

NAWS, Inc. Annual Report



1 July 1999 - 30 June 2000



FOREWORD

NA World Services Annual Report 2000

In our *Annual Report 2000*, we want to outline some of our history as well as explain how we arrived at our present state. You may ask what history has to do with what happened over the past year, and why include it in an annual report? We believe that by presenting some of the conflicts our predecessors had to face, you will come to understand why we are functioning the way we are presently. By understanding our humble beginnings—when NA was simply a dream of a few—we hope to show what a miracle it is that NA exists at all. We want to highlight briefly some of those struggles by offering a “look back” by a few of our older members, presenting some of our financial history, and describing how all of these events affected NA and led to the way we do business today. As we continue our current efforts in reaching addicts around the world, we believe it is important for you to understand the *process* of allocating funds, whether tangible results can be seen or not.

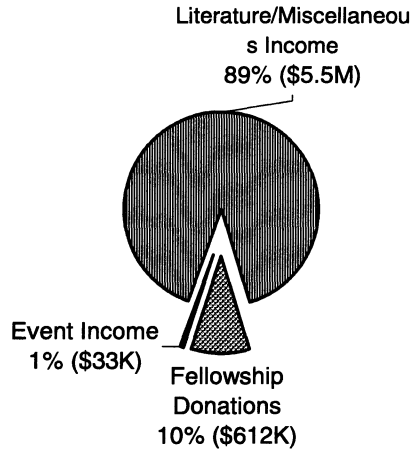
This year's report illustrates our transition to our new unified budget. Each section includes a financial graphic to highlight that area of service. We feel this will give an easier-to-understand picture of where the income supporting NA World Services comes from, and how that money is spent on services that benefit NA worldwide. The graphs on the next page illustrate the positive financial story for this past fiscal year (1 July 1999 through 30 June 2000). *With total income of \$6,179,993, less total expenses of \$5,783,596, we achieved a bottom line result of \$396,397 in excess revenue.* The income pie chart shows that 89 percent of this \$6.2 million came from literature sales and miscellaneous income. (This includes revenue from shipping, licensed vendors, and interest earned, less discounts and allowances on literature sales.) This is the highest annual total income ever achieved in the history of NA World Services! Record literature sales and record fellowship donations have combined to make this possible.

The expense pie chart shows that 50 percent of expenses fall under the category of literature production and distribution; fellowship development amounts to 23 percent; WSC support services make up 21 percent; and events (world convention/world unity day) comprise the remaining 6 percent. This report is divided into four major sections representing these four major budget categories. We've tried to tell the story behind these numbers—using individual stories of successes we have had and challenges we have faced this past year. We hope this report will help you to understand the progress we are making in our mission to provide services and support that facilitate the continuation and growth of Narcotics Anonymous worldwide.

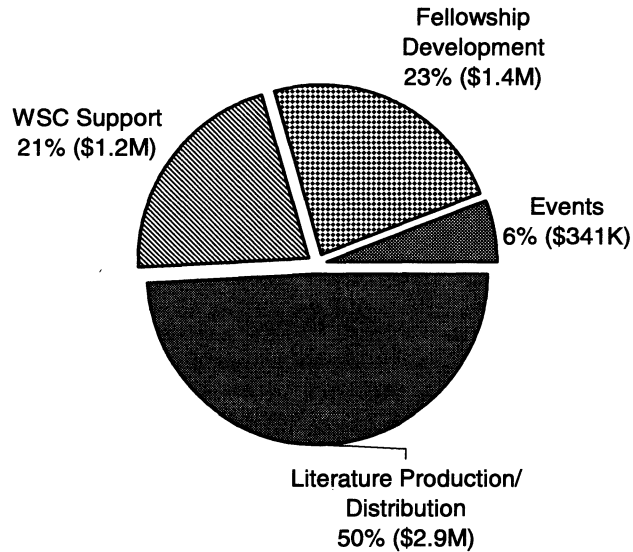
Of course, as a nonprofit organization, this year's bottom line of \$396,397 gets carried forward into the current fiscal year to provide future services and support. Having suffered downturns in both literature sales and donations in prior periods over the past twelve years, as well as the consequences of staff cutbacks and reduced services to the fellowship, we are grateful for the relative financial stability we have experienced again this past year.

We hope you enjoy reading about our fellowship's beginnings and our current state of business as we expand globally. We realize that annual reports—full of business jargon and complex financial information—can be tedious, boring, and confusing. Hopefully, we have avoided that with this report. We want to thank you for giving us the opportunity to be of service, and we look forward to continuing to serve the NA Fellowship and the addict who still suffers.

Where the Money Comes From
Breakdown of Total Income of \$6,179,993
1 July 1999 - 30 June 2000



Where Your Money Goes
Breakdown of Total Expenses of \$5,783,596
1 July 1999 - 30 June 2000



Total Excess Revenue
\$396,397

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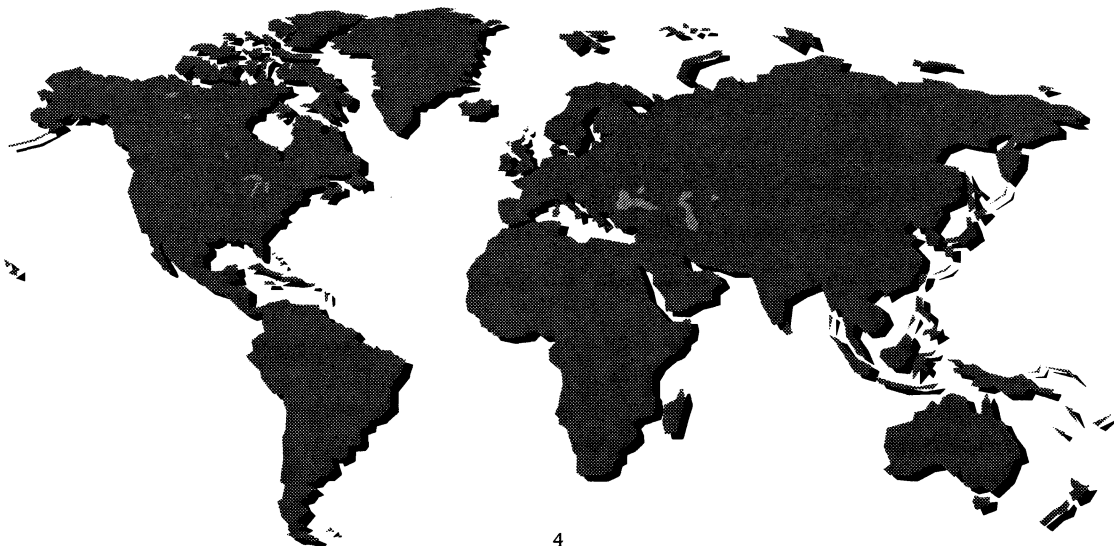
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The NAWS World Board

A Temporary Working Guide to Our World Service Structure (May 2000) states, "The purpose of the World Board (WB) of Narcotics Anonymous World Services, Inc. is to contribute to the continuation and growth of Narcotics Anonymous. The board serves as a primary resource for the NA Fellowship by providing the support needed to carry our message while ensuring that the service and support provided are of the highest quality possible. The World Board manages all activities of world services, including oversight of the operations of the fellowship's primary service center, the World Service Office." (page 3)

There are 19 members currently sitting on the board. Two board members completed their terms at the 2000 World Service Conference and did not seek reelection, Mary Kay Berger and Mario Tesoriero. In addition, four new board members were elected, and three board members whose terms expired in 2000 were re-elected at the same conference. Sadly, we said goodbye to the gentle spirit of Floyd Best, who succumbed to his battle with cancer in January 2000. The balance of the board was originally elected at the 1998 WSC. At the 2002 WSC, the terms of six current members will expire. All board members are directly elected by a 60% majority vote of the conference. All new terms are for six years, and members are eligible to stand for election to two consecutive terms. However, when the board was created in 1998, members were selected by lot for two-, four-, and six-year terms to ensure a rotation of one-third of the members on the board. Nominees are not required to be present at the conference for the purpose of nomination and election to any world service position, including the World Board.

The board met six times over the past year. All board members attended other meetings, as required, to work on board and world services projects. Project work groups also included members of the fellowship, most of whom were selected from the World Pool. As stated in the opening paragraph, the World Board is responsible for the overall operation of the World Service Office and for providing oversight and direction on specific projects that have been assigned to it by the World Service Conference or activities that are part of the routine services provided by NAWS. The board operates legally under a set of corporate by-laws that are highlighted in its External Guidelines. Day-to-day operations of the WSO are supervised by WSO executive management and carried out by the staff. Trusted servants and staff depend on one another to provide the services our fellowship needs. The World Board is a resource to the fellowship, the committees are considered a resource to the WB, and the WSO staff a resource to the WB, its committees, and the fellowship.



The NAWS World Board

“The World Board is the service board of the World Service Conference. As such, it is accountable to the World Service Conference and ultimately to the final authority, which is our service structure, as stated by our Second Concept—the groups, who retain the final responsibility and authority for all NA services. In accordance with the principle of delegation described in our Third Concept, the World Service Conference, on behalf of the groups, delegates to the World Board the authority to provide effective services.” (*TWGWSS*, page 12)

The membership of the World Board will be as follows—effective July 2000:

Board Member	Year Elected	Current Term Ends	From
Saul Alvarado	2000	2006	Panama City, Panama
Bella Blake	1998	2004	Victoria, Australia
Susan Chess	1998	2004	Washington, United States
Lib Edmonds	1998	2004	Christchurch, New Zealand
Giovanna Ghisays	2000	2006	Cartagena, Colombia
Ron Hofius	2000	2006	New Mexico, United States
David James	2000	2006	Manchester, England
Bob Jordan	2000	2006	Florida, United States
Stephan Lantos	1998	2002	California, United States
Claudio Lemionet	1998	2002	Mexico City, Mexico
Tom McCall	2000	2006	Hawaii, United States
Michael McDermott	1998	2002	California, United States
Jane Nickels	1998	2004	Connecticut, United States
Craig Robertson	1998	2004	North Carolina, United States
Larry Roche	1998	2002	Hawaii, United States
Daniel Schuessler	2000	2006	Offenbach, Germany
Cary Seltzer	1998	2002	Illinois, United States
Jon Thompson	1998	2002	New Jersey, United States
Tony Walters	1998	2004	South Carolina, United States

Narcotics Anonymous World Services, Inc.

NA World Services, Inc. employs 42 people, 38 of whom work at the headquarters office, known as the WSO, in Chatsworth, California. The World Service Office is currently comprised of our headquarters in Chatsworth, California, and two branch offices—one in Brussels, Belgium, and one in Mississauga, Ontario, Canada. Fortunately, we currently have a very low staff turnover rate. Fifty percent of our staff has been with us more than five years.

WSO-Chatsworth

A Temporary Working Guide to Our World Service Structure states "The purpose of the World Service Office (WSO), our main service center, is to carry out the directives of the World Service Conference in matters that relate to communications and information for the Fellowship of NA, its services, groups, and members. The World Service Office achieves this purpose by maintaining correspondence with NA groups and service committees, by printing and distributing WSC-approved literature, and by maintaining the archives and files of Narcotics Anonymous." (page 3) *TWGWSS* also goes on to state on page 17, "Probably the single busiest part of our service structure is the World Service Office. The WSO is the main contact and distribution point." While the WSO has numerous responsibilities to the NA Fellowship, one of its crucial functions is helping to unite our members and groups worldwide. By providing support through various avenues—supplying group starter kits; publication and distribution of all NA literature; the creation and distribution of all WSC publications and reports; worldwide meeting information; translations; public relations; and

maintaining files, records, and archives of NA's history—the WSO in Chatsworth remains an epicenter of activity!

Our two branches continue to be successful. In this section, we would like to provide you with information regarding the differences between the two. We hope this will give you a better picture of the contributions both of these branch offices offer to NAWS as a whole.

WSO-Canada

The WSO-Canada is a literature and product distribution center with two part-time employees. The staff here work diligently to maintain consistency with shipping all of the orders that are processed—not such an easy task, considering the distance between the WSO-Canada and the direct support and supervision of our headquarters in Chatsworth! Because of the nature of WSO-Canada, the inventory there is monitored by the WSO-Chatsworth office and is restocked according to its needs. WSO-Canada offers us a unique opportunity to do business since English is spoken in most provinces, and there is only one currency to deal with versus the many different languages and currencies in Europe. We are also in the process of updating Canada's operations by putting them online. This will serve us in a few ways—it will improve communications by the use of email; provide for easier order processing, and simplify our problem-solving efforts.



WSO-Europe

WSO-Europe deals with a wider variety of operations. There is one full-time and one part-time employee. All business is handled from this location—phone calls, purchase orders, order entry, banking, invoicing, and shipping. WSO-Europe has the complex challenge of meeting the needs of our members there who speak many different languages. Remember, not only does the WSO-Europe have to deal with a multitude of languages, but there is also a variety of currency that must be handled. The efforts of this office should be whole-heartedly applauded!

NAWS will often launch translated literature from the WSO-Europe office, which maintains its own inventory. Paul Decock, the Brussels office manager, trained on the software for our new database at our main headquarters for two weeks in January. This training will hopefully help him meet the needs of the fellowship there. As with many of our endeavors, this is a work-in-progress.

We are currently working on establishing a client-server software package that will directly connect to and utilize our main database here in California. The software that was installed in Brussels three years ago was not Y2K-compliant, so we did encounter some difficulties this year, which have now been resolved. WSO-Europe's order entry, banking, and invoicing processes are immediately connected to our main office in Chatsworth, California. This system moves slowly right now, but we are making every effort to speed up the operation and secure these transactions in more "real" time for Europe.



Our branch offices in Canada and Europe, as well as our headquarters in Chatsworth, are vital to our global efforts. Each one plays an important part in offering services to our fellowship. If you have any questions or would like more information about NAWS and the resources we offer to the NA Fellowship, please contact us:

Narcotics Anonymous World Services

PO Box 9999

Van Nuys, California 91409

Voice 818.773.9999

Fax 818.700.0700

Visit our website www.na.org.

Branch Office Numbers

WSO-CANADA

905.507.0100

WSO-EUROPE

011.322.646.6012

WSO-Chatsworth (as of 30 June 2000)

818.773.9999

Anthony Edmondson, Executive Codirector (x139)	Nancy Good, Team Assistant, Fellowship Serv. (x132)
Eileen Perez-Evans, Executive Assistant (x119)	Sara Jo Hampton, Team Assistant, Fellowship Serv. (x155)
George Hollahan, Executive Codirector (x125)	Freddie Aquino, Team Assistant, Fellowship Serv. (x171)
Donna Smylie, Executive Assistant (x138)	Uschi Mueller, Supervisor, Fellowship Services (x113)
Becky Meyer, Assistant Executive Director (x123)	Jane McCrary, Team Assistant, Fellowship Serv. (x112)
Roberta Tolkman, Human Resources Manager (x121)	Sandra Infante, Team Assistant, Fellowship Serv. (x148)
Mike Polin, Manager of Meetings & Events (x120)	Anne Peters, Manager, Production (x152)
Lori Perea, Information Systems Manager (x118)	Fatia Birault, Supervisor, Production (x175)
Pam Martin, Information Services Assistant (x135)	David Mizrahi, Production Planner (x147)
Danny Weg, Webmaster & Info Services (x137)	Esperanza Lemos, Reproduction Assistant (x157)
Cindy Tooredman, Editor (x156)	Tom Rush, Comptroller & Team Leader, Asset Management & Distribution (x143)
Michael Lee, Project Coordinator (x173)	Trish Jaramillo, Accounting Manager (x142)
Nancy Schenck, Editor (x117)	Liz Stafford, Accounting Assistant (x140)
Elaine Revard, Receptionist (x110)	Rochelle Medina, Accounting Assistant (x122)
Mary Hollahan, Team Leader, Fellowship Serv. (x114)	Sylvia Cordero, Senior Order Entry (x133)
Elaine Adams, Administrative Assistant (x116)	Peggy Labon, Order Entry (x134)
Bob Stewart, Manager, Marketing (x126)	Jeannie Lamalfa, Purchasing Assistant (x130)
Steve Sigman, Manager, Fellowship Serv. (x141)	Vince Alcala, Warehouse Supervisor (x127)
Jeff Gershoff, Supervisor, Fellowship Serv. (x131)	Juan Trejo, Shipper (x127)

WSO-Canada

905.507.0100

Jacquie Sullivan, **Part-time Branch Office Supervisor**

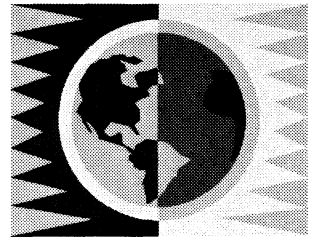
Heather Judson, **Part-time Shipper**

WSO-Europe

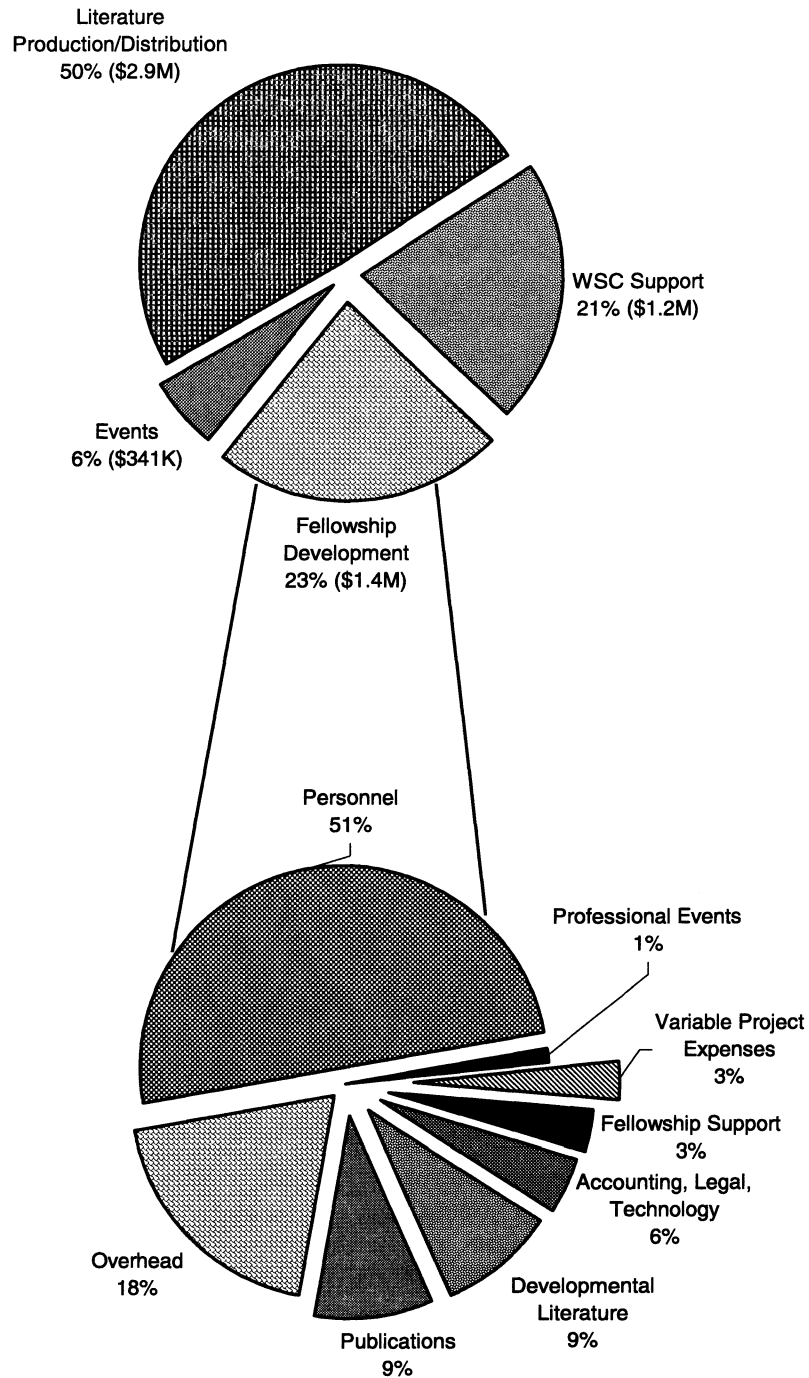
011.322.646.6012

Paul Decock, **Branch Office Manager**

Thierry Marlier, **Part-time Shipper**



Breakdown of Fellowship Development Expenses
(\$1.4 Million or 23% of Total Expenses of \$5,783,596)
1 July 1999 - 30 June 2000



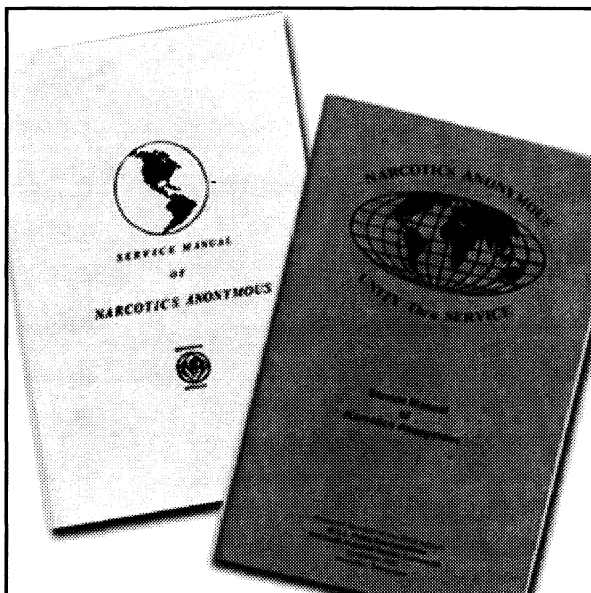
Fellowship Development

UNIFYING OUR GLOBAL FELLOWSHIP

Narcotics Anonymous, the World Service Conference, and the World Service Office

Today, with Narcotics Anonymous meetings in more than 95 countries around the globe, it is hard to imagine what the world of recovery was like when one had to choose between a lone NA meeting in an isolated suburb of Southern California or the multitude of meetings available from Alcoholics Anonymous. What was it like in our early, developing years of trying to understand our Twelve Steps and Twelve Traditions with no tools to guide us along the recovery path? Where did we learn the basics of service and the vital importance of our primary purpose? Today, the Narcotics Anonymous Fellowship has evolved to bring hope to the still-suffering addict in places many of us never imagined. How did that happen? How did we evolve from a storefront in Sunland, California, with a Board of Trustees consisting of one person and a hotline run out of a machine shop? How and why did the World Service Conference evolve? Without it, NA as we know it today would scarcely be able to serve the global community of recovering addicts it does today. We are not offering this narrative as a detailed history of our fellowship; we just want to briefly describe some of the key points that revolutionized our service structure and helped mold us into the worldwide organization that exists now, 47 years later. The following paragraphs were synthesized from the accounts of several members with long-term recovery and experience with fellowship development and the world service structure.

