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| |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | |  |  | | --- | --- | | |  | | --- | | The Board of Trustees is pleased to announce the election of Cindy Medford, Southwest Regional Trustee, as the new Board Treasurer. Cindy will serve in this role until the Annual Meeting to be held in April 2021. Thank you Cindy for your willingness to serve as Board Treasurer!    In service,  ------------------------------ Lynette K. Chairperson, Board of Trustees Al-Anon Family  Group Headquarters, Inc. ------------------------------ | | |  |      |  | | --- | |  |  |  | | --- | | You are subscribed to "WSC Members" as [tammymlaafg60@gmail.com](mailto:tammymlaafg60@gmail.com). To change your subscriptions, go to [My Subscriptions](http://connect.al-anon.org/preferences?section=Subscriptions). To unsubscribe from this community discussion, go to [Unsubscribe](http://connect.al-anon.org/HigherLogic/eGroups/Unsubscribe.aspx?UserKey=46e42957-bee8-43e7-9cda-09d8741b729f&sKey=3ceffdc9b02749759b11&GroupKey=5c4d2041-94ab-49bc-aec1-caa30e7091c6). | | |

Greetings!

The pandemic has brought about many challenging changes, yet through this adversity, the World Service Office (WSO) Staff has identified a positive opportunity. As we continue navigating through 2020, we want to share with you this helpful change in process at the WSO.

As a result of staffing assessments this year, we realized having a live receptionist to answer and direct all incoming calls was not the most efficient use of our members' contributions to the WSO. We researched technology that would provide cost-efficient alternatives while maintaining WSO standards of service to the fellowship.  In the process, we discovered that a simply configured, automated reception phone system would achieve our goals.

What this means to you is that starting December 7, 2020, members calling our main number- (757) 563-1600-will be greeted with a more efficient, direct dial experience. Members will now have the opportunity to reach the team they need directly!  Importantly, members will also be offered the option to speak with a live person if they prefer. This change will have no impact on the WSO toll-free meeting line which continues to be answered by Staff available to support members and newcomers with finding a meeting.

We are grateful and excited about the opportunity to turn challenge into benefit and wanted to share our enthusiasm with you! We look forward to the opportunity to be of continued service.Niketa Williams  
Director of Finance & Operation