

## **WORLD SERVICE OFFICE OUTLINE**

The World Service Office was established by the N.A. Fellowship to serve as the publishing agency for N.A. and to assist in the general administration of N.A. The Office was incorporated in 1977 and has maintained an office since that time. In the first three years the office was in the home of the Office Manager. In 1980 the Office was moved to a commercial building. We have grown considerably since 1977. The Office now occupies two buildings with a total of nine thousand square feet of space.

The World Service Office is a special board within the scope of Tradition Nine and responsible to the World Service Conference. The WSO presents a yearly report on operations of the Office to the Conference along with a complete Financial Report. Between the yearly meetings of the Conference the WSO reports to the Fellowship at large through the publication of the *Newsline* and the bi-monthly Fellowship Report. A provision in the By-laws of the WSO requires that the WSO adhere to and follow any instructions or actions of the World Service Conference.

### **BOARD OF DIRECTORS OF WSO**

The board created by the Conference to manage the affairs of the Office is the Board of Directors of the Office. Three members of the board are directly elected by the Conference. The other nine members of the Board are elected by the Conference to a pool of potential members from which they are drawn for membership on the Board when needed.

The Board meets six times a year. Each meeting is usually for one or two full days. Duties of the Board include:

1. Establishing policies and general procedures for the WSO.
2. Selects an Executive Director to supervise and manage the daily activities and responsibilities of the Office.
3. Oversees the general operation of the office and the Executive Directors management effectiveness.
4. Adopts a yearly budget, considers and then approves (if desirable) other expenditures not included in the budget.
5. Reviews reports submitted by the Executive Director which include specific proposals, and approves, revises or rejects those proposals.

### **EXECUTIVE DIRECTOR OF THE WSO (ALSO KNOWN AS - OFFICE MANAGER)**

The Executive Director is responsible for the overall management of the World Service Office, including implementation of policies, adherence to established office procedures, personnel management, and expenditure of funds within the budget adopted by the Board of Directors. The Executive Director reports to the full Board at meetings but between meetings communicates several times each week to the Chairperson of the Board on various matters that arise. Other responsibilities of the Executive Director include maintaining an accounting system which records all cash flow, and submitting monthly in-depth financial

reports to the Board. He also submits projections and proposals to the Board for their consideration in setting policies and procedures for WSO operation.

### WORLD SERVICE OFFICE STAFF

The office utilizes special workers within the meaning of Tradition Eight. These special workers do not as a function of their employment perform twelve step work in the form of one addict visiting with another addict as regular members might when he or she got a call from the helpline. The staff are hired for their skills and experience in business. Not all of our staff are members of the Fellowship. We are very selective of both addict and non-addict personnel in a manner that we hope to avoid having employees that become active addicts or return to using.

There are only six positions where N.A. membership or service experience is required. For these employees their business skills are what they are hired for, but their familiarization with N.A. structure and philosophy are imperative so that they can properly display their business skills within the context of the needs of a spiritual Fellowship.

Many of our staff are active in the local Fellowship in various service positions. This work is done on their own time and without involvement from WSO management.

### THE WORLD SERVICE OFFICE OPERATION

The overall responsibilities of the WSO can be divided into two overall areas of work: Production/Distribution of materials for the Fellowship and Services to the Fellowship

**Production and distribution of materials:** The Office takes literature approved by the World Service Conference, has it typeset and prepared for printing, has outside printing companies print the material and then keeps the literature on hand for sale within and outside the Fellowship. Items in addition to recovery literature are also produced when appropriate. These items are sold and then shipped all over the world. The Office is financed through the sale of the literature and other items. All contributions received at the WSO are given directly to the World Service Conference. A few examples of the volume of sales activity might be interesting for you to know about:

#### 1. Approved Literature:

Examples:

<u>The Basic Text</u>	
Apr. 83-Apr. 84	+36,000. sold
Apr. 84-Apr. 85	+72,000. sold
Apr. 85-Apr. 86	+144,000. sold
Apr. 86 to date	15,000. per month
<u>Information Pamphlets</u>	
Current sales rate	2.5 million/yr
<u>Little White Booklets</u>	
Current sales rate	400,000./yr.