Narcotics Anonymous, as we know it today, began in Southern California in 1953. As the fellowship began to grow, it was scattered, loosely structured, and members did not have a clue as to what was going on with groups outside of their own. In addition to the NA meetings on the United States West Coast, there was a small number of members on the East Coast also holding NA meetings. It was a time of disunity and turmoil. NA, at that time, was being run by just a few individuals. There were not many members around who possessed organizational skills; no one outside of its few existing members were really aware of NA; and with no funds to run day-to-day operations, NA's "world" services consisted more of doing Twelfth-Step work in an attempt to get our message out into the world. In 1975, members from northern and southern California held a meeting to discuss a way to bring more structure and unity to the fellowship they loved. *The NA*



Tree, a service manual whose development began as early as 1973 by "a group of concerned members,"¹ was approved. Many members feared living in a world where NA did not exist and felt that without NA, they could not survive. Even today, with all of the meetings available on a global scale, that thought—a world without NA—is chilling and disturbing. We will be eternally grateful to those early members whose extraordinary efforts and visions of hope and recovery from this deadly disease paved the way for hundreds of thousands of addicts to find freedom from active addiction. Armed with no more than those visions, the World Service Conference was born in 1976.

¹ From the opening page of *The NA Tree*, 1975.

In the Beginning...

At this year's 2000 World Service Conference, we celebrated 25 years of providing service to Narcotics Anonymous. It was a distant cousin to that first WSC, held in 1976 in conjunction with the World Convention. This year there were 110 conference participants representing 93 regions and 27 countries. Compare that to the 1976 WSC, when criteria for seating regions had not yet been established, and you can see how far we have come! In 1976, there was no real understanding or explanation of what the conference was supposed to be or a clear definition of its function. During this early period of development, anyone could show up at the WSC. Many of the groups, both on the US West Coast and the East Coast were struggling because of the lack of structure and virtually no communication among the groups. The NA members in the eastern US began to send people to the conference because that is where they could get involved and make a difference. The conference offered a semblance of structure, and there seemed to be an attempt at better communication. At that time, most local NA communities were not developed and hardly had enough meetings to support local addicts. As a result, local structures suffered in favor of WSC participation, and some continue to struggle today because of this. However, the allure of belonging to something greater was a pull to many of the local communities around the US, and there was an undercurrent of excitement, as Narcotics Anonymous appeared to be growing after years of battling apathy and disunity.


A central office was established in the early 1970s and between 1976 and 1978 a corporation with its own board was formed. That corporate board was separate from the board of the WSC. Jimmy K and Greg P worked together and developed the first service manual of NA, called *The NA Tree*. It was an attempt to bring structure and unity to our fledgling fellowship. It presented definitions of the NA member, the NA group, service representatives (group, area, and region), and area and regional service committees, and it offered a vision of world services. *The NA Tree* had another vision—that of a single board—but at that time too many people feared such a service structure because of the perceived concentration of power. It also laid out the initial parameters for the World Service Conference stating, "The World Service Conference does not speak for NA as a whole. The voice of NA, as a whole, can only come from fellowshipwide group conscience. However, the conference can, because of our service structure, initiate action which will benefit all members." From the 16-page *Tree* came more momentum to unify further the fellowship, so loved and respected by its members, in order to carry our message of hope to the still-suffering addict.



Did You Know?

- ♦ *The WSC was a business meeting held in conjunction with the World Convention for its first two years. The first independent WSC was held in 1978.*
- ♦ *"In the early days of NA, we had ...'rabbit' meetings; held sporadically in different places at different times." (The NA Tree, page 2.)*
- ♦ *An NA group had to be "duly registered" with the World Service Office. (The NA Tree, page 7.) This language was changed in the Service Manual of Narcotics Anonymous in 1981.*
- ♦ *The NA Tree states, "We feel it necessary to stress that for the purpose of NA, the designations of areas and regions should always be based on specific need rather than resentments, insanity, or personalities."*
- ♦ *There were three types of categories for service listed in The NA Tree—"personal, the members, the meeting, and the group; general, provides the support necessary for groups of NA; and world, services which deal with the problems and needs of NA as a whole."*

continued on page 12



The WSC came about because Narcotics Anonymous needed to unify. It helped to resolve an internal struggle that was causing disunity among NA members on the US East Coast and on the West Coast. The East Coast members wanted to be completely independent of our predecessors and felt that the West Coast members were less motivated to bring about change. This division between the East and West created even more impetus for change and gave a clearer purpose for the World Service Conference to exist. The WSC could be that driving force to help bring unity and the vision of a worldwide fellowship to fruition. Here was the perfect opportunity to assist groups with a system that would keep them from becoming mired in all the service minutiae that are so necessary for a volunteer- and service-based fellowship. Unfortunately, the process for developing more effective guidelines took time, since there was very little organization and communication to assist with this new service structure.

NA, during that period, was more event-oriented, and funding for any type of service was sporadic at best. The World Service Conference really existed in name only. In addition, the WSC and the conference chairperson were only functional during the conference. The conference chair had to take on the role of communicator and administrator. This changed as the conference began to aim its communications to regions rather than just groups and areas. With no common understanding of the traditions or how to deliver services to NA as a whole, so desperately needed, a new service structure for Narcotics Anonymous was established and approved in 1978. The *Service Manual of Narcotics Anonymous* was created with guidelines that offered a principled strategy for the WSC to work within.

Global Growing Pains

In 1981, the WSC made a tremendous step forward in establishing accountability by initiating a “roll call” for all the regional representatives that attended. By providing the regions with a roll call and a report as to what happened during the conference, the representatives became more conscious of their service work for their region, as well as the implications their work held for NA as a whole. The regional roll call was one of the factors that helped to bring more structure to the conference process. The WSC utilized *Robert's Rules of Order* to provide a framework based more on fairness than personalities. It was working, and communication throughout the fellowship started to improve. Here, the realization that the WSC was not just a meeting of regions began to take shape. The WSC, in its most ideal state, could become a unifying force for NA by bringing world services to local areas.

In conjunction with the organization that was occurring on the world services level, a movement was mounting to further unify NA on a local level. Several of our early members were instrumental in motivating local groups to start writing a book that would bring together the Twelve Steps and Traditions of Narcotics Anonymous—a book written about addiction by addicts and for addicts. During those formative years, most of the WSC committees existed only in theory, with the exception of the Policy and Literature Committees. Finally, in 1981, after three years of work meetings at various locations around the US, and with much writing, rewriting, and revising, an approval form of the Basic Text was mailed to regions and areas. Once the Basic Text was approved in 1982 and published in 1983, funds began to come in to world services. These funds, aided by the consistent message that our Basic Text provided, helped to open the door for unity within the fellowship. A period of phenomenal growth followed that brought to light the need for a more refined and structured service center for the fellowship as a whole. With the demand for and sales of this book, as well as other NA literature, came an increase in our ability to provide services and employ staff (i.e., more than one or two part-time employees) for the first time ever, and the World Service Office of Narcotics Anonymous, as we know it today, came into being.



Finding Our Way

The publication of our Basic Text in 1983 had dramatic effects on our fellowship. Almost 30 years after NA first began, we finally had a common voice that spoke for and to us all. The Basic Text helped to bring a sense of unity, legitimacy, and singleness of purpose to a fellowship regarded by many critics as dysfunctional and much too loosely organized. Narcotics Anonymous growth began to explode and branch out in countries outside of the US. With all the excitement surrounding the publication of the Basic Text, it became increasingly necessary to have a single point of accountability. The conference grew tired of the lack of responsibility from the WSC committees and board members. Eventually, with so much confusion and lack of direction, the WSO Board of Directors, the World Service Board of Trustees, and all of the WSC committees began to report directly to the World Service Conference. A single point of accountability had finally been established and that was the WSC.

The WSC committees and those who sat on them in 1983-84 helped to change the direction of the conference. Committees were open to all NA members—not just conference participants—and soon these members and committees began to be funded. You see, originally, committees were to be composed of conference participants only, but when they were opened for general membership participation, funding and accountability were greatly impacted. Not only were regional funds used to fund the WSC committee members, but the regional representative as well, and this caused financial strain on some regions. As a result, committee members felt accountable to both the region and to the WSC committee they served. Even though committees tended to be more reactive than proactive during these formative years, many good things evolved, including the creation and writing of committee guidelines. The process of examining all of the problems that had descended upon NA at that time, the solutions, and how to implement those solutions, led to the creation of *The Guide to Local Services in Narcotics Anonymous*—begun in 1984, presented to the conference in 1993, and approved in 1997.

As the fellowship grew, the business of supporting its expansion at the World Service Office became increasingly difficult. Many of the services that had been designated as special WSC projects were now being assigned to the WSO as basic services. What many conference participants, as well as the general NA membership, did not realize was the vast diversity of services the office had come to offer—and NA as a whole—had come to depend upon. Not only did the office produce and distribute conference-approved NA literature, but it was also responsible for translating the literature, interacting with groups and members on a local level, providing worldwide meeting information, offering support to struggling NA communities outside of the US, interfacing with professionals in the field of recovery, and running the business of a nonprofit corporation. In 1990, volume sales of the Basic Text and other literature items were beginning to decrease, and the cost of producing that literature was markedly greater. Coupled with the financial needs that the WSC committees started to present, the office was in dire danger of cutting its operation of servicing the fellowship. With the replacement of two executive directors, staff layoffs, and the heavy burden of financial loss, it was apparent that something had to change. This situation helped to set the stage for the WSC to take stock and examine the manner of how we operated by performing a thorough five-year inventory.

Looking Within

The inventory helped to diffuse a potential time bomb. It gave the WSC, its committees, and the WSO breathing room to assess exactly what we were doing and identify the problems and challenges that faced us. Though difficult in nature and meeting with mistrust from some conference participants, over time a sense of maturity and accountability eventually took hold. In every sense, we were becoming “responsible and productive members” of our fellowship. We were taking responsibility for our actions and seeking the solutions to the problems that our

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earlier lack of organization and disunity had produced. No longer spinning out of control, we now had the ability to put into practice the ideals that had been laid out in *The NA Tree* some 20 years earlier. We had the ability to put into concrete terms our vision and mission for the World Service Conference and the World Service Office. We were getting closer to the dream of worldwide unity and building a global community. It was now within our reach.

Narcotics Anonymous had grown tremendously since the inception of the WSC, and the support it required, not only from the conference but also from the WSO, was a bit overwhelming. We were witnessing NA communities arising in countries few of us imagined it was possible for NA to grow in. New regions were being seated at the conference on a yearly basis, and recovery

professionals finally were recognizing NA as a viable treatment for the disease of addiction. The NA Fellowship was at last finding its way and had reached a new level of legitimacy. We were achieving a status that had previously eluded us, and the magnitude of that newfound responsibility buoyed our efforts and helped to spur us on to new heights. The labor and work that all of our members had contributed over the years was coalescing into a finely tuned organization. We were growing up!



The N.A. TREE

The Service Structure of Narcotics Anonymous

And Now We Are One

Based on the results of that inventory, with the trust of the conference and the hope of creating an even more stable service structure environment, we established a new world board in 1998. This board would be responsible for all of the activities of NA World Services, including managing WSC projects, utilizing members for those projects from around the world through the World Pool, and overseeing the operation and administration of the WSO. Armed with a love of our fellowship and the desire to serve to the best of their ability, a group of NA members was elected to help guide our operations and guard our Twelve Traditions and Twelve Concepts—the backbone of the NA Fellowship and the services it offers. We moved through our fear of having a single board and trusted that

the best interests of Narcotics Anonymous and our primary purpose would be held in the highest esteem. At long last, the vision presented originally in our first service manual, *The NA Tree* (1975), had come to fruition.

We can look forward to the many possibilities and choices we have as we continue our journey along the path of recovery and service. As we move ahead with the two-year conference cycle and the new challenges we will face, we can find strength, courage, faith, and the will to succeed by holding onto the wisdom of our predecessors. We have learned many lessons during the past 25 years of growth. It will do us all well to remember our history, for it has been an extraordinary evolution—one for which we are grateful and of which we can all be proud.

Paving the Way for the World Service Conference

An Overview of Some Early Historic Fellowship Dates

- ♦ **June 1953:** Six people met in Sun Valley, California, to organize the first "AA-NA" group. The Twelve Steps and Twelve Traditions of Alcoholics Anonymous were adapted for use by the group from the very beginning. Between mid-June and 14 September 1953, this original "steering committee" held meetings to write its by-laws.
- ♦ **5 October 1953:** The first recovery meeting of this NA group was held in the local Salvation Army Dad's Club, Sun Valley, California. Seventeen people attended. These original members committed to attend for one year.
- ♦ **1956 or later:** The first NA publication, "Narcotics Anonymous," was printed. This was an eight-page information pamphlet containing the "20 Questions," a synopsis of the NA program, the Twelve Steps, and the addresses of groups in Studio City and San Diego, California.
- ♦ **1962:** The original Little White Booklet, *Narcotics Anonymous*, was published without stories and with a beige cover.
- ♦ **1963:** For the purpose of unity, the membership in California established a Board of Trustees; a literature subcommittee was part of that service arm.
- ♦ **1966:** The new Little White Booklet with stories and a *white* cover were printed.
- ♦ **1969:** Due to continued growth, the limited ability of the Board of Trustees to coordinate a unified world effort, and frequent regional conflicts, the BOT and the general membership decided to establish a central office. The office would function as an information clearinghouse rather than a legislative body. The Parent Service Committee of Narcotics Anonymous was created.
- ♦ **1970 – 1971:** The name of Parent Service Committee of NA was changed to the NA Central Office Committee, and the BOT authorized the use of the central office.
- ♦ **6 November 1971:** During a business meeting held at the world convention, a business manager with a "formal office" was elected by the membership. However, due to inadequate resources to support the manager and his services, he was unable to continue.
- ♦ **15 November 1971:** The financial statement for the general service office for 15 January 1971 through 15 November 1971 reflected income from groups in Georgia, Nevada, Colorado, Idaho, and California.
- ♦ **January 1972:** Another attempt at a central office opened at 2335 Crenshaw Boulevard, Los Angeles, California.
- ♦ **23 October 1973:** The first Area Service Committee was created—the San Fernando Valley ASC, on the north side of Los Angeles.
- ♦ **1974:** The office makes several moves and finally settles down in Sun Valley, California, in the San Fernando Valley. The name of the office is now officially changed to the World Service Office.
- ♦ **15 November 1975:** The first *NA Tree* is approved and published, and the California Service Conference authorized publication of a World Directory.
- ♦ **7 January 1976:** The BOT accepted *The NA Tree* as an official NA publication.
- ♦ **28 August 1976:** The first non-English-language (Spanish) publication is authorized, followed by a German translation in late 1976.
- ♦ **24 October 1976:** Three major decisions were reached at the general business meeting of the Ventura Convention Committee, Ventura, California—an *NA Tree* committee was created to revise that pamphlet; the qualifications for trustees were established; and the decision to hold a World Service Conference was approved.
- ♦ **13 November 1976:** The first World Service Conference was held in Ventura, California, in conjunction with the world convention.
- ♦ **25 January 1977:** The World Service Office is incorporated.
- ♦ **1 April 1978:** The WSC is held independently in Van Nuys, California, over the course of a weekend. The basic concepts and guidelines for world service and the WSC were developed. The Literature Committee was also established at this conference.

FELLOWSHIP SERVICES

A Constant Comfort

August 19, 2000

Dear WSO,

Thank you for sending me the information I requested. The Phoneline Directory looks great! This is even better than what I thought I was going to get. You are so thoughtful, especially since I told you I drove trucks for a living. Now with this information I can always call in any state that I'm in and find a meeting. Also, if I ever venture out of the country, I can go to meetings anywhere in the world. You've done a wonderful job. Thank you very much.

Atlanta, Georgia, USA

Group Kathmandu
(NEPAL)



Dear WSO,

We received your letter, key tags, and medallions today. Thank you! All of us at the NA Group Kathmandu highly appreciate the help the WSO has provided. The feeling that someone is there to support us always gives us hope and strength to work our programs. We are confident that the NA movement in Nepal will certainly flourish and addicts here will get the opportunity to stay clean and serene.

*In fellowship,
Kathmandu, Nepal*

"How do I start an NA meeting?" "My area is having financial difficulty and I would like to start a new NA meeting. Can you send me a group starter kit?" "Is it okay to hold a meeting in a treatment center?" "A friend of mine in recovery is taking prescription medicine for depression. Are they still clean?" "I am a counselor in an out-patient clinic and want to start an NA meeting there for the clients. What do I need to know?" "Do we have any IPs translated into Farsi yet?" These are just a small sample of some of the questions that the Fellowship Services Team at the World Service Office fields each day. While many of the questions and requests may be simple to answer and fulfill, many are not. The Fellowship Services Team is trained to seek out the answers to those difficult questions and attempt to provide as much information as possible to the members of our fellowship worldwide and they do so with enthusiasm, professionalism, and courtesy. It does not matter if an individual addict calls for information or a trained professional, Fellowship Services is there, offering consistent support or just plain old comfort!

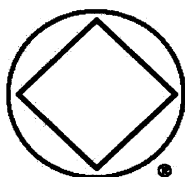
In the past, before the WSO incorporated the team concept of management, a part of Fellowship Services was known as Group Services. As our fellowship has grown in numbers and diversity, it has been more appropriately renamed Fellowship Services. The support this team offers far exceeds that of just supporting local groups in NA. We, as a fellowship, are now faced with challenges that only ten years ago would have been unimaginable. With our expansion into countries rife with religious wars, social and racial discrimination, and economic displacement, we are confronted with situations that test many of our program's core principles. In addition to addressing the myriad circumstances that can arise from these problems, we have to look at those identical situations that challenge us here in the United States. Sometimes the struggles that many groups, areas, and regions have to cope with here in the US are not that different than those in other countries. Often, an addict just needs to hear that they are not alone and learn about the solutions that other addicts have used to deal with their problems. Fellowship Services provides the NA Fellowship worldwide with resources they can use to work through their problems on an individual basis. In a broad sense, Fellowship Services offers "the therapeutic value of one addict helping another."

