.

The next session of the day was Part two of the Electronic Alateen Validation and Implementation Planning process. Topics covered were AMIIAS-E Certification, the Training and Implementation timeline; Miscellaneous information about meetings; and are we ready to vote? Some Areas have already been discussing EA meetings through a thought force in anticipation of the EA's being recognized as part of the WSC structure.

Voting on Motions occurred after lunch. All eight motions carried.

Lastly, we learned about Passing It On (POI). WSO is launching a project to support new service volunteers. A task force was formed and charged with looking at what material is in place in Areas. Content Developers will be selected from our fellowship to help write a syllabus. A Task Force has been selected. They will begin looking at what materials are in place in Areas. By the end of the year, more information will be provided.

Delegate Report Takeaways:

1. We are excited about the passing of the three motions on Electronic Alateen Validation & Implementation Planning.
2. Accepting teens in electronic Al-Anon meetings is a slippery slope, because we don't verify Al-Anon members' IDs. The chat is usually open, so things could be happening without anyone knowing it. In a physical meeting, there could be concerns about protection of teens. I want to bring this discussion back to my Area.
3. I am excited about the "EAVIP train leaving the station."
4. I believe some of the Panel 64 "Sharings Ourselves" would be great to include in The Forum.
5. We passed a three-year trial for the Single Trustee Process that would start accepting applications in 2028. Let's go back to our Areas and talk about Trustees!
6. The undying efforts and hard work that everyone has put in, especially the Staff and Board. Late nights that came back with outstanding results the next day. The ability to bring to us the true spirit of the Legacies.
7. Passing It On—Syllabus to be created to capture the wisdom of service.
8. I have deep gratitude for this 66th year spiritual conversation and group conscience. We were able to reason it out and have respect and grace for one another.

9. As a new Delegate, I felt nervous and confused at last year's Conference. I watched some of the discussions from last year come back to this year's Conference. We were able to work together and reason things out. I am grateful to have been a part of this Conference.

10. It has been emotional and has felt like a dream. For me, being able to listen to the group conscious has been a gift. I loved seeing all these little ants working.

11. I am proud to have been a part of milestone decisions. I am so impressed with the WSO Team—the quick modifications. Because of you all, we have new choices to bring back to our Areas.

12. My Area is always interested in hearing what's going on with public outreach. Everywhere we go, as members, we can attract other people, this thought will be in my report.

13. Road Trip—I am excited that it is in Chicago this year! I like the fact that it changes location each year.

14. There are two open positions at the WSO that can be hybrid or remote.

15. At Conferences, I try to find someone new in the room with whom I have not had a conversation. I did that this year at WSC and had great conversations.

Throughout the week, third year Delegates (Panel 64) were allotted three-minute shares on their experience as a Delegate.

The Closing Dinner with Speakers, Liz P, IL-S and BJ M., TX, was an opportunity to recognize the outgoing Delegates and to celebrate all we accomplished together.

My takeaways were:

Realizing how complicated things become when technology is involved, especially regarding EA meetings.

The spiritual tone prevailed throughout the week.

Saturday, April 25th

WSO hosted a 75th anniversary gala banquet. There were speakers, a countdown of recovery and delicious food. There were approximately five hundred people in attendance. I'm honored I was able to attend this once in a lifetime celebration.