2. The N.A. Way Magazine: The magazine became the responsibility of the WSO after the World Service Conference in 1984. WSO began production with the June 1984 issue.

<u>Date</u>	<u>Subscribers</u>
Oct 1, 1984	300
May 1, 1985	1,200
Aug 15, 1985	2,000
August 1986	3,800

The Magazine employs a Managing Editor full time and one full time support staff member.

3. The Office also has other inventory items that are widely used in the Fellowship including: Speaker Tapes, Keytags, Metal Medallions, Poster Sets, Public Service Announcements for T.V. and radio.

**Services to the Fellowship:** Services that the WSO provides to the Fellowship are divided into programatic areas. They currently include:

1. Group Services has two full time personnel that:
  - a. Respond to inquiries from non-N.A. sources, send pamphlets, order forms, letters etc.
  - b. Send Starter Kits to anyone on request
  - c. Record and maintain group registrations
  - d. Compile and maintain a World Directory of N.A. meetings
  - e. Respond to problems voiced by N.A. members, areas and groups.
2. Hospitals and Institutions Services are provided by two full time personnel who:
  - a. Respond to inquiries from addicts in institutions (correctional, treatment or whatever)
  - b. Service the WSC H&I committee by coordinating their correspondence and supervising clerical support for them
  - c. Edit the WSC Newsletter, Reaching Out, which is distributed to members and groups in institutions as well as H&I committees within the Fellowship
  - d. Keep records of all active H&I committees at the area and regional levels
  - e. Help isolated or new N.A. communities find the nearest H&I committee for support in developing an approach to H&I
  - f. Communicate directly with institutions, answering their questions and hooking them up with the nearest H&I committee
3. Public Information Services: A full time P.I. Coordinator serves as a liaison to the WSC P.I. Committee, keeping records and administering clerical support similar to that described under H&I above. An important aspect of the WSO P.I. Coordinators responsibilities is working with the WSC P.I. Committee and national or international news media. The Fellowship is getting an increase in the volume of media interest and the Coordinator assists in developing a coordinated response to inquiries.
4. Literature Development: A full time Literature Coordinator and three support personnel work closely with the WSC Literature Committee in every phase of the development of new literature for N.A. This WSO staff Coordinator administers clerical support to the committee, and serves as the WSO liaison in the literature development process. These staff members also oversee the translations of are N.A. Conference-approved literature and the typesetting of literature prior to printing.
5. Other Conference needs: The Office provides assistance and services to other WSC activities and needs. These include the International and Policy Committees. The International Coordinator is also involved in the development of translations by assisting the members' review. The Office also provides administrative support for the World Convention.
6. Direct Services to the World Service Board of Trustees and World Service Conference as a whole are provided by personnel who:
  - a. Handle all arrangements for the annual World Service Conference and quarterly workshops
  - b. Arrange meeting space for the WSB and WSC and their committees when needed
  - c. Provide all clerical services to the WSB and WSC
  - d. Coordinates communications for WSB and WSC members

### SOME GROWTH STATISTICS

The growth of the WSO is representative of the growth of the entire Fellowship. For example:

Number of employees:

June of 1983

One full time, one part time staff

Current

27 full time, 1 part time,  
continued rapid growth rate today

**Budget** - funds for the budget of the WSO come entirely from sales. Because the Office does not usually generate a profit, the figures below fairly well represent both income and expense.

1983	\$329,000
1984	\$880,000
1985	\$1.7 million
1986 (budgeted)	\$2.25 million

Growth of the Fellowship mirrors the growth in the WSO. The number of meetings, for example:

June of 1983

2,000 meetings

January of 1985 (18 mos.)

4,000 meetings

July of 1985

7,084 meetings

The Fellowship is growing at a tremendous rate. The number of meetings is almost doubling about every 18 months. This growth is projected to level off in a few years.

Example of WSO's role in this growth rate:

During the past year we mailed an introductory packet to 2,000 facilities which specialize in the treatment of addiction. Within six months of the completion of that project, over 300 new groups were started that were directly traceable to that mailing.