The Fellowship Services Team responds to approximately 150 letters and 600 emails a month. Over the past year, they have sent out 750 group starter kits and provided countless suggestions and resources regarding a number of situations groups and members have been faced with. Besides being responsible for answering telephone calls and correspondence of all types, the team also produces two publications—*Reaching Out*, for treatment centers and NA members in correctional institutions, and *Meeting by Mail*, for loners. *Reaching Out* is a newsletter for incarcerated NA members, prison libraries, correctional officials, hospitals and treatment centers, and registered H&I committees. It is published in English four times a year—January, April, July, and October. *Meeting by Mail* contains the written sharing of members of the Loner Group—NA members who are isolated by geography or physical or other circumstances. It is published every other month.

Another service the Fellowship Services team provides is the updating of the Phoneline Directory. Every January, the team takes several days to individually call each of the phonelines listed. This helps to ensure that the numbers we have for all the phonelines, nationally and internationally, are correct and current. At this time, especially while we are converting and updating our meeting list database, the Phoneline Directory is the best place to go if you are looking for a meeting in a specific area. It is the most current and comprehensive listing we have of helplines worldwide.

There are currently ten members on the team, and we still have two positions to fill. Some of the other team responsibilities include staffing the World Service Conference and the World Convention, drafting and revising the WSC minutes, assisting the World Board with general correspondence, helping with database maintenance, marketing, and coordinating translations.

The Fellowship Services team provides the services many of us addicts take for granted. When we call the WSO, we *expect* someone to answer the phone and offer assistance and guidance. With Fellowship Services, we can guarantee that someone *will* be there—committed, courteous, and consistent!



Dear WSO,

Thanks for helping with our problem. It has been sorted out .

NA in Johannesburg is really doing well. We have 20 meetings a week with approximately 20 to 90 addicts per meeting.

We hope that one day one of you guys will come and pay us a visit.

Again, thanks for the help!

*Yours in fellowship,
Johannesburg, South Africa*

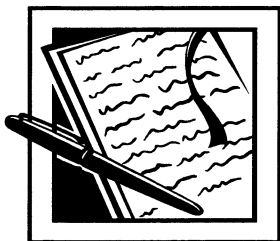
Dear WSO,

Thank you for sending the meeting of "Free at Last," a starter packet and NA-approved literature. This information has been very helpful. ...as we grow in the NA Fellowship and our funds build, we will send our first contribution to World Service.

Montana, USA

Translations

How to Say, "It Works," in Any Language



Dear WSO:

We are pleased to inform you that the Norwegian Group Reading Cards were a success at the convention. We are very grateful and proud—especially when we had the honor to introduce them at the convention's opening meeting. On behalf of the many members of the Norwegian Fellowship, we'd like to thank you for all the good service. We were impressed that you managed to print the cards in such short time! The Norwegian Literature Translation Committee is going to have a main meeting in Oslo on 11 November and we will inform you about our work after this meeting.

Many hugs,

The Norwegian LTC

Another vital link that helps NAWS and the WSO to serve the fellowship worldwide is translations, the other component of the WSO Fellowship Services team. The translations staff can be considered the "road builders" for our message of recovery to be carried outside of the English language. They assist the local translation committees (LTC) with translating NA literature in accordance with the first point of the NAWS Vision Statement, which expresses the hope that one day, "Every addict in the world has the chance to experience our message in his or her own language and culture and find the opportunity for a new way of life." The WSO translations staff (currently there are three members) is the contact point for the World Board, which is responsible overall for assisting translation efforts, as well as administering the evaluation and approval process contained in our Translations Policy. The WSO can be thought of as a sort of "experience library" and the translations staff members serve as "librarians."

It is important for us to remember that in our enthusiasm to have our NA message translated into as many languages as possible and in as short of time as possible, there are many steps we must consider. Sometimes we forget that while our primary purpose transcends national boundaries, cultural barriers, and linguistic differences, some of the terminology used in Narcotics Anonymous reflects the American experience and origin of our literature, making it difficult to translate. This is where conceptual fidelity comes into play—we must translate *ideas*, not just words. It is in this arena that the translations staff works the hardest. One of their responsibilities is helping the LTCs with their actual word choices by clarifying the English meanings for them. The aim of translations is to ensure that NA literature carries the same message regardless of the publication's language. For example, words such as "wrongs," "clean," "powerless," and "personalities" may not have a direct translation in some languages. Successful cross-cultural communication is our daily challenge. Various approaches, including trial-and-error and saying it again in other words, characterize our efforts to achieve understanding. In the process, our own understanding is broadened as well. To further assist LTCs, an informative bulletin, *Translation Basics*, is available upon request. This ten-page, comprehensive, and easy-to-understand bulletin offers an overview of the translation process and guidelines to use when beginning a literature translation project.

As much as the translations staff is ready to assist LTCs with whatever their needs may be, the complexity of translating NA literature is still largely dependent on the efforts of those LTCs. How fast or how slow work progresses often depends on factors out of our control, especially the maturity of the local NA community, the strength of its service structure, and its LTCs. During the reporting period for *Annual Report 2000*, we prepared the groundwork relating to many books and booklets that will be completed at some point in the future. Please review the table on the following page for highlights of our completed work for this fiscal year and current works-in-progress.

Translations Activity Summary (April 2000)

LANGUAGES	PUBLISHED		CURRENT ACTIVE PROJECT		LTC PROJECTS PENDING	
	New	Previous	New	Previous	New	Previous
Amharic (Ethiopia)	0	0	0	0	12	12
Anglicized English	13	0	5	0	0	0
Arabic	0	0	1	0	30	29
Armenian	0	0	0	0	1	1
Bahasa Indonesia	0	0	0	0	1	0
Bahasa Melayu (Malaysia)	7	7	0	0	10	10
Bengali (India)	4	4	0	0	11	11
Brazilian	21	21	1	1	8	8
Cebuano-Bisaya (Phil.)	0	0	0	0	4	4
Czech	0	0	0	0	3	3
Danish	0	0	0	0	4	4
Farsi (Iran)	0	0	1	1	14	14
Finnish	15	13	2	3	3	4
French	29	29	1	1	4	4
German	27	27	0	0	4	5
Greek	0	0	1	1	22	19
Hebrew	3	3	2	0	12	12
Hindi (India)	1	1	7	0	8	13
Hungarian	0	0	0	0	0	0
Italian	13	13	1	1	6	3
Japanese *	10	9	1	0	3	2
Kannada (India)	0	0	0	0	5	5
Korean	0	0	1	1	2	2
Lithuanian	0	0	0	0	22	22
Maltese	0	0	0	0	1	1
Mandarin (China)	0	0	0	0	3	3
Manipuri (India)	12	12	0	0	12	12
Maori (New Zealand)	0	0	0	0	1	1
Nederlands	14	13	4	3	3	2
Nepalese	0	0	1	0	0	1
Norwegian	17	16	4	4	2	3
Oriya (India)	0	0	0	0	2	2
Polish	0	0	1	1	22	22
Portuguese	31	31	0	0	3	3
Russian	1	1	2	3	15	15
Spanish	31	30	0	1	3	3
Swedish	25	23	2	1	9	11
Tagalog (Phil.)	1	1	0	0	11	11
Tamil (India)	0	0	0	0	2	2
Thai	0	0	1	1	6	6
Tibetan	0	0	0	0	1	0
Turkish	14	9	1	4	11	18
Urdu (Pakistan)	0	0	2	1	13	13
Vietnamese	0	0	0	0	2	2
TOTAL LANGUAGES: 44	289	263	42	28	308	314

Narcotics Anonymous Meetings—1983-2000

As of 13 September 2000, the NAWS database has records for 19,054 NA groups holding 28,493 meetings in 95 countries worldwide. The 1999 Annual Report figures were 18,392 NA groups holding 27,149 meetings. This year's figures represent a five percent increase in NA meetings (versus 3.8 percent last year). This year's growth rate was the same inside and outside the US. Last year, US meeting growth was only 1.5 percent versus 12.8 percent outside the US.

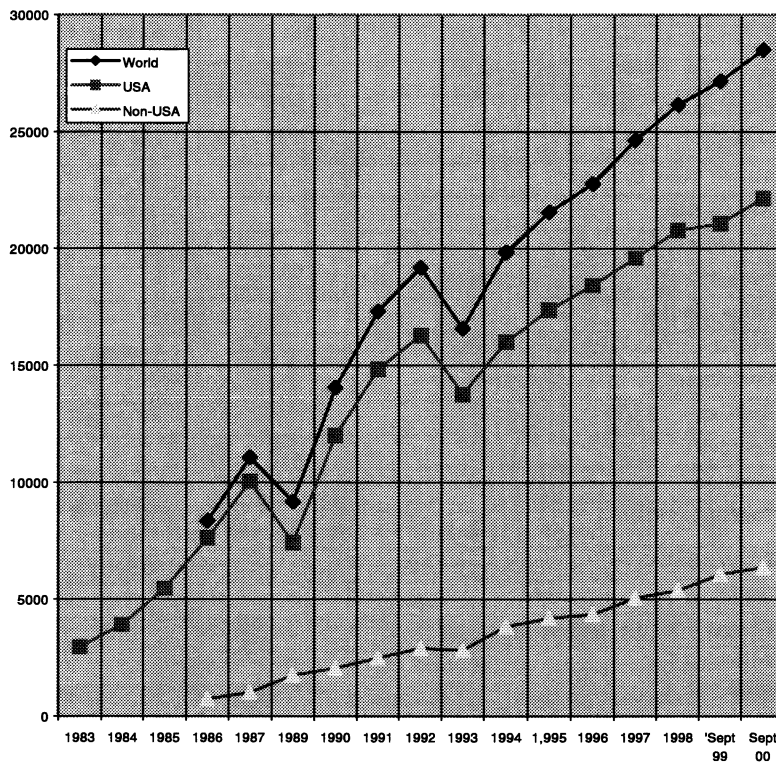
The graph below contains data taken from WSO annual reports and reflects counts for *meetings* registered with the WSO. We do not have data for any meetings outside the USA prior to 1986, although we know that meetings were held elsewhere before that year. Also, we do not have data for any meetings for 1988. For reasons unknown, that data was not shown in the annual report prepared by the WSO in 1989. Rather than show a gap in the graphs, we've masked 1988 from the charts. The decline in figures for 1989 may be accounted for by a change in the basis for the figures. Prior to 1990, meeting counts were taken from our world directory, which was never purged of outdated information. From 1990 on (when the 1989 count was tabulated), figures were summed from our group registrations database. The meeting count for the US for 1990 was estimated at 12,000, based on a general examination of the same report from which the precise figures for meetings elsewhere that year were taken. The decline in figures for 1993 may be accounted for by a purging of outdated meeting registrations from our database early in 1994, when the 1993 figures were tabulated. Because we suspected that so many meeting registrations were outdated, we sent notice to all registered meetings that their records would be purged if they did not send back the reply form enclosed with that notice.

The US meeting count includes all US regions, even though some contain a few non-US meetings. We have been wrongly overstating the number of countries with NA meetings. The 1998 and 1999 annual reports (and other publications this year) have indicated NA meetings in 104 countries, but the correct figure is 95. We made this error by counting certain countries with multiple regions more than once or mistakenly counted certain territorial possessions as separate countries.

FOR THE RECORD...

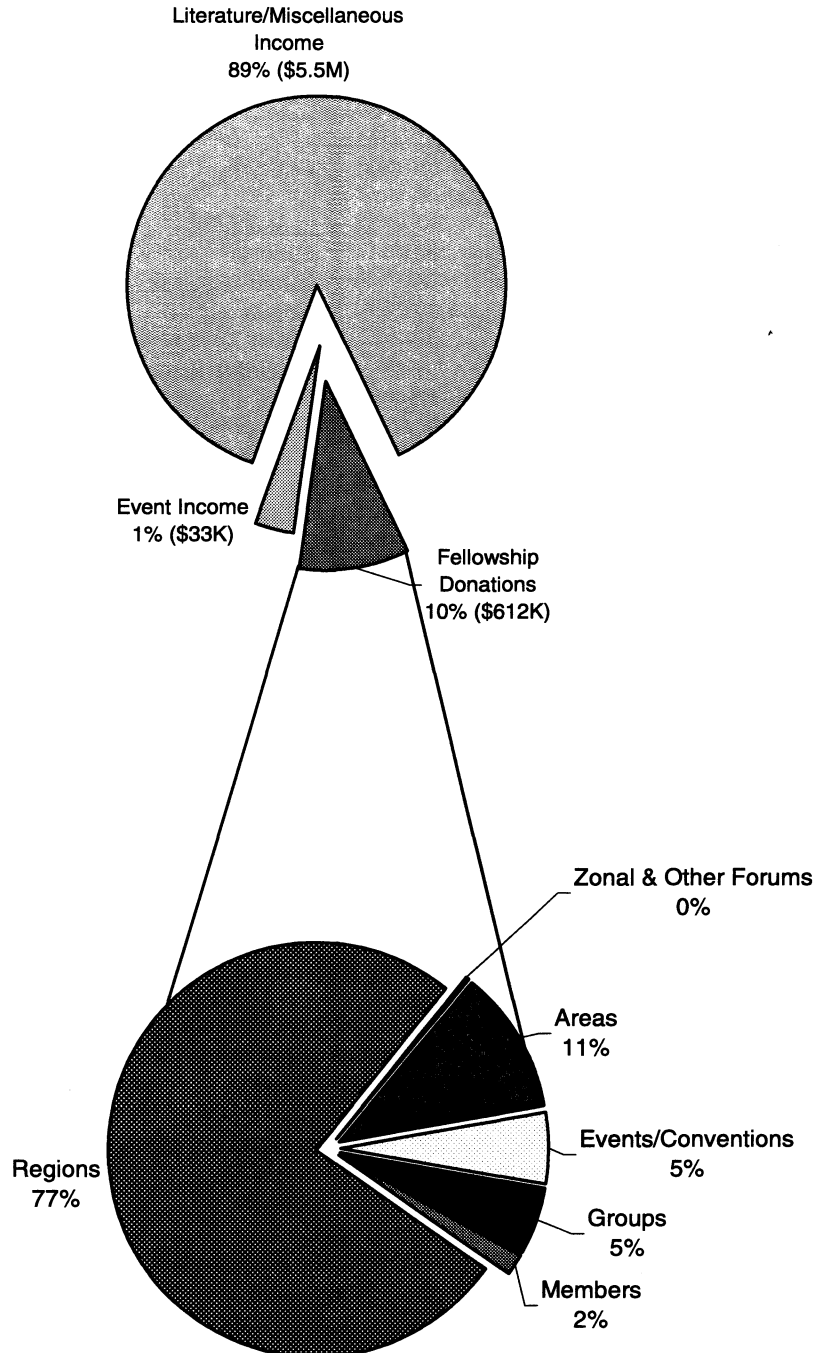
The number of registered groups and meetings in the NAWS database at any one point in time has always been only an approximation of the number of NA meetings and groups actually in existence. We know the database always contains a significant number of groups and meetings that no longer exist, and likewise excludes meetings and groups we don't know about (unregistered groups). Our efforts to improve are continuous, but with the conversion to a new database this past year, we have made a substantial effort to get up-to-date information.

We always need your help to keep the database current. Check the International Meeting Locator at www.na.org to see if the meeting(s) of *your* home group are listed accurately, or contact the WSO directly by fax, phone, mail, or email (see page 8).



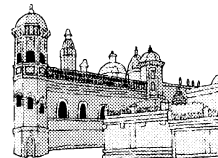
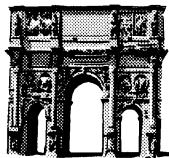
Fellowship Donations

Fellowship Donations at Record Level
Donations are \$612K or 10% of Total Income of \$6,179,993
1 July 1999 - 30 June 2000



**Direct Member, Group, and Area Contributions Are a Larger Share
of the Donation Pie, But Still Relatively Small
(Regions Account for 77% of Donations)**

Narcotics Anonymous Meetings Worldwide 1999—2000



The comprehensive list below shows all of the countries and regions currently holding NA meetings worldwide.

REGION	Groups	Meetings	REGION	Groups	Meetings
ABCD Region	91	97	El Salvador	15	71
Alabama/NW Florida Region	151	347	Ethiopia	1	1
Alaska Region	46	76	Finland Region	31	51
Alsask Region	122	143	Florida Region	369	570
Antigua and Barbuda	2	5	France Region	70	84
Aotearoa New Zealand Region	93	99	Free State Region	458	646
Argentina Region	74	164	Georgia Region	319	637
Arizona Region	216	358	German-Speaking Region	226	245
Arkansas Region	88	234	Greater Illinois Region	66	115
Aruba	11	46	Greater New York Region	904	1105
Australian Region	245	269	Greater Philadelphia Region	354	508
Austria	2	-2	Greece	11	38
Bahrain	4	7	Greenland	1	1
Bangladesh	9	19	Grenada	1	1
Barbados	2	5	Guatemala Region	15	91
Belarus	1	5	Guyana	2	2
Belgium	13	21	Haiti	1	6
Belize	2	4	Hawaii Region	89	106
Best Little Region	54	131	Honduras	3	13
Bolivia	4	13	Hong Kong	3	5
Brazil Region	368	837	Hungary	1	1
British Columbia Region	283	331	IRF Region	73	108
Buckeye Region	147	152	Iceland	2	2
California Inland Region	159	182	Indiana Region	236	263
California Mid-State Region	167	248	Indonesia	14	26
Carolina Region	413	868	Iowa Region	176	239
Cayman Islands	1	2	Iran	2	8
Central California Region	187	236	Ireland Region	78	90
Chesapeake/Potomac Region	356	387	Israel Region	37	98
Chicagoland Region	261	314	Italy Region	56	100
Chile	20	51	Jamaica	4	17
China	1	1	Japan Region	55	144
Colombia Region	67	175	Kentuckiana Region	148	220
Colorado Region	138	214	Kenya	18	25
Connecticut Region	261	277	Kuwait	1	2
Costa Rica Region	44	185	Latvia	1	1
Czech Republic	1	3	Le Nordet Region	60	70
Denmark Region	80	89	Liberia	4	9
Dominican Republic	9	18	Lithuania	3	3
Eastern New York Region	187	219	Lone Star Region	169	725
Ecuador Region	43	178	Louisiana Region	191	293
Egypt	4	9	Luxembourg	4	4

Narcotics Anonymous Meetings Worldwide 1999—2000



REGION	Groups	Meetings	REGION	Groups	Meetings
Malaysia	8	9	Russian Federation	18	65
Malta	2	2	Saint Lucia	2	5
Martinique	1	2	Saint Vincent and the Grenadines	1	1
Metro Detroit Region	372	400	San Diego/Imperial Region	317	474
Mexico Region	70	426	Saudi Arabia	5	21
Michigan Region	204	323	Show-Me Region	334	590
Mid-America Region	105	256	Sierra Sage Region	77	100
Mid-Atlantic Region	256	387	Singapore	1	2
Minnesota Region	189	196	Slovakia	1	4
Mississippi Region	71	182	Slovenia	1	4
Montana Region	58	104	South Africa	49	56
Morocco	1	7	South Dakota Region	32	63
Mountain Valley Region	109	126	South Florida Region	292	439
Mountaineer Region	66	99	South Korea	2	2
Mozambique	1	2	South Mountain Region	10	11
NA Fellowship (Other)	14	18	Southern California Region	809	924
NERF Region	11	32	Southern Idaho Region	106	132
Nebraska Region	82	107	Spain Region	60	102
Nepal	3	8	Sweden Region	120	206
Netherlands	23	27	Switzerland	18	18
New England Region	359	394	Tanzania	2	4
New Jersey Region	306	355	Tejas Bluebonnet Region	231	558
Nicaragua	4	25	Thailand	2	3
Nigeria	1	1	Tri-State Region	407	437
North East Atlantic Region	92	121	Trinidad and Tobago	26	31
Northern California Region	952	1174	Turkey	8	13
Northern New England Region	110	118	UK Region	339	366
Northern New Jersey Region	340	358	Ukraine	4	9
Northern New York Region	226	288	United Arab Emirates	1	2
Northwest Territories	2	4	Upper Midwest Region	47	58
Norway Region	11	12	Upper Rocky Mountain Region	54	149
OK Region	130	374	Uruguay Region	3	4
Ohio Region	299	351	Utah Region	71	79
Ontario Region	281	343	Venezuela	12	37
Pacific Cascade Region	254	348	Virgin Islands	13	43
Pakistan	10	29	Volunteer Region	162	330
Panama Region	24	104	Washington/N. Idaho Region	427	592
Peru Region	22	73	Western New York Region	142	172
Philippines Region	34	50	Wisconsin Region	199	311
Poland	6	7	Yukon Territory	3	9
Portugal Region	177	184	Zimbabwe	1	1
Quebec Region	209	221			
Region 51	33	86			
Region Del Coqui (Puerto Rico)	37	57			
Region of the Virginians	287	365			
Rio Grande Region	94	146			
			Total	19054	28493



BUILDING OUR NA COMMUNITY ONE TRIP AT A TIME!

As our fellowship grows in numbers around the globe, we cannot overlook the importance of our travels to not only developing NA communities outside of the US, but also to those communities that are struggling within the US. On the flip side of that, we need to visit and offer support to NA communities that are thriving as well. We want to make every effort to assist and provide services when and wherever possible. Just like the “addict who still suffers” does not automatically mean the “newcomer,” we must stay cognizant of the fact that older and more developed areas and regions have problems, the same as the new ones. In our attempt to allocate equitable service to the NA Fellowship as a whole, we examine each travel request to assess its value to the fellowship.

In order to maintain the consistency of this report, these trips will be presented under the section of the Unified Budget they represent—Fellowship Development, Literature Production and Distribution, World Service Conference, and Conventions and Events—instead of being presented all in one section, as in previous reports. Fellowship Development trips are basically those trips that will help to foster the growth of NA communities and provide support and services to our members worldwide. The trips that are listed under Literature Production and Distribution deal with our marketing efforts in the professional arena. These also include events that we can further develop, as well as maintain the cooperative relationships we have established within these fields. The travel related to the WSC and Conventions and Events is clearly denoted.

We believe by highlighting the travel in this manner, you will be able to see how important these trips are not only to NA as a whole but to the NA communities we visit. It is here that we can see the relevance of the first point of the NAWS Vision Statement, envisioning a time when, “Every addict in the world has the chance to experience our message in his or her own language and culture and find the opportunity for a new way of life.” As we grow globally during this new century, we want to remember that NA is not a secret organization. We are being recognized as a positive, effective, and possible solution to the disease of addiction, not only here in the United States, but also in countries where, as recently as five years ago, NA was not known. We want to further our efforts and foster the impact we are having in these countries, as well as within the professional arenas. Our travels also offer a way to bridge the communications gap that can sometimes exist between world services and the members we serve.

Another component of our travel and fellowship development trips is to continue working on our relationship with society and the public in general. We can see, especially over the last several years, the fruits of our labors, particularly in the professional substance abuse treatment and criminal justice fields. The third point of our vision statement envisions a day when, “Narcotics Anonymous has universal recognition and respect as a viable program of recovery.” After years of dedicated public relations efforts by many trusted servants and WSO staff, Narcotics Anonymous is receiving a higher level of recognition by the public and in the above-mentioned sectors as that “viable” means to finding recovery from the disease of addiction. This is no small task, and we certainly have not arrived yet! We, as a fellowship, should take great pride in the distance we have traveled over the years. What started as a dream of a few is now a reality for hundreds of thousands of members around the globe.

Lastly, some of the travel NAWS is involved with helps WSO staff to stay current on the many aspects of managing a nonprofit organization. With the dynamic environment of the business world today, it is important that we provide the best opportunities to grow as a business and as individuals. These trips and seminars not only offer the necessary information to enhance our organization’s growth, but also provides a greater efficiency for the office and a more prudent use of our resources in order to continue to serve and support the growth of Narcotics Anonymous worldwide.

Fellowship Development Events/Trips

TWELVE STEP ADVISORY COMMITTEE

13 JULY 1999

Purpose: Continued interaction with a committee that was created by the California Department of Corrections to improve the interface between Twelve Step fellowships and California correctional facilities.

Location: San Diego, California

Travelers: Freddie Aquino, WSO Staff

Trips were taken to participate in the above committee to various locations in California on the following dates:

- ♦ 31 August 1999
- ♦ 2 November 1999
- ♦ 4 January 2000

NATIONAL ASIAN-AMERICAN FAMILIES AGAINST SUBSTANCE ABUSE CONFERENCE

21—24 JULY 1999

Purpose: First WS entry into the Asian Pacific community (we could exhibit our presentations in Singapore, Jakarta, etc.). Entry into other related events and the Asian Pacific professional community. Training opportunity for local trusted servants.

Location: Los Angeles, California

Travelers: Mary Hollahan, Steve Sigman, Elaine Adams-Herman, WSO Staff

PUERTO RICO REGIONAL CONVENTION

13—15 AUGUST 1999

Purpose: Responded to their request for world services to conduct a workshop on local services.

Location: Dorado, Puerto Rico

Travelers: Rogan Allen, CJ Arroyo, World Pool

INTERNATIONAL COUNCIL ON ALCOHOL AND ADDICTIONS (ICAA)

16—20 AUGUST 1999

Purpose: Continued our long-term participation in this professional event. We exhibited, but did not present.

Location: Vienna, Austria

Travelers: Peter Ocken, Euro PI Chairperson; Garth Popple, trainer for travel team; Mary Hollahan, WSO Staff

CANADIAN ASSEMBLY/CANADIAN CONVENTION

4—7 NOVEMBER 1999

Purpose: Responded to a request for world services to participate in their forum meeting.

Location: Halifax, Nova Scotia, Canada

Travelers: Susan Chess, WB; Anthony Edmondson, WSO Staff

NATIONAL CENTER ON ADDICTION AND SUBSTANCE ABUSE (COLUMBIA UNIVERSITY) CONFERENCE

29 FEBRUARY—3 MARCH 2000

Purpose: Provided an opportunity to see where the future of substance abuse treatment lies and to prepare our public relations efforts using this information. Also, to further NA's visibility and to continue our personal contacts within these fields.

Location: Simi Valley, California

Travelers: Bob Stewart, Freddie Aquino, Steve Sigman, WSO Staff





Fellowship Publications

The NA Way Magazine

The NA Way Magazine is our fellowship's magazine and is published quarterly in January, April, July, and October in English, French, German, Portuguese, and Spanish. We have mailed 121,034 copies for the year 1999-2000—111,894 English, 2,106 French, 609 German, 2,748 Portuguese, and 3,677 Spanish. The magazine gives us an opportunity to share our voices with one another in a recovery-oriented format. Besides publishing articles from the fellowship, there are also updates about new products available from NAWS, non-time-sensitive updates about general-interest world service activity, an events calendar, items about local NA communities, and a variety of other material. When new groups and service committee contacts register with NAWS, they can request the magazine by checking the box on the registration form. The magazine is also available upon request to any NA member or interested professional, and is available on the Internet at www.na.org.

Reaching Out

Reaching Out is a newsletter for incarcerated NA members, prison libraries, correctional officials, and registered H&I committees. It is published in English four times a year—January, April, July, and October—and for the year 1999-2000, we have mailed 31,944 copies.

Meeting by Mail

Published every other month in English, it contains the written sharing of members of the NA Loner Group. This periodical was started in the mid-1980s so that NA members who are isolated by geography or circumstance would have the opportunity to share with one another. Non-loners can participate in the Loner Group as sponsors, pen pals, and members. This publication cannot be sent to institutions.



Database Project Update

We are currently projecting an increase of approximately \$100,000 to what we initially estimated as the expense for the database project—\$250,000. Part of this increase is due to additional modifications that were necessary because of the unusual nature of our requirements as an organization, as well as difficulties we encountered with the software developer contracted for this project. We were originally going to have a small Web portal, but once we realized the potential for this enhancement, we decided to expand upon it. Since this program has yearly upgrades, we see use of this system lasting for many years.

We have postponed the mailing of the meeting update packets because the segment of the database that members will use needs to be corrected. These packets are being sent in order for groups, areas, and regions to review what we currently have in our database. We know that we have incorrect information, and we hope this will offer a structured opportunity to input the correct data. We are making every effort to ensure that the information we carry in our database will be accurate and up-to-date. This mailing includes the letters we distributed at WSC'00 and the four-part meeting registration and regional update forms. Once again, we want to mention that this project cannot be successful without your help and support. We encourage you to find someone in your area or region that is willing to input and update your group data on a regular basis.

Web Page Update

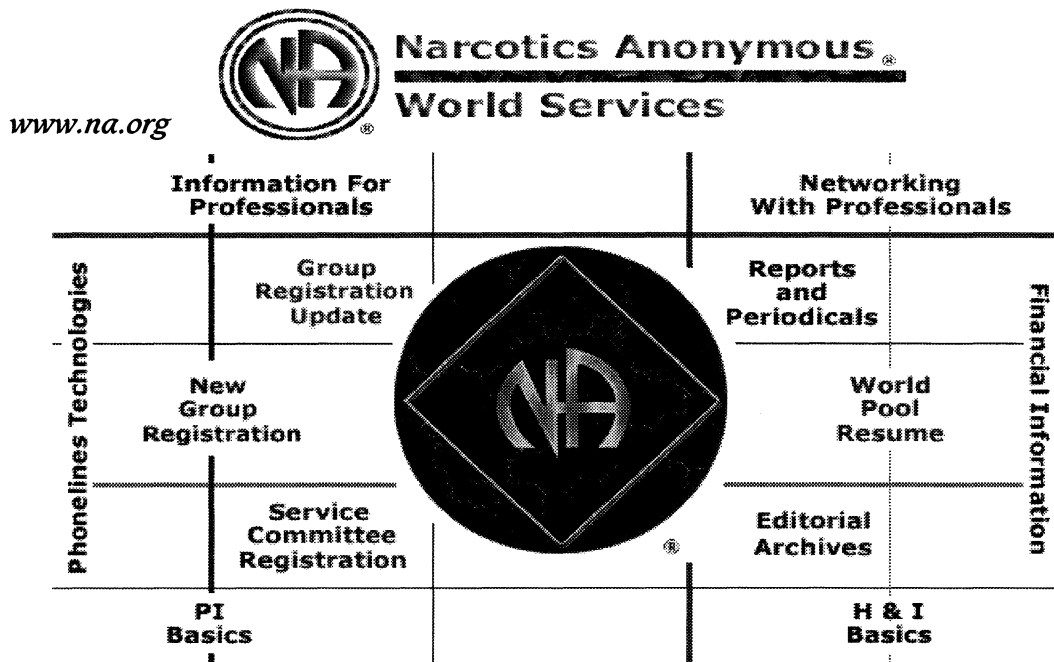
www.na.org

Hopefully, many of you have visited our Web page—www.na.org—a few times over the past year! The Information Systems Team at the WSO has worked hard to incorporate as many shortcuts as possible in order to make our website efficient and user-friendly. We're very pleased to report that the interactive page that gives convention committees the ability to post and update their own convention information on the NAWS website is working very well. We try to make sure the information appears in a consistent manner so it's easier for members to read. We verify contact information, especially phone numbers, and try to make sure that international dialing codes are listed in such a way that they can be dialed from outside the country as well as inside. We have a longstanding policy against listing first names along with phone numbers as committee contact information, so if someone includes a member's name, we simply replace it with the words "event information." Of course, we correct spelling mistakes, but online punctuation is still a challenge.

Also, the group update form is interactive and can now be filled out and submitted directly through our website. As we stated earlier in this report, we want to make every effort to ensure that the information we have in our database is accurate. We cannot do this without your help and support.

The online meeting directory and locator is also available. If you haven't checked it out lately, please take a tour of its capabilities. This feature offers many benefits for our fellowship on a worldwide scale. Here is where you will want to review meeting information for accuracy. NA members, newcomers, and the public (family, professionals, institutions, etc.) that are trying to find an NA meeting can go to the directory and locate one. Basically anyone with Internet access can find an existing registered NA group meeting anytime and anywhere in the world!

If you have any questions or need additional information about anything in this report or others, you can always contact the WSO through the website and make your request.



We had 1,308,000 unique user sessions (an individual coming to our site), and 3,960,000 site hits for the year 30 June 1999—30 June 2000.

Literature Production & Distribution Update

Background

In 1995, a service body then known as the WSO Board of Directors working with representatives from the WSC Administrative Committee and the World Service Board of Trustees, initiated a project to create a plan for the development of the fellowship, called the Fellowship Development Plan. This plan was given to conference participants in 1997 and again in 1998. The plan contained a set of goals that dealt with all of the areas of world services responsibilities. Parts of these goals were directed at the WSO business operations and became the foundation of the WSO Five-Year Business Plan.

Goal One is "to increase and improve world service-available financial resources." This is a simple goal that is actually the compilation of several specific objectives that originated in the WSO's business plan. The specific business objectives were:

1A. *Achieving a ninety-day operating reserve by 2000.*

Progress: This objective was originally created to achieve a ninety-day operating reserve for the WSO. The goal was to have enough money in the bank to run the WSO for ninety days. This would have meant an increase from the 1995 reserve level of \$15,000 to approximately \$848,000 in 2000, less than five years. The intent was to allow world services to become more stable, to plan more realistically, and to highlight the critical need for a prudent reserve. Although we were not able to put aside the total amount in the original timeframe, we are very pleased with the fact that the combination of converting to a consolidated financial system (unified budget) and our ability to dedicate a portion of our income to savings has allowed us to exceed our budget target (\$435,000) for last year. We need to recalculate what this figure needs to be, now that we have a consolidated financial system. However, as of 31 August 2000 we had \$713,872 in reserve accounts. This amount is still short of what ninety days of NAWS expenses would be but it certainly places NAWS in a much better financial position.

1B. *Reducing the ratio of WSO personnel expense from 40.2% to 38% of WSO total sales (income less discounts) and the WSO cost of goods from 34.8% to 32% by 2001.*

Progress: These percentages were established based on 1996 figures from the WSO only. Personnel costs were tied to literature sales and should continue to be evaluated with this income source in mind; however, the current percentages need to be reflective of a combined system. The intent of this objective is to keep the evaluation of personnel and cost of goods in the forefront of world services financial operations. The evaluation of cost of goods was originally intended to create a benchmark to measure the effectiveness of our purchasing operations. There is a need to address a remaining inconsistency in the language that describes the Shipping Policy, but we are choosing not to make that change at this time.

1C. *An annual review of the marketing plan.*

Progress: This plan was established in 1997 to reduce our reliance on a single customer. To date it has been very successful in offsetting the reduction in literature purchases by one major customer, as well as help to ensure that our customer base continues to grow. It is evaluated on an annual basis with quarterly reports provided to the board.

-
- 1D. *The dissolution of all existing licensing agreements and reevaluation of all special agreements by June 1998.*

Progress: With the cooperation of the affected communities, all local licenses to print literature have been eliminated.

- 1E. *Stringent adherence to the existing sales policy.*

Progress: We have been working with local NA communities to help alleviate their financial problems, hopefully before they become delinquent accounts.

- 1F. *An increase in the efficiency of our literature distribution system.*

Progress: The recently concluded evaluation of the distribution system was in response to this objective of Goal One. The information below is a summary of the results of that evaluation.

Evaluation

The process of evaluation started with trying to survey the larger fellowship customers to see if there had been any major shift in the overall system of distribution. In total, more than 400 surveys were sent out to regional and area literature customers. We received approximately 91 responses from all U.S. customers. Nine surveys were from regions, and 47 were from areas.


The survey helped to show that there was very little change in the percentages of sales for service offices over the two years. In fiscal year 1999 the percentage of sales to offices was 47 percent and in fiscal year 2000 the percentage of sales to offices was 48 percent. Area sales actually decreased over the same period. In FY'99 (for year) sales to areas were 19 percent, and in FY'00 sales to areas were 18 percent. The decrease in area sales seems to be from more groups purchasing direct from the WSO. Despite the very slight shifts in customer purchase percentage, the distribution system seemed to handle the sales policy changes with marginal effects.

We also did a sampling of the groups that purchase directly from the WSO by including a postcard with their literature orders. The postcard listed a simple set of questions regarding the availability of literature. We received approximately 24 group responses. Some of the information from the group customers was used in preparation for a discussion with area and regional literature distributors at a workshop held this year.

That workshop was for US customers in California in February 2000. There were 80 fellowship literature distribution representatives in attendance. Included among the attendees were approximately ten funded representatives from randomly selected customer types. This was done to help ensure that as broad a US literature perspective would be included in the discussions. The meeting also provided an opportunity for the shipping and order processing staff of the WSO to interact directly with fellowship customers. During that meeting it was clear that the needs of our area literature customers were quite different from the needs of the larger office customers. In the future, we will strive to make sure that we continue our communication to the areas regarding literature distribution.

We also received surveys from 13 non-US NA communities, primarily from Canada and Europe. In addition, we translated the survey into Spanish so the Spanish-speaking communities could have access in order to provide survey information about the status of literature distribution in their respective countries. The gathering of that data will continue well past the

continued on page 32



printing of this report as we expect many of those communities to send in surveys after the world convention in Cartagena. However, the information we did get suggests that we would achieve higher benefits from having a different set of questions asked since their literature distribution operations and needs are so different. We are planning to re-survey the non-US communities in 2002 to determine if there have been substantial changes by that time, using questions that will allow for some comparison.

Conclusion

The entire process of evaluation has provided us with some valuable information, not the least of which is that we need to become better at soliciting data from the fellowship. For many years we approached the other service offices as independent operations, and we did not have any business asking them specific questions about their operations. It is our belief that service offices are with us to stay, and that they seem to provide a significant value to those communities who have created them. Many times in the last few years we have been asked for specific opinions about whether or not some of you should create service offices in your community. We have always tried to be consistent with our response. It is not for world services to determine if an office is needed in your NA community. This is only a question that can be answered by the community itself. The truth is that we have seen some of them become integral parts of the local service systems and vital to the interests of that community. Others have caused or are facing serious problems and probably will not survive over the long term. Local service center survival is not something that we, within NAWS, can or should decide. It is now, and will always be, driven by the support that exists within the NA community it serves.

None of the survey responses provided information that we did not already have in one form or another. We basically used the survey responses to validate our overall impressions of the effect of the discount policy changes over the two years of 1998–2000. The one thing that this process did cause was that every fellowship literature distributor was forced to closely examine their financial operations, which for some was the first time the currently seated board or oversight committee really understood their financial operations. We believe that this was a positive effect for all of the fellowship customers that had to go through the literature system changes. Additionally, we found that most of the service offices worked hard at improving their overall effectiveness during the analysis period.

More than anything else, the data collected seemed to indicate the need to solicit this type of data more frequently. We also learned that the Internet was a good vehicle for data collection via Web-based surveys. We expect to use this vehicle on a more regular basis.

We know that this process of change was not easy for anyone. Some of the office customers have struggled to absorb the changes that have taken place, and we applaud their effort. Considering the fact that the policy changes did not result in a massive disruption in the distribution system, coupled with the fact that most of our fellowship customers seem to be dealing with the changes already made, we have decided not to propose any further structural changes to the system of literature distribution at this time. The other fact that we all have to deal with is that costs increase as a natural course of being a business. We all need to be mindful that our costs are going to go up, and that we will have to address dealing with those cost increases. Even though we do not, as a practice, pass all of the increased costs along to our customers, we all reach a point where there is no other alternative.

We have employed a system of uniform increases in prices every three years. This allows the entire literature purchasing market to prepare for those cost changes. We began this practice in 1996 and were due to have the second one on January 1999. However, at that time we decided to

postpone that price increase for one year. In late 1999, we decided to once more postpone the five percent price changes. We have reached the point where our ability to put that price change off another year is doubtful. As a result, we anticipate the five percent price increase going into effect in January 2001.

What will be important for all of us to keep in mind is that the positive financial climate that many of us are presently enjoying will not last forever, and as a result we all must remain ever diligent in making sure that we will be able to handle a downturn when the next one occurs.



***Warehouse at WSO-
Chatsworth***

This is where orders are fulfilled and shipped.

***The Docutech at the WSO-
Chatsworth***

In the '80s, all of the English-language IPs were printed at WSO-Chatsworth (now they are printed out-of-house).

Because our literature production needs have increased, this state-of-the-art machine was leased in 1995. Today, we print all of the non-English IPs, as well as many of the NAWS reports, *Reaching Out*, *Meeting by Mail*, and other miscellaneous items.



Literature Production and Distribution

New Product Update 1 July 1999—30 June 2000

■ Anglicized

- *Narcotics Anonymous, The White Booklet*
- IP #1-AN: *Who, What, How, and Why*
- IP #5-AN: *Another Look*
- IP #6-AN: *Recovery and Relapse*
- IP #7-AN: *Am I an Addict?*
- IP #8-AN: *Just for Today*
- IP #9-AN: *Living the Programme*
- IP #11-AN: *Sponsorship*
- IP #12-AN: *The Triangle of Self-Obsession*
- IP #13-AN: *Youth and Recovery*
- IP #14-AN: *One Addict's Experience...*
- IP #15-AN: *PI and the NA member*
- IP #16-AN: *For the Newcomer*
- IP #19-AN: *Self-Acceptance*
- IP #20-AN: *Hospitals & Institutions Service*
- IP #22-AN: *Welcome to NA*
- IP #23-AN: *Staying Clean on the Outside*
- IP #24-AN: *Why Are We Self-Supporting?*

■ Bahasa Melayu

- IP #22-BM: *Welcome to NA*

■ Brazilian

- *Just for Today*

■ English

- Basic Text—CD-ROM
- *It Works: How and Why*—Large print
- *A Temporary Working Guide to Our Service Structure*—May 2000

Finnish

- Intro Guide
- IP #9-FI: *Living the Program*
- IP #10-FI: *Working Step Four in NA*

French

- Bronze Medallions: 1-Year through 20-Year, 18 months

Japanese

- Keytags—Welcome through 18 months

Manipuri

- IP #6-MP: *Recovery and Relapse*
- IP #12-MP: *The Triangle of Self-Obsession*
- IP #14-MP: *One Addict's Experience...*
- IP #15-MP: *PI & the NA Member*

Nederlands

- IP #9-NL: *Living the Program*
- IP #12-NL: *The Triangle of Self-Obsession*
- IP #24-NL: *"Hey! What's the Basket For?"*

Spanish

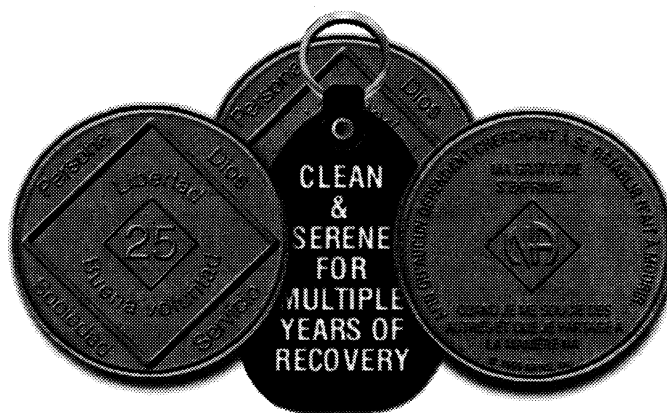
- The NA Step Working Guides*
- Bronze Medallions: 1-Year through 20-Year, 18 months

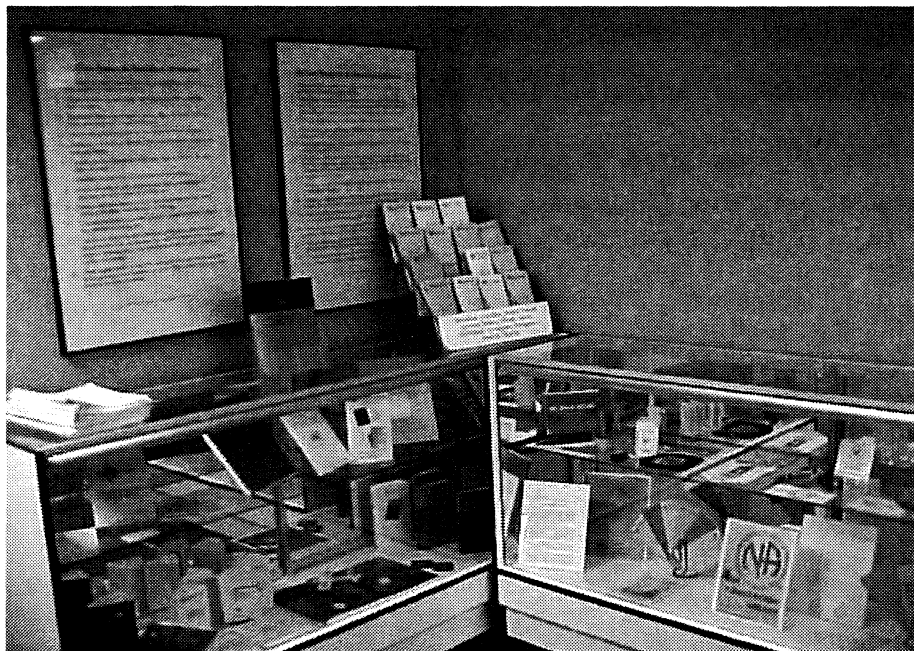
Swedish

- Twelve Concepts for NA Service*

Turkish

- IP #5-TU: *Another Look*
- IP #6-TU: *Recovery & Relapse*
- IP #12-TU: *The Triangle of Self-Obsession*
- IP #14-TU: *One Addict's Experience...*
- IP #23-TU: *Staying Clean on the Outside*

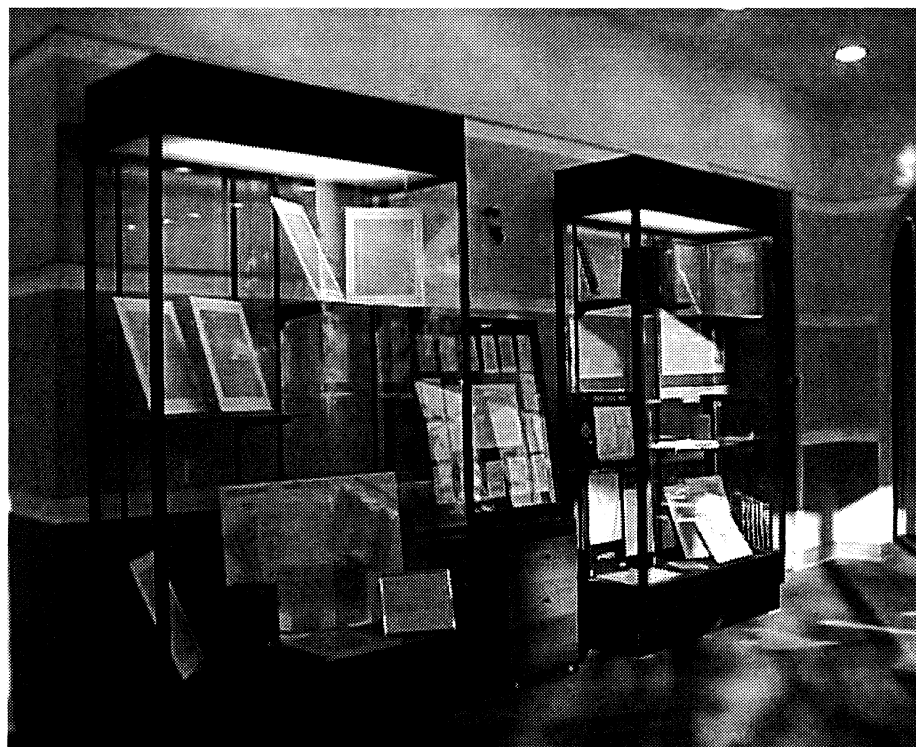




Display Case at WSO-Chatsworth

This case is on the second floor and features inventory literature in different languages, as well as other items from many of our non-English-speaking NA communities.

WSO-Chatsworth houses the archives for Narcotics Anonymous. There are many historical pieces from our early years on display here. If you are in the area, please make every effort to visit here and browse through some NA history!



Display Case at WSO-Chatsworth

This case is in the lobby and features various literature items from our early years. Also on display are handwritten guidelines and records from early meetings.

Fellowship Intellectual Property Trust (FIPT)

Overview and Background

The Fellowship Intellectual Property Trust (FIPT) arose out of several motions addressed by the World Service Conference in 1991. At that conference, participants took definitive action in affirming the WSO as the sole publisher and distributor of NA's literature. They also affirmed the WSO's responsibility for protecting that literature and all of NA's intellectual properties on behalf of the members of Narcotics Anonymous by holding those properties in trust. The need for a registered trust instrument was recognized, and a working group of regional service representatives was formed to assist the World Service Board of Trustees in developing such a document. Thus, the purpose of the FIPT is to provide clear direction regarding the management and protection of our fellowship's literature and other intellectual properties, including the management of income deriving from those properties. After considerable fellowship review, discussion, "workshopping," and input, the FIPT was adopted by the 1993 World Service Conference.

We are now in the process of updating the language in the current FIPT according to Motion #14 that was passed at WSC'00. The motion states, "To make housekeeping changes to the Operational Rules of the *Fellowship Intellectual Property Trust* that reflect a two-year conference cycle and the Unified Budget process already adopted."

THE GROUP...



SHARES...

- Strength and Courage ●
- Friendship ●
- Peace and Serenity ●
- Love ●
- GOD ●

Registering Our Trademarks Around the World

NAWS has spent more than \$90,000 during this reporting period registering and protecting our name and logos in countries around the world, as well as maintaining current registrations that were up for renewal and the necessary copyright registrations. We are registered in 31 countries, including the United States. We have also received trademark registration on the logo from the Jimmy Kinnon archives, which we call "The Group Logo." Fellowship service committees may now use this logo, provided they include the registered trademark symbol, ®, and follow the same rules of use as described in *Intellectual Property Bulletin #1*, "Internal Use of NA Intellectual Property." We still project that we will need about \$250,000 over the next two years to stay current with the registration needs of an ever-growing worldwide fellowship.

Vendor Registrations in 2000

World services has been faced with how to balance protection of the fellowship's property with the desire by many members of our fellowship to purchase merchandise using the fellowship's trademarks. Licensing provides acknowledgement that the vendors are using the fellowship's property with permission and do not actually own it, while still providing members with the ability to purchase these types of items. In January 1998, we began to charge individuals a fee for licensing as a vendor to use this property. The fees that we charge allow us to offset the personnel and legal costs associated with this activity. Service committees within the fellowship already have permission to use the fellowship's trademarks, provided they follow the guidelines in the FIPT bulletins.

Those who wish to register as vendors authorized to manufacture and sell products utilizing any of NA's intellectual properties may do so twice a year. The deadlines are 31 January and 31 July. Licenses are then issued in February and August. You may contact the World Service Office with your request for a vendor registration during either of these months, and through this process you can become a legally authorized vendor of NA-related merchandise. Vendor registration costs \$500 annually, plus a \$50 annual processing fee.

A list of registered vendors is available from the WSO upon request.

Recovery Material on the Internet

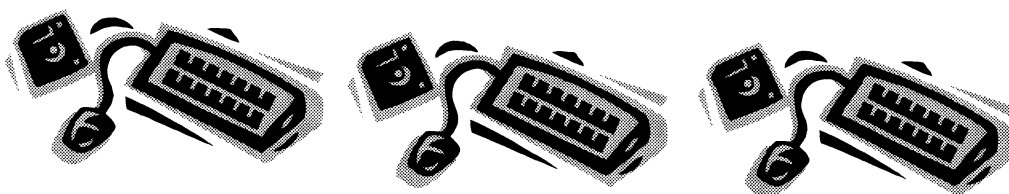
In spite of many requests not to post our recovery literature on the Internet, some of our members are still using this medium to post our fellowship's properties electronically without the fellowship's permission to do so. While the courts are beginning to address this worldwide problem for all copyrighted material, there seems at present to be no effective way to adequately guarantee the protection of our copyrights for material posted on the Internet. In plain terms, until the courts make some definite decisions about the relationship of current copyright laws to electronic media, we simply can't afford to take the chance of jeopardizing our fellowship's right to control its intellectual properties by making it available electronically. We, here at the WSO, believe so strongly in this position that we ourselves post no recovery literature on the Internet.

Is illegally posting our recovery literature on the Internet the kind of activity our members support? Actions at the World Service Conference do not suggest that we do. Each and every vote ever taken at the World Service Conference on the issue of a low-cost Basic Text and on the issue of world services' responsibility to care for our fellowship's intellectual properties flatly declares that the overwhelming majority of our members do not support activities that could compromise our fellowship's ability to protect its literature and other intellectual properties. In fact, these decisions indicate that our membership trusts world services to be fair and equitable in its protection of our properties and in the sale of our literature.

What we have come to realize, with the dawning of this new avenue of communication and information technology, is that much of the regulation that is required to protect our literature rests on our shoulders—the members of NA worldwide. While an unauthorized copy made electronically by downloading from a website is subject to a charge of copyright infringement, just as it would be if photocopied or reprinted without permission, protecting our copyrights and trademarks still requires legal actions that are neither simple nor inexpensive. This is a situation we hope to **not** find ourselves confronting. What is important for us all to remember is that we, the World Board and NAWS, have been entrusted by the fellowship to protect our literature and its trademarks. Posting our copyrighted literature on the Internet in any form increases the danger of unauthorized alterations being made to those electronic copies. We have a responsibility to the fellowship to uphold the FIPT, and we can suffer serious adverse consequences if we fail to do this. Furthermore, such failure can lead to our losing the **legal right** to protect our copyrights and trademarks against use by others.

We ask that all of our members stay vigilant in protecting what is ours—the wonderfully simple, powerful, and heartfelt words that have helped to bring recovery to hundreds of thousands of suffering addicts around the world. We cannot do this alone. The adage, "together we can," rings true, especially here. In our zeal to get our message out there, let's not resort to "old ways using new means." There are a number of ways that we can make sure that our message is communicated—ways that have worked long before the advent of the Internet—and ways that still work today.

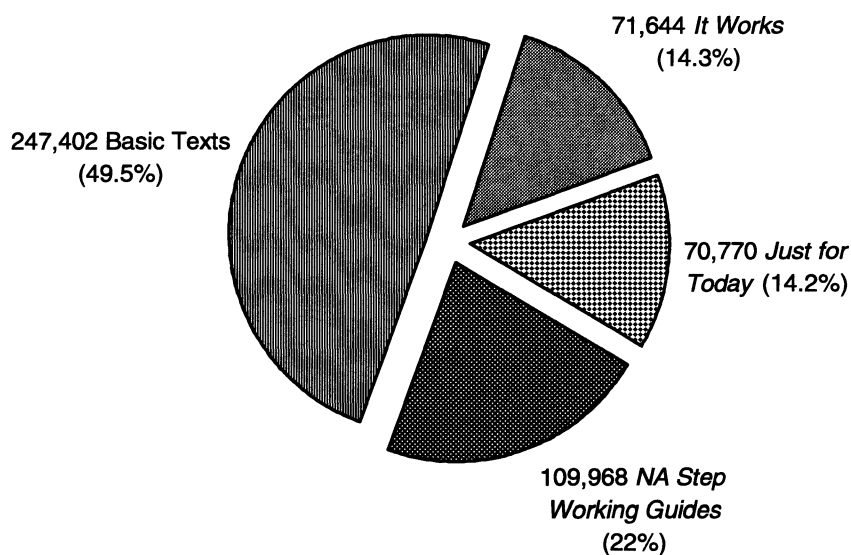
If you are interested in learning more about how you can protect our literature and the "do's and don'ts" of the Internet regarding Narcotics Anonymous and the FIPT, you may contact the World Service Office in Chatsworth.



Unit Sales Trends

For the calendar year 1999, NAWS sold more recovery books than in any prior year in our history: 499,784 books—216 books short of half a million! The Basic Text remained our best seller. However, for the first time in our history the Basic Text accounted for just 49.5 percent of annual recovery book sales (247,644 copies)—the first time this percentage has fallen *below* the 50% mark. This is actually good news for the financial stability of NA World Services, as we now have three other recovery books that collectively accounted for 50.5 percent of book units sold in 1999. As the pie chart below shows, the *Narcotics Anonymous Step Working Guides* was our second-best selling book in 1999 (22 percent or 109,968 copies). *It Works: How and Why* trailed in third place with 14.3 percent (71,644 copies). In a photo finish, *Just for Today, Daily Meditations for Recovering Addicts* was right behind, representing 14.2% of book units sold (70,770 copies).

499,784 Recovery Books in 1999
17% More than 1998—Highest Annual Total in our History
(Basic Text, *It Works*, *Just for Today*, *NA Step Working Guides*)



Miracles Happen—The Birth of Narcotics Anonymous in Words and Pictures and the Slugg cartoon book, an anthology of the popular Slugg cartoon strip from *The NA Way Magazine*, are not included in these figures. *Miracles Happen* sold 2,150 copies in 1999, a slight decrease from the 2,381 copies sold in 1998 (its first year of publication).

Unit Sales Trends

*Between 1983 and 1998,
the charts on the following
pages show that NA has
distributed at least:*

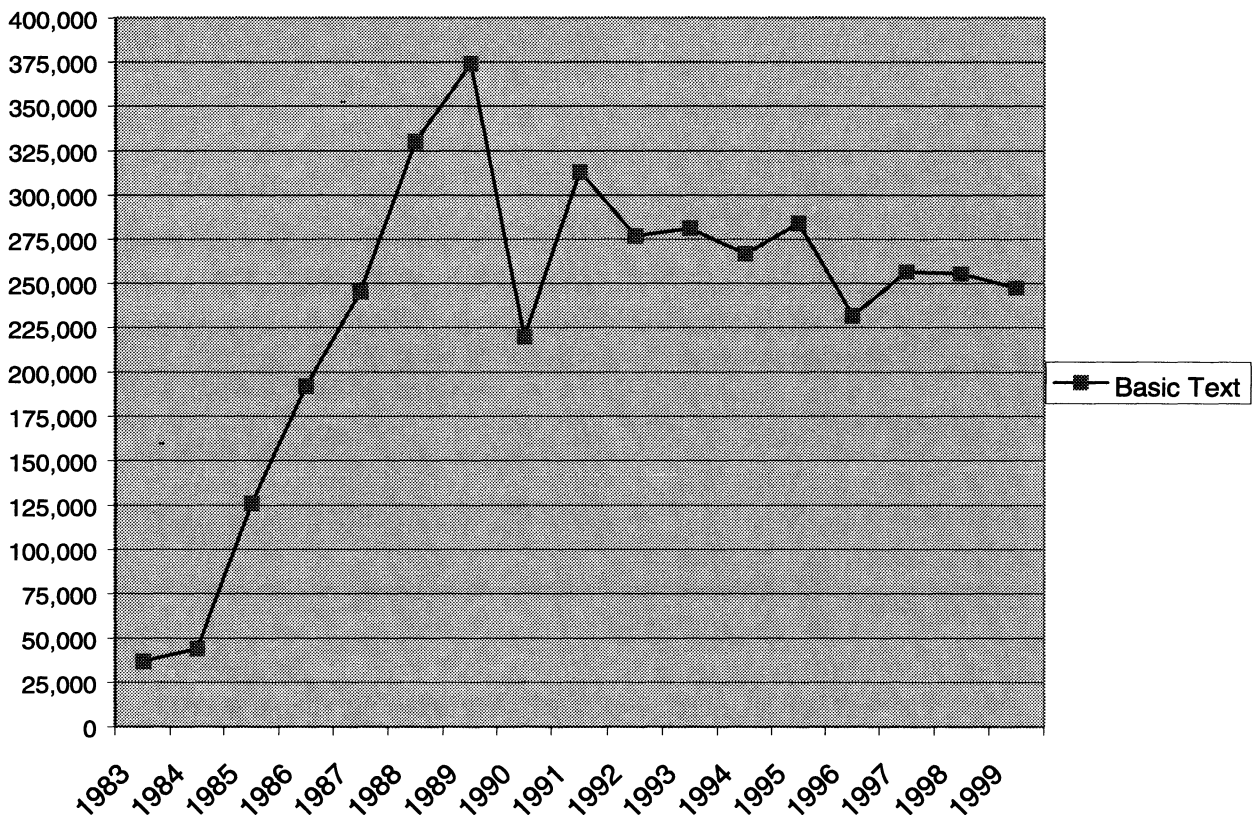
5,122,560 recovery books

8,868,907 recovery booklets

67,246,720 recovery
literature pamphlets

1999 calendar year sales have pushed us past the 5,000,000 mark in recovery book units sold—5,122,650 as of 31 December 1999. Over 80% of this is from Basic Text sales, as we sold the 4,000,000th copy of the Basic Text sometime during the month of January 2000. However, sales of the Basic Text actually peaked ten years ago in 1989 with 374,059 copies sold. 1999 sales of 247,402 books represents just 66% of 1989 annual unit sales. 1999 sales also declined slightly for the second straight year—a small 3.2% decline from 1998 sales of 255,644. The graph below illustrates these trends since the initial publication of the Basic Text over 17 years ago in 1983.

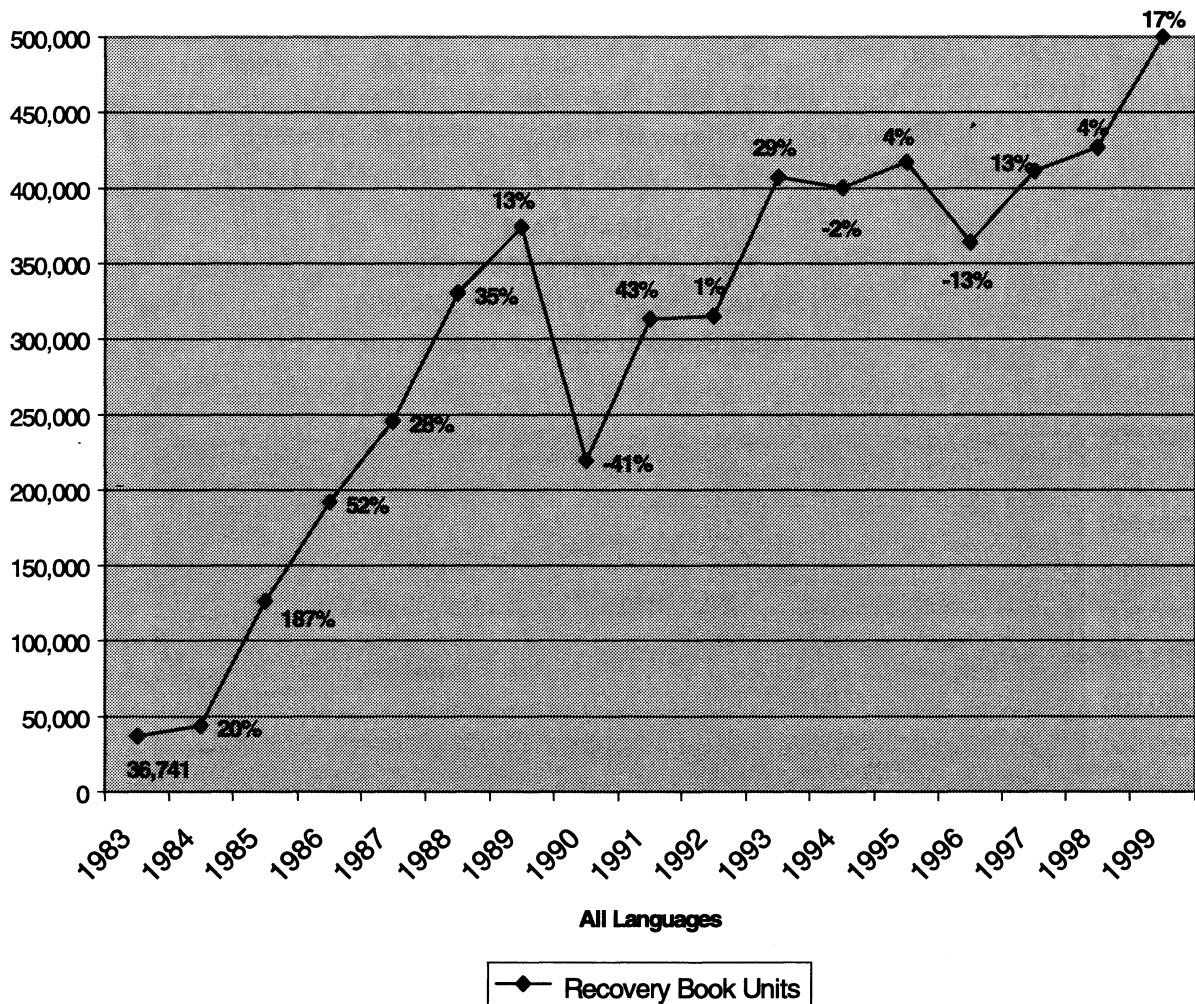
Basic Text
3,981,136 Units 1983-1999
Sales Peaked in 1989 at 374,059
1999 Sales = 66% of 1989 Peak



Unit Sales Trends

Thanks largely to the strong sales of the *NA Step Working Guides* in 1999, recovery book unit sales increased 17.2% over 1998. As the graph below indicates, this increasing trend has been in place since 1997.

All Recovery Book Units
5,122,650 From 1983-1999
(Plus Year Over Year % Change)

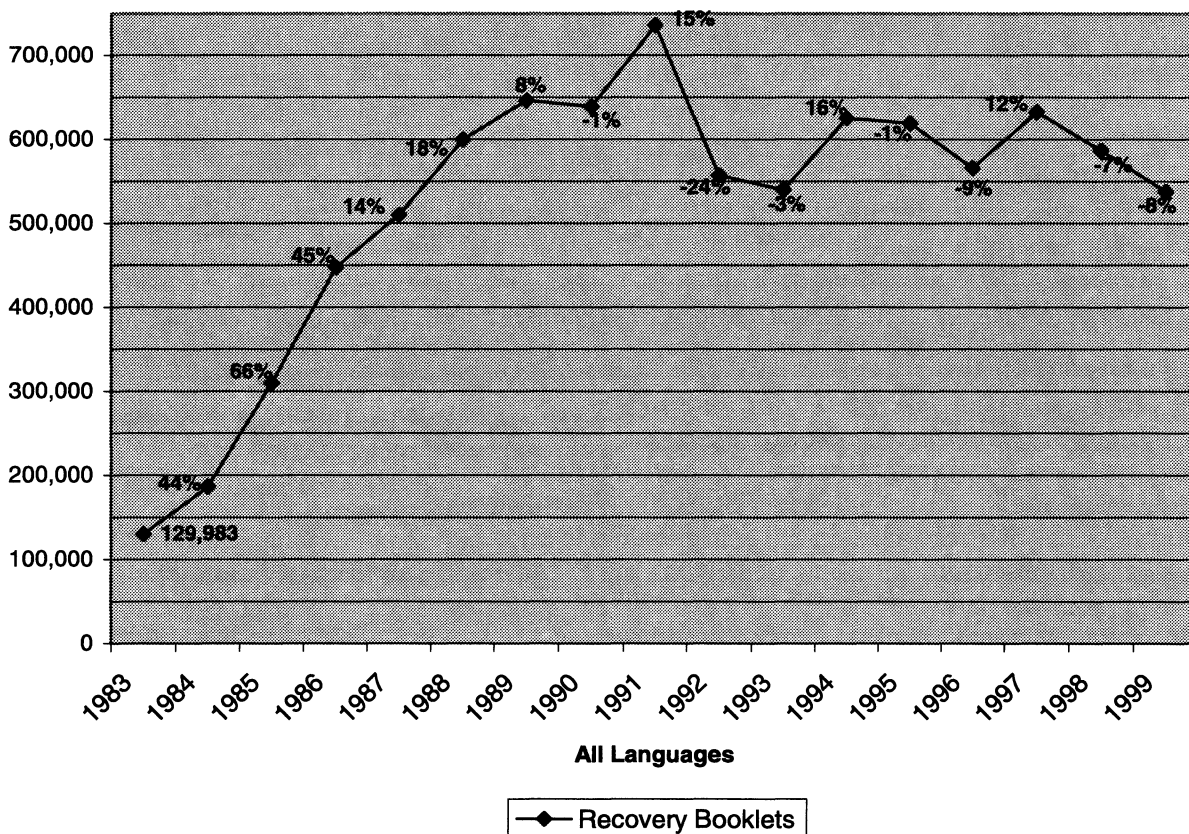


Unfortunately, this increasing trend in recovery book sales is not likely to continue for calendar year 2000. Basic Text sales have decreased slightly so far this year. Sales of the *NA Step Working Guides* are also falling, which is not at all unusual for a new product that has now been available over two years. New product sales tend to peak in the first or second year.

Unit Sales Trends

The chart below shows the recovery booklet sales trend from 1983-1999, with 8,868,507 sold during this period. The booklets classified as recovery literature are: the Little White Booklet, *An Introductory Guide to Narcotics Anonymous*, *Behind the Walls*, *Working Step Four in NA*, and *In Times of Illness*. 1999 booklet sales declined eight percent, following a seven percent decrease in 1998. 1999 unit sales dropped to 537,628 copies. This is the lowest level of annual booklet sales since 1987, when 510,058 booklets were sold. (The peak year for booklet sales was 1991 when 735,914 units were sold.) Sales of each booklet declined this year, except *In Times of Illness*, which increased one percent. Sales of *Working Step Four in NA* led the 1999 decline with a drop of 33 percent (from 41,239 copies in 1998 to 27,620 copies in 1999). The new *NA Step Working Guides* is the most likely reason for this steep decline. Sales of the *Introductory Guide* (first published in 1992) fell for the first year ever. 1999 sales were 77,380, down 17 percent from the sales peak of 93,563 units established in 1998. Fortunately, booklet and pamphlet sales have a very small impact on NAWS total income compared to the sales of recovery books. Also, happily, this trend in booklet sales appears to be reversing itself across the board so far in calendar year 2000. The Little White Booklet remains the best selling booklet, accounting for 68 percent of 1999 booklet units (366,279 copies), and is also still our best-selling booklet for all time, with 7,071,960 copies sold from 1983 through 1999. (Unit sales figures are not generally available prior to 1983.)

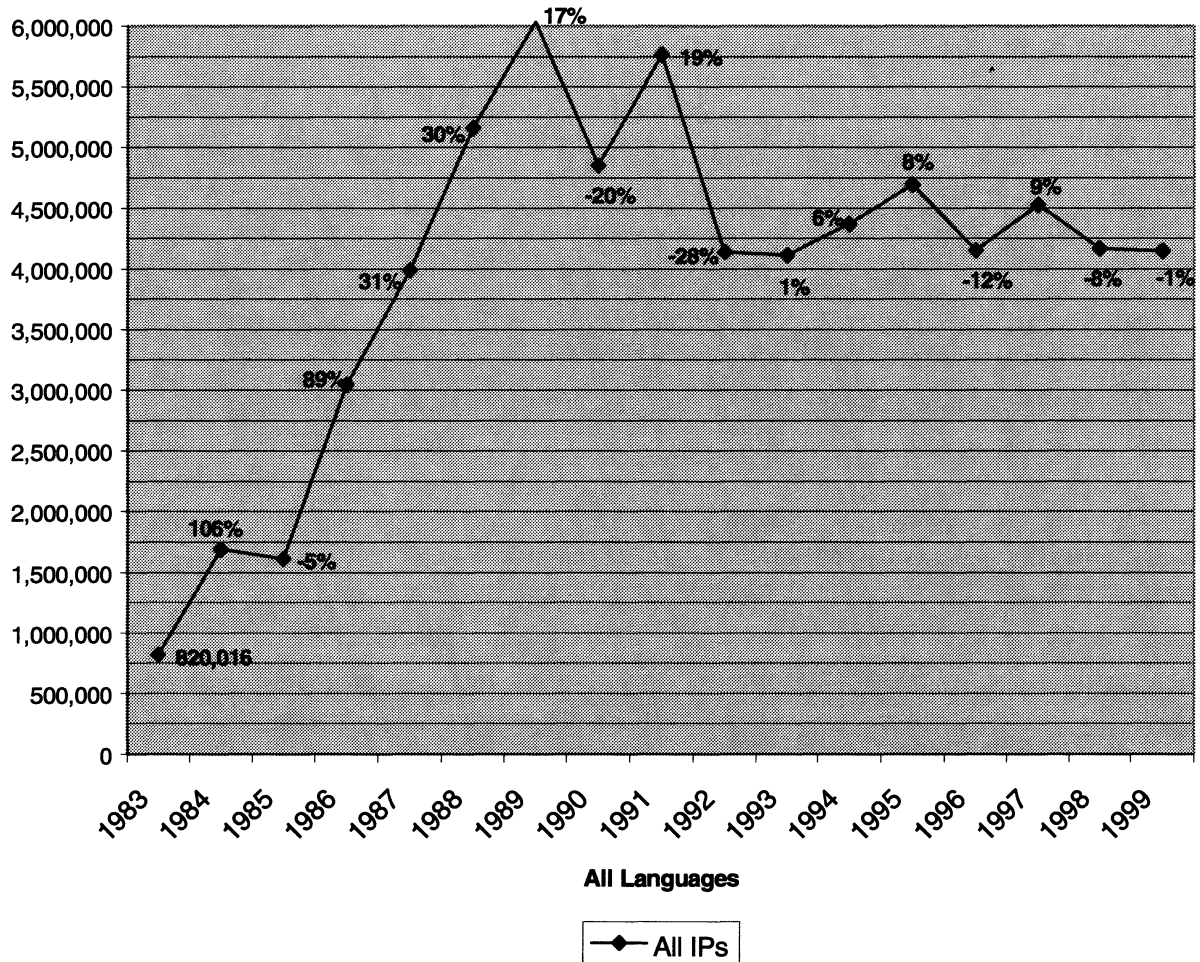
All Recovery Booklet Units
8,868,507 From 1983-1999
(Plus Year Over Year % Change)



Unit Sales Trends

1999 information pamphlet sales were relatively flat compared to 1998, declining less than one percent. *Am I An Addict?* was the best-selling pamphlet again this year, selling 371,017 copies—and in doing so became the first information pamphlet to sell more than 6,000,000 copies (6,045,895 copies from 1983-1999). This trend appears likely to continue in calendar year 2000.

All IP Units
67,246,720 from 1983-1999
(Plus Year Over Year % Change)



Literature Production & Distribution Events/Trips

NATIONAL ASSOCIATION OF BLACKS IN CRIMINAL JUSTICE'S 26TH ANNUAL CONFERENCE 18—22 JULY 1999

Purpose: Continued our correctional marketing efforts and maintain our working relationships within this field.

Location: Los Angeles, California

Travelers: Bob Stewart, Freddie Aquino, WSO Staff

AMERICAN CORRECTIONAL ASSOCIATION SUMMER CONFERENCE 8—12 AUGUST 1999

Purpose: Continue efforts with this organization and its attendees to raise awareness of NA. The goal of attendance at this event was for both public information and marketing. The WB members presented at a major session of the event.

Location: Denver, Colorado

Travelers: Craig Robertson, Tony Walters, WB; Bob Stewart, Freddie Aquino, WSO Staff

HYATT'S TOP 100 BUYER'S CONFERENCE 4—5 OCTOBER 1999

Purpose: This was an opportunity to increase our buying power by developing relationships at the highest corporate level possible.

Location: San Francisco, California

Travelers: Mike Polin, WSO Staff

AMERICAN PUBLIC HEALTH ASSOCIATION (APHA) 7—11 NOVEMBER 1999

Purpose: To continue our marketing efforts within the professional/medical fields.

Location: Chicago, Illinois

Travelers: Donna Markus, World Pool member; Bob Stewart, Freddie Aquino, WSO Staff

(Note: This trip is also considered Fellowship Development travel.)

SOUTHEASTERN CONFERENCE ON ALCOHOL AND DRUG ADDICTION (SECAD) 8—11 DECEMBER 1999

Purpose: Continued our marketing efforts with this organization and its attendees to help foster awareness of NA.

Location: Atlanta, Georgia

Travelers: Bob Stewart, Freddie Aquino, WSO Staff

BOOKTECH WEST 1999 CONFERENCE SESSION 13—15 DECEMBER 1999

Purpose: Professional development and networking for book production.

Location: San Francisco, California

Travelers: Anne Peters and Fatia Birault, WSO Staff

AMERICAN CORRECTIONAL ASSOCIATION WINTER CONFERENCE 9—12 JANUARY 2000

Purpose: Continued efforts with this organization and its attendees to raise awareness of NA. The goal at this event was for both public information and marketing.

Location: Phoenix, Arizona

Travelers: Bob Stewart, Freddie Aquino, WSO Staff

LITERATURE EVALUATION DISTRIBUTION CONVENTION WORKSHOP 4—6 FEBRUARY 2000

Purpose: Workshop for areas, regions, and service offices involved in literature distribution covering current policies, practices and procedures and the effects of the sales policy changes made over the past two years. Included a convention workshop for committees involved with planning conventions. Covered a wide range of topics and issues affecting the planning, execution, accountability of conventions and their committees.

Location: Woodland Hills, California

Travelers: Jon Thompson, Mario Tesoriero, WB; Anthony Edmondson, Becky Meyer, and Mike Polin, WSO Staff



Literature Production & Distribution Events/Trips

NATIONAL ASSOCIATION OF DRUG COURT PROFESSIONALS 5—6 MARCH 2000

Purpose: Responded to a request for specific participation in a joint NADCP/COPS conference titled, "*Building Linkages Between Drug Courts and Law Enforcement.*"

Location: San Diego, California

Travelers: Bob Stewart, Freddie Aquino, WSO Staff

(Note: *This trip is also considered Fellowship Development travel.*)

AMERICAN JAIL ASSOCIATION (AJA) 29 APRIL—3 MAY 2000

Purpose: To continue to expand our market profile at the largest jail administrators' and managers' gathering in the US. We are planning to attend on an annual basis. This event has become an additional piece in our marketing efforts that specifically address this specialized area.

Location: Sacramento, California

Travelers: Bob Stewart, WSO Staff

OFFICE OF NATIONAL DRUG CONTROL POLICY (ONDCP) 30 MAY—2 JUNE 2000

Purpose: We maintained our status with this organization.

Location: Phoenix, Arizona

Travelers: Andreš Tovilla, RD Mexico; Roberto Madrigal, Baja Regional member; Freddie Aquino, WSO Staff

NATIONAL ASSOCIATION OF DRUG COURT PROFESSIONALS 30 MAY—3 JUNE 2000

Purpose: Participated in a panel presentation, and to further assess the value of our involvement with this association in determining whether it will assist NA in fulfilling our ability to carry our message more effectively.

Location: San Francisco, California

Travelers: Michael McDermott, WB; Anthony Edmondson, Bob Stewart, WSO Staff

(Note: *This trip is also considered Fellowship Development travel.*)

NATIONAL ASSOCIATION OF ALCOHOL AND DRUG COUNSELORS 28 JUNE—1 JULY 2000

Purpose: Continue involvement with this organization as part of our marketing plan.

Location: Denver, Colorado

Travelers: Bob Stewart, Freddie Aquino, WSO Staff

Staff Development and Training Trips

AMERICAN SOCIETY OF ASSOCIATION EXECUTIVES

21—24 AUGUST 1999

Purpose: Continued interaction with this committee for the purposes of professional development and networking with other nonprofit associations.

Location: San Diego, California

Travelers: Anthony Edmondson, George Hollahan, Tom Rush, Bob Stewart, Roberta Tolkan, Lori Perea, WSO Staff

MEI ANNUAL USERS CONFERENCE

6—8 OCTOBER 1999

Purpose: Participated in the Annual User's Conference for our new database software.

Location: Reston, Virginia

Travelers: Lori Perea, WSO Staff

AMERICAN SOCIETY OF ASSOCIATION EXECUTIVES

4—7 DECEMBER 1999

Purpose: Continued interaction with this committee for the purposes of professional development and networking with other nonprofit associations.

Location: Indianapolis, Indiana

Travelers: Anthony Edmondson, WSO Staff

PROFESSIONAL CONVENTION MEETINGS ASSOCIATION

13—18 JANUARY 2000

Purpose: Participated in their annual meeting as vice chairperson of the Housing Committee.

Location: San Francisco, California

Travelers: Mike Polin, WSO Staff

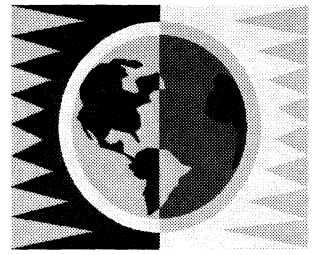
PROFESSIONAL CONVENTION LEADERSHIP CONFERENCE

19—21 MARCH 2000

Purpose: Participated in their leadership conference as vice chairperson of the Housing Committee.

Location: Jacksonville, Florida

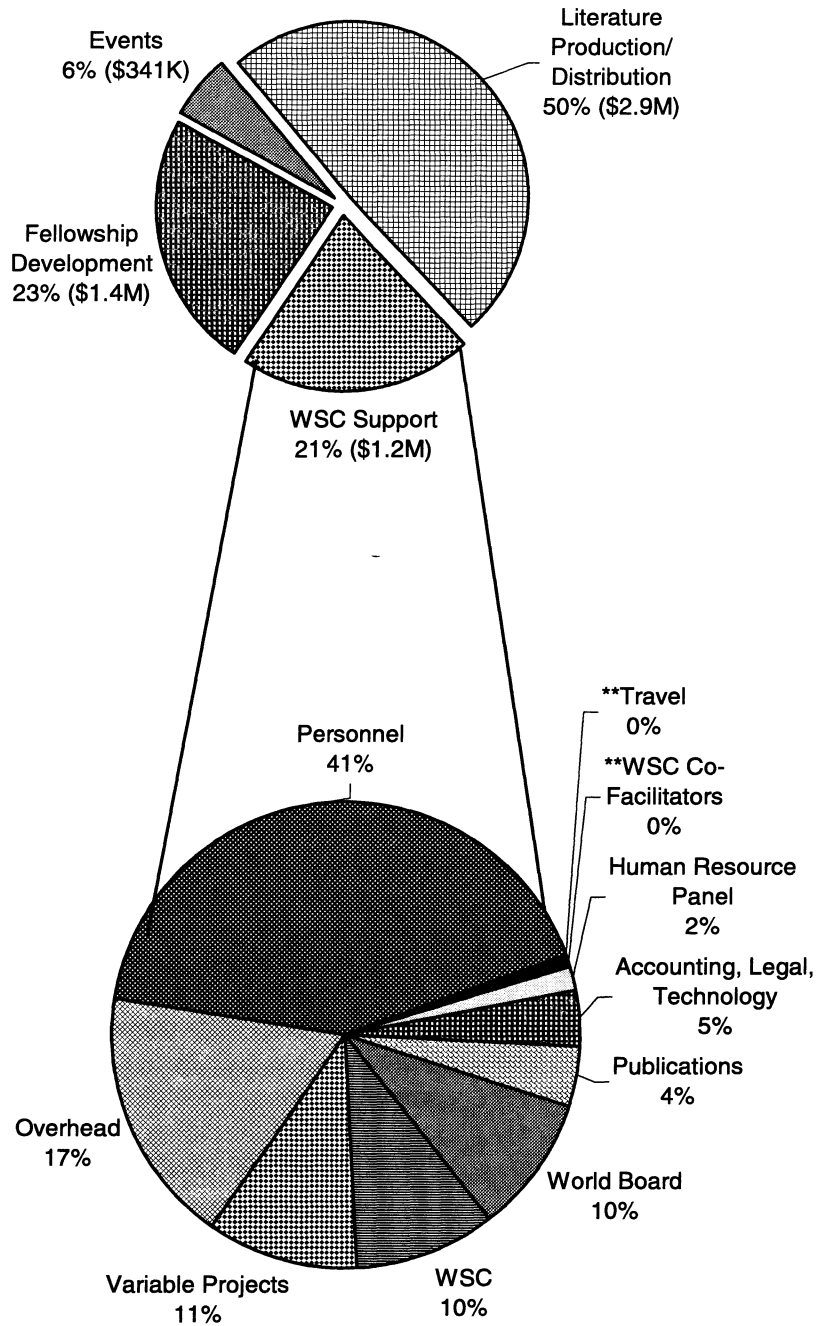
Travelers: Mike Polin, WSO Staff



Breakdown of WSC Support Expenses
(\$1.2 Million or 21% of Total Expenses of \$5,783,596)

1 July 1999 - 30 June 2000

*(**some areas had minimal expenses, such as WSC Co-facilitator, which caused it to not register as a % on the graph.)*



World Service Conference

The 2000 World Service Conference

What it Means for NA World Services for the Next Two Years

As always, the decisions made at the 2000 World Service Conference determined not just the specific work of NA World Services for the next conference cycle, but the focus and general direction of that work. Conference participants delegated several projects to the World Board. Some of those projects will be carried out over the course of multiple conference cycles, and all will involve more extensive planning than most world service projects have in the past. We on the World Board are grateful for the conference's willingness to allow us to spend more time on planning how we'll carry out the work assigned to us. It is important for us to ensure that we approach the work charged to us by the conference in a practical, deliberate, and effective manner. We want to continue with creating a proactive approach and examine what each project will require, both financially and physically, so that we can continue to maintain effective resource management.

We're expecting the two-year conference cycle to help us progress toward our goals of having more dialogue with the fellowship, building consensus through ongoing discussions as our primary means of making decisions, and delivering more tools, products, and services that meet the needs of our worldwide fellowship.

Literature Projects

Motion 1 from the *Conference Agenda Report*: "Shall the fellowship proceed with a comprehensive evaluation of revisions and additions to the entire Basic Text and the Little White Booklet?" is a perfect example of why we need to plan extensively. As we stated in the *March Conference Report*, "nothing brings out more passion than changing the Basic Text or the Little White Booklet." This is why we believe it is so necessary to engage the fellowship in a thorough discussion. We need your support, suggestions, and ideas.

Through discussion at the conference and last year's survey of the fellowship, we tried to get a sense of whether the fellowship wanted new material in Book One of the Basic Text, different stories in Book Two, revisions, or all or none of these choices. Since there was no clear consensus, it seems only prudent to carefully plan how we might go about getting a clear consensus on these questions following the 2004 WSC.¹ We plan to take every opportunity that presents itself during the next four years to communicate with the fellowship on this and make sure any plan we propose develops in response to what we hear from the fellowship in those communications.

We also have the "Sponsorship" project, which, in general, is to encourage the fellowship, along with literature committees, to begin discussing sponsorship as a piece of NA literature, and to send in their thoughts, ideas, concepts, etc., to the WB.

Worldwide Workshop Project

While the goals of the worldwide workshop project are quite clear—to improve our face-to-face communication with the fellowship and to build NA communities worldwide—the details of how those goals will be furthered through the workshops are less clear. We would like to hear your ideas about what activities might be included in the workshops. At this point, we don't expect the first workshop to be held before July 2001.

Full Funding for Regional Delegates Approved

We are continuing to work on refining the way we do things at the conference, and we believe we have begun to make great strides. At WSC'00, the conference adopted the funding for attendance to the WSC for each delegate from a seated region. This will hopefully equalize and increase participation at the conference. We will continue our efforts to make the conference a more discussion-oriented session that leads towards consensus building.

¹ Motion 2 asked the conference to choose whether the evaluation should begin following WSC'02, WSC'04, or WSC'06. The conference chose WSC'04.

Communication Standards Project

The board's final report on the Communication Task Force Project has been published and distributed. It identified 29 challenges affecting communications between NAWS and the fellowship. The Executive Summary is available at www.na.org or upon request. The next stage of work will be accomplished in the Communication Standards Project. The goal of this project is to identify solutions or standards that will remedy the identified problems.

Service Materials Project

The conference approved a new process for the approval of service material. It also approved a project to evaluate existing service handbooks and other material to see if they truly meet the needs of our worldwide fellowship. We are still in the process of reviewing what formats and information will best serve our diverse fellowship today.

Issue-Discussion Topics

For the past several years, conference participants have selected two topics for the fellowship as a whole to discuss during the following conference cycle.

Though the expected results of these fellowshipwide discussions have not been clearly stated in the past, most people would agree that the issue-discussion topics chosen by the conference helped the fellowship to frame some of the challenges that members, groups, areas, and regions were confronting. In the past, the only "results" of the issue-discussions were papers that regions could submit to be included in the *CAR*. At WSC 2000, regional delegates let us know that they wanted something tangible to result from these fellowshipwide discussions (e.g., a new piece of literature, a bulletin, or a simple report that would capture the experience, strength, and hope generated by the discussion and help the fellowship deal with the issue in the future).

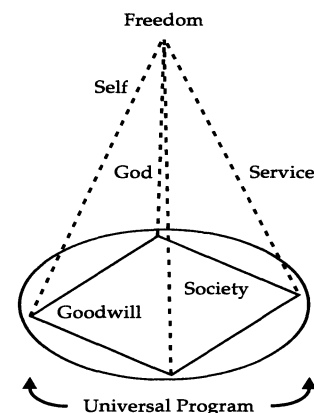
As stated previously, regions can submit papers on either or both of the issues to the *CAR*. Different regions have chosen different ways of generating these papers. Some regions hold one or more workshops on the issue discussion topics and then "report" the overall conscience of their region in a paper. Other times, one or more members within a region will write a paper on the issue and submit it to the regional service committee, which may (or may not) then choose to forward the paper to the *CAR* as a "regional" paper.

It hasn't been clearly stated in the past that individual members, groups, and areas are encouraged to participate in this process. There's a variety of ways to do so. While only papers coming from a region can be published in the *CAR* or other conference publications (only conference participants have the ability to include material in these), there are other ways for members to share their thoughts on the issue discussion topics, such as writing in to the *NA Way Magazine*.

Anyone is welcome to write about their concerns, thoughts, ideas, etc. and submit it to the WB as input to be considered along with regional papers.

CURRENT ISSUE-DISCUSSION TOPICS

- ◆ How can we continue to provide services to our fellowship and at the same time decrease our reliance on funds [generated] from events and conventions?
- ◆ How can we create a bridge that builds and maintains a connection to service for home group members?





NAWS Publications

NAWS News

NAWS News gives an overview of world service activity, with a particular emphasis on World Board projects. It is published following World Board meetings and the World Service Conference. *NAWS News* is currently available in English, French, German, Portuguese, and Spanish. It is distributed automatically to conference participants and registered area and regional service committees. The mailing list consists of the above groups, but individuals can request copies of this periodical after each mailing or download and print them from the NA website, www.na.org.

Conference Agenda Report

The *CAR* is published and distributed a minimum of 150 days prior to each World Service Conference, with translated versions released a minimum of 120 days prior. It contains information about all of the relevant business, discussion sessions, and other activities scheduled to take place at the upcoming WSC that the fellowship is being asked to consider and form a fellowshipwide group conscience on. At present, the *CAR* is published in English, French, German, Portuguese, Spanish, and Swedish. It is distributed automatically to conference participants and regions. Additional copies are available for purchase at cost or for free download at www.na.org.

Regional motions must be submitted 240 days prior to the WSC and should include a written intent. Regions can include 150 words to describe the meaning behind their motion. The WB includes a recommendation so that the fellowship is provided with as much information as possible in order to engage in discussions when reviewing the motion.

Conference Report

A comprehensive and detailed report of world service activity published as the reporting needs of world services require. This report contains information regarding the status of major world services projects, suggestions for new work, and difficulties that have been encountered. It also includes reports from the World Board, the Human Resources Panel, and any region or zonal forum that wishes to submit material. The frequency of publication may change from year to year, and conference participants are provided with the schedule for each year ahead of time. It can also be accessed online at www.na.org.

NAWS, Inc. Annual Report

The *NAWS, Inc. Annual Report* covers each fiscal year of NA World Services. The fiscal year ends 30 June, and the annual report is published in late September. It is distributed automatically to conference participants and regions. Additional copies are available for purchase at cost or for free download at www.na.org.

NAWS Quarterly Financial Report

A summary of travel decisions made for world services and quarterly financial updates. It is published in English and distributed automatically to conference participants and regions.

World Service Conference Events/Trips

EUROPEAN DELEGATES MEETING EUROPEAN CONFERENCE AND CONVENTION 1—4 JULY 1999

Purpose: Responded to request for attendance at the annual meeting of this zonal forum. WSO staff also interacted with customers for WSO Europe.

Location: Sitges, Spain

Travelers: Susan Chess, Daniel Schuessler, David Jones, WB; Anne Peters, Paul DeCock, WSO Staff

WORLD BOARD MEETING WSC PROJECT WORKGROUPS (*Two-Year Conference Cycle, Motion 21, Process for Service Material*) WORLD BOARD COMMUNICATION TASK FORCE

Purpose: Meeting of the WB of NAWS, Inc., the workgroups for the WSC projects, and the WB CTF. These meetings were held at the WSO headquarters in Chatsworth. The workgroups usually met one to two days prior to the WB meetings.

Location: Chatsworth, California

Travelers: 18 World Board members; 9 World Pool members, assigned WSO Staff

- ◆ 9—10 July 1999
- ◆ 13—14 August 1999
- ◆ 24—26 September 1999
World Service Meeting
- ◆ 9—11 November 1999
- ◆ 27—29 January 2000
- ◆ 9—11 March 2000

WESTERN STATES ZONAL FORUM 6—8 AUGUST 1999

Purpose: Responded to a request to participate at their quarterly forum meeting. Topics included Resolution A, regional assemblies and splits, issue discussion topics for this conference year, and other local service issues.

Location: Ventura, California

Travelers: Jane Nickels, Lib Edmonds, WB

HUMAN RESOURCE PANEL MEETING 12—14 AUGUST 1999

Purpose: Second meeting of the HRP for this conference year.

Location: Chatsworth, California

Travelers: Jeffrey Spencer, Sonny Juarez, Tata Montilla, Jim Eppolito, HRP

WORLD SERVICES MEETING UNITY DAY CELEBRATION 24—25 SEPTEMBER 1999

Purpose: Meeting of the WB and the workgroups for the WSC projects to discuss issues with conference participants, and to celebrate Unity Day.

Location: Hollywood, Florida

Travelers: 12 World Board members; 14 WSO Staff

WB COMMUNICATIONS TASK FORCE FOCUS GROUP 15—17 OCTOBER 1999

Purpose: Conduct Focus Group.

Location: Calgary, Alberta, Canada

Travelers: Tony Walters, Stephan Lantos, WB

LATIN AMERICAN ZONAL FORUM 22—24 OCTOBER 1999

Purpose: Continued world service participation in this forum, and discussed participation of the Latin American countries at the world convention in Cartagena, Colombia. Also engaged them in a discussion about literature distribution. Two members of the travel team provided translation services. In addition, world service subsidized travel for delegates from Costa Rica, Bolivia, Guatemala, Uruguay, Chile, and Venezuela.

Location: Guayaquil, Ecuador

Travelers: Michael McDermott, Cary Seltzer, WB; Lazaro Ascensio, World Pool; Giovanna Ghisays, WCNA-28 Host Committee chairperson; George Hollahan, Eileen Perez-Evans, WSO Staff

World Service Conference Events/Trips

WB COMMUNICATIONS TASK FORCE

FOCUS GROUP

29—31 OCTOBER 1999

Purpose: Conduct Focus Group.

Location: Philadelphia, Pennsylvania

Travelers: Tony Walters, Stephan Lantos, WB

WB COMMUNICATIONS TASK FORCE

FOCUS GROUP

25—29 NOVEMBER 1999

Purpose: Conduct Focus Group.

Location: Berlin, Germany

Travelers: Jane Nickels, WB; Jeff Baker, WSO Staff

WB COMMUNICATIONS TASK FORCE

FOCUS GROUP

3—5 DECEMBER 1999

Purpose: Conduct Focus Group.

Location: Rockford, Illinois

Travelers: Stephan Lantos, WB; George Hollahan, WSO Staff

WORLD BOARD EXECUTIVE COMMITTEE MEETING

9—12 DECEMBER 1999

Purpose: Met to compile Conference Agenda Report, respond to numerous travel requests, and other administrative tasks.

Location: Chatsworth, California

Travelers: Michael McDermott, Jon Thompson, Mario Tesoriero, Susan Chess, WB; Anthony Edmondson, George Hollahan, WSO Staff

WB COMMUNICATIONS TASK FORCE

FOCUS GROUP

18—20 DECEMBER 1999

Purpose: Conduct Focus Group.

Location: Mumbai, India

Travelers: Bella Blake, WB; Jeff Baker, WSO Staff

WORLD BOARD EXECUTIVE COMMITTEE MEETING

6—9 JANUARY 2000

Purpose: This was an off-site planning meeting for the 2000-2002 conference cycle.

Location: Beverly Hills, California

Travelers: Michael McDermott, Jon Thompson, Mario Tesoriero, Susan Chess, WB; Anthony Edmondson, Becky Meyer, George Hollahan, WSO Staff

WB COMMUNICATIONS TASK FORCE

FOCUS GROUP

13—16 JANUARY 2000

Purpose: Conduct Focus Group.

Location: Montevideo, Uruguay

Travelers: Jane Nickels, WB; George Hollahan, WSO Staff; Oscar Gomez, Translator

WB COMMUNICATIONS TASK FORCE

FOCUS GROUP

15 JANUARY 2000

Purpose: Conduct Focus Group.

Location: Woodland Hills, California

Travelers: Tony Walters, WB; Jeff Baker, WSO Staff

WB COMMUNICATIONS TASK FORCE

FOCUS GROUP

21—23 JANUARY 2000

Purpose: Conduct Focus Group.

Location: Spokane, Washington

Travelers: Stephan Lantos, Susan Chess, WB

MICHIGAN MULTI-REGIONAL CAR WORKSHOP

4—6 FEBRUARY 2000

Purpose: Responded to a request for world services to participate in their CAR workshop.

Location: Kalamazoo, Michigan

Travelers: Stephan Lantos, Craig Robertson, WB; Jeffrey Spencer, Human Resource Panel; Mary Chant-Valentine, World Pool

World Service Conference Events/Trips

PLAINS STATES ZONAL FORUM *CAR* WORKSHOP

4—6 FEBRUARY 2000

Purpose: Responded to a request for world services to participate in their *CAR* workshop.

Location: Council Bluffs, Iowa

Travelers: Bob Jordan, WB; Susan Blaue, World Pool

SOUTHEASTERN ZONAL FORUM *CAR* WORKSHOP

4—6 FEBRUARY 2000

Purpose: Responded to a request for world services to participate in their *CAR* workshop.

Location: Macon, Georgia

Travelers: Michael McDermott, Cary Seltzer, WB; Steve Rusch, World Pool

MID-ATLANTIC REGION LEARNING CONFERENCE AND CONVENTION

11—13 FEBRUARY 2000

Purpose: Responded to a request for world services to participate in their *CAR* workshop.

Location: Lancaster, Pennsylvania

Travelers: Jane Nickels, David James, Jon Thompson, WB; Jim Eppolito, HRP; Ron Hofius, World Pool

SOUTHERN ZONAL FORUM *CAR* WORKSHOP

11—13 FEBRUARY 2000

Purpose: Responded to a request for world services to participate in their *CAR* workshop.

Location: Kansas City, Missouri

Travelers: Bob Jordan, Craig Robertson, WB; Anthony Edmondson, WSO Staff

NORTHERN CALIFORNIA REGIONAL GSR ASSEMBLY

13 FEBRUARY 2000

Purpose: Responded to a request for world services to participate in their *CAR* workshop.

Location: San Francisco, California

Travelers: Michael McDermott, WB

HUMAN RESOURCE PANEL MEETING 7—9 MARCH 2000

Purpose: Meeting of the HRP, along with the WB and the WSC Co-Facilitators.

Location: Chatsworth, California

Travelers: Jeffrey Spencer, Sonny Juarez, Tata Montilla, Jim Eppolito, HRP

ASIA-PACIFIC FORUM FIRST JAPAN REGIONAL CONVENTION 21—23 MARCH 2000

FIRST ASIA-PACIFIC FORUM CONVENTION 24—26 MARCH 2000

Purpose: Responded to a request to participate in their forum meeting and *CAR* workshop.

Location: Tokyo, Japan

Travelers: Michael McDermott, Susan Chess, WB; Anthony Edmondson, Uschi Mueller, WSO Staff

UTAH MULTI-REGIONAL *CAR* WORKSHOP 25 MARCH 2000

Purpose: Responded to a request for world services to participate in their multi-regional *CAR* workshop.

Location: Heber, Utah

Travelers: Bob Jordan, Jon Thompson, WB

WORLD BOARD EXECUTIVE COMMITTEE MEETING 6—8 APRIL 2000

Purpose: This was a meeting to finalize budget, finalize plans for WSC 2000, and to consider travel requests for the next two months.

Location: Chatsworth, California

Travelers: Michael McDermott, Jon Thompson, Susan Chess, WB; Anthony Edmondson, Becky Meyer, WSO Staff

World Service Conference Events/Trips

HISTORY PROJECT WORKSHOP

27—30 APRIL 2000

Purpose: To participate in the first history workshop in order to obtain information about the fellowship from the 1950s and early 1960s.

Location: Woodland Hills, California

Travelers: 18 people who participated in NA meetings in the 1950s and 1960s.

WORLD SERVICE CONFERENCE 2000

30 APRIL—6 MAY 2000

Purpose: To participate in the annual meeting of our world service structure.

Location: Woodland Hills, California

Travelers: 16 WB members; 4 HRP members; 2 WSC Co-Facilitators; 1 Parliamentarian; 3 Translators; 15 funded DF participants; 4 partially funded DF participants

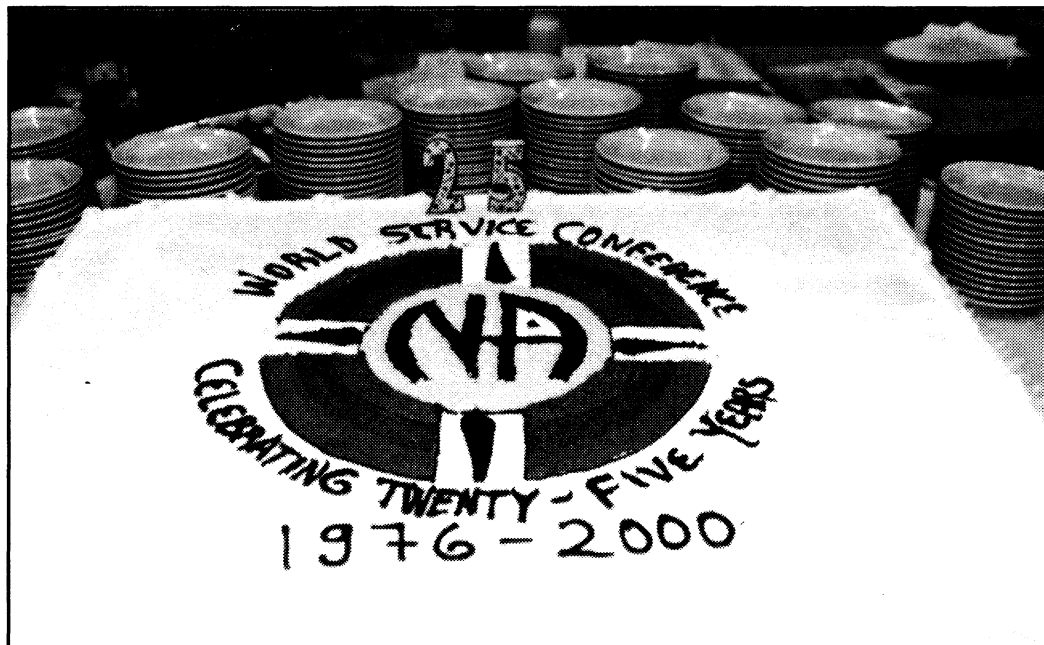
QUEBEC REGION MULTI-REGIONAL WORKSHOP

20—21 MAY 2000

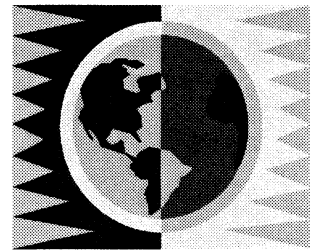
Purpose: Responded to a request for world services to participate in their multi-regional workshop.

Location: Montreal, Quebec, Canada

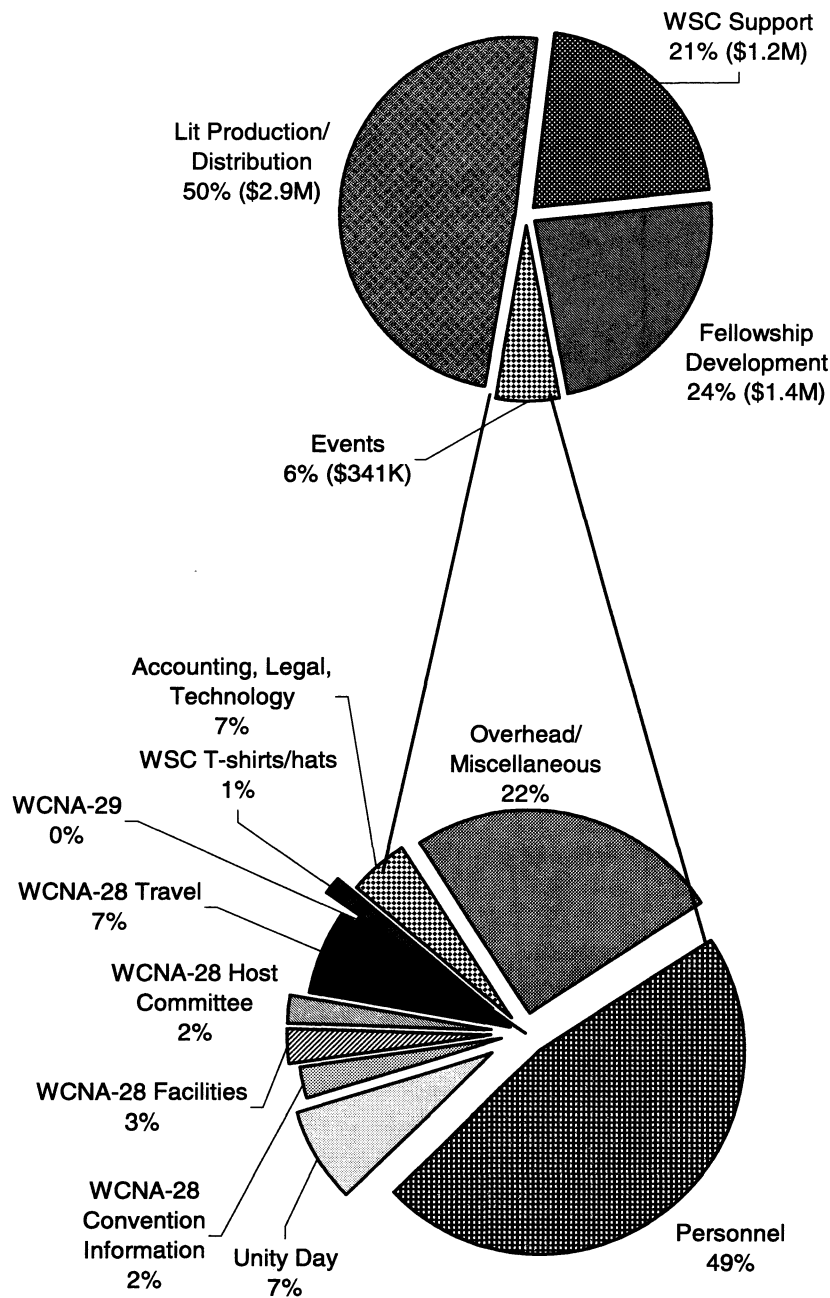
Travelers: Ron Hofius, World Pool



Celebrating at WSC'00!
Cake for everyone!!!



Breakdown of Event Expenses
(\$341K or 6% of Total Expenses of \$5,783,596)
1 July 1999 - 30 June 2000



Conventions and Events

Conventions and Events

Celebrating Our Recovery

During the period covered in this report, we increased the level of service we provide to local convention committees in several ways. First of all, we conducted a convention workshop in February that was attended by representatives from convention committees in 20 regions. The workshop's program included practical training in several aspects of convention administration, and by all accounts it was very much appreciated by those in attendance. We plan to conduct more workshops with an emphasis on convention planning, and we encourage others to attend.

We helped more than a dozen local committees resolve problems in their contracts with hotels and convention centers, which ended up saving more than \$100,000 of the fellowship's money.

World Convention Updates

By the time you read this, the 28th World Convention of NA, held in Cartagena, Colombia, will have happened. We spent those last remaining months before the historical event planning and coordinating any last-minute hotel and travel details for our members. We worked closely with the convention host committee while they handled their part with much enthusiasm and anticipation. WCNA-28 presented the fellowship with a unique opportunity to interact with the growing Latin American NA community, and we all looked forward to that recovery celebration. The process for the 2000 World Unity Day Celebration has been completed. The event is planned during the main speaker meeting on Saturday, 2 September 2000. Each region has been offered one free hook-up for a two-hour, "listen only" during the speaker session.

Planning for WCNA-29 and WCNA-30 was in the preliminary stages during the 1999-2000 fiscal year. WCNA-29 will be held in Atlanta, Georgia, 4-7 July 2002. WCNA-30, our special celebration of NA's 50th anniversary, will be held in San Diego, California, 3-6 July 2003. Planning activity will be increasing on both these conventions in the next few months.

As reported previously, WCNA-31 will be held 1-4 September 2005 in Honolulu, Hawaii. Site selection for WCNA-32 is still in progress. As usual, regular updates about future world conventions can be found in *NAWS News* or at www.na.org.



Conventions and Events Trips

WCNA-28 CARTAGENA VISIT 24—26 OCTOBER 1999

Purpose: Met with the chairperson and vice chairperson of the host committee and with several vendors involved with travel and logistics for this event.

Location: Cartagena, Colombia

Travelers: George Hollahan, Mike Polin, WSO Staff

WCNA-28 CARTAGENA VISIT 13—19 MARCH 2000

Purpose: Participated in press conference; met with host committee; and participated in the Medellin RSC meeting.

Location: Cartagena, Colombia

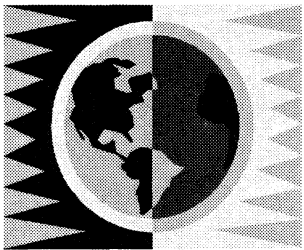
Travelers: Claudio Lemionet, WB; Lazaro Ascensio, Translator; Becky Meyer, Mike Polin, WSO Staff

WCNA-28 CARTAGENA VISIT 9—12 JUNE 2000

Purpose: Participated in press conference; met with host committee; and participated in the Medellin RSC meeting.

Location: Cartagena, Colombia

Travelers: Claudio Lemionet, Cary Seltzer, WB; Lazaro Ascensio, Translator; Saul Alvarado, World Pool; Anthony Edmondson, Becky Meyer, Mike Polin, WSO Staff

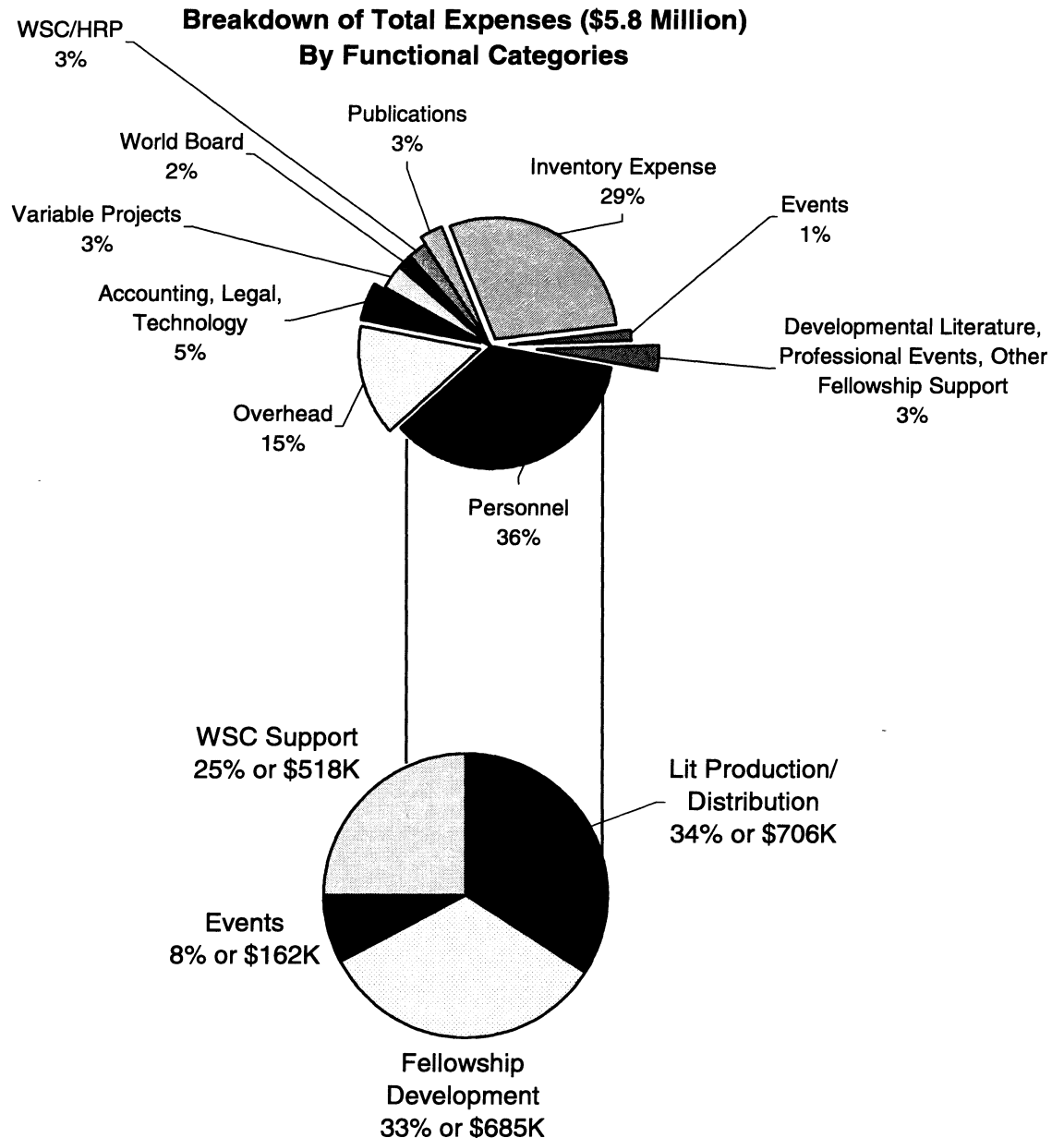


Financial Reports



Breakdown of 1999-2000FY Expenses

In the preceding pages we have illustrated the breakdown of 1999-2000FY expenses of \$5.8 million according to the four divisions of the Unified Budget: Fellowship Development, Literature Production and Distribution, WSC Support, and Events. Another way of breaking down these expenses is by functional categories, as shown in the pie chart below:



Personnel expenses are allocated among the four major divisions of the budget. The second pie chart shows the relative percentage of staffing devoted to literature production and distribution (34%), fellowship development (33%), WSC support (25%), and events (8%). Overhead (15% of total expense) is divided among these four categories in a similar fashion.

NARCOTICS ANONYMOUS WORLD SERVICES, INC.				
FY'1999 - 2000 UNIFIED BUDGET				
JULY 01, 1999 THROUGH JUNE 30, 2000				
INCOME				
FELLOWSHIP DONATIONS	P-T-D Actual	Budget for Period	Y-T-D Actual	Adopted Budget
BREAKDOWN BY DONOR TYPE				
Members	\$ 165	\$ 815	\$ 10,625	\$ 9,780
Groups	\$ 2,515	\$ 2,457	\$ 31,926	\$ 29,487
Areas	\$ 7,530	\$ 3,382	\$ 68,412	\$ 40,587
Regions	\$ 20,325	\$ 32,763	\$ 465,414	\$ 393,156
Events/Conventions	\$ -	\$ 1,304	\$ 33,162	\$ 15,648
Zonal & Other Forums	\$ 1,435	\$ 29	\$ 2,347	\$ 342
Subtotal	\$ 31,970	\$ 40,750	\$ 611,885	\$ 489,000
RECOVERY LITERATURE INCOME	P-T-D Actual	Budget for Period	Y-T-D Actual	Adopted
BASIC TEXT:Hardcover English	\$ 159,119	\$ 138,551	\$ 1,595,740	\$ 1,662,616
Basic Text: Translated	\$ 7,815	\$ 8,048	\$ 108,635	\$ 96,579
BASIC TEXT-SOFTBOUND	\$ 50,172	\$ 40,881	\$ 452,445	\$ 490,567
JUST FOR TODAY	\$ 63,282	\$ 42,675	\$ 540,715	\$ 512,095
Just for Today (Gift Edition)	\$ 1,605	\$ 1,397	\$ 15,480	\$ 16,769
IT WORKS: HOW & WHY	\$ 50,055	\$ 47,838	\$ 532,180	\$ 574,060
It Works:How & Why (Special Edition)	\$ -	\$ 156	\$ 175	\$ 1,870
It Works:How & Why (Gift Edition)	\$ 195	\$ 368	\$ 3,405	\$ 4,410
STEP WORKING GUIDES	\$ 55,670	\$ 43,438	\$ 568,135	\$ 521,250
OTHER RECOVERY LITERATURE	\$ 99,002	\$ 89,654	\$ 1,079,105	\$ 1,075,846
OTHER INVENTORY INCOME	P-T-D Actual	Budget for Period	Y-T-D Actual	Adopted
MEDALLIONS	\$ 46,811	\$ 38,180	\$ 431,432	\$ 458,166
KEY TAGS & CHIPS	\$ 70,907	\$ 59,478	\$ 703,709	\$ 713,741
NON-FIPT INFORMATION BOOKLETS	\$ 4,444	\$ 2,158	\$ 37,795	\$ 25,900
MISCELLANEOUS	\$ -	\$ 103	\$ 1,517	\$ 1,234
HANDBOOKS	\$ 5,166	\$ 5,274	\$ 49,733	\$ 63,283
SPECIALTY ITEMS	\$ 3,318	\$ 3,575	\$ 35,910	\$ 42,902
PI PRODUCTS	\$ 71	\$ 220	\$ 1,058	\$ 2,643
AUDIO MATERIALS	\$ 4,570	\$ 4,207	\$ 35,412	\$ 50,485
GROUP/AREA MATERIALS	\$ 7,099	\$ 4,877	\$ 95,952	\$ 58,519
MIRACLES HAPPEN	\$ 2,495	\$ 3,119	\$ 32,983	\$ 37,425
Subtotal	\$ 631,794	\$ 534,197	\$ 6,321,515	\$ 6,410,359
EVENT INCOME	P-T-D Actual	Budget for Period	Y-T-D Actual	Adopted
UNITY DAY				
DONATIONS	\$ -	\$ 125	\$ 5,487	\$ 1,500
ACTIVITY INCOME	\$ 250	\$ -	\$ 6,215	\$ 11,200
ANNUAL MTG T-SHIRTS/HATS	\$ -	\$ -	\$ 6,306	\$ -
ANNUAL MEETING REVENUE	\$ (1,196)	\$ -	\$ 644	\$ -
MERCHANDISE/JEWELRY	\$ 8	\$ 317	\$ 8,161	\$ 3,800
WCNA 28 (See Deferred Revenue on Balance Sht)				
REGISTRATION	\$ -	\$ 4,917	\$ -	\$ 59,000
SPECIAL EVENTS	\$ -	\$ 1,250	\$ -	\$ 15,000
NEWCOMER DONATIONS	\$ -	\$ 167	\$ -	\$ 2,000
MERCHANDISE	\$ -	\$ 833	\$ -	\$ 10,000
OTHER SALES	\$ -	\$ -	\$ -	\$ -
REBATES (includes Unity Day hotel rebate)	\$ -	\$ -	\$ 5,868	\$ -
Subtotal	\$ (938)	\$ 7,608	\$ 32,681	\$ 102,500
MISCELLANEOUS INCOME	P-T-D Actual	Budget for Period	Y-T-D Actual	Adopted
LICENSED VENDOR PAYMENTS	\$ 550	\$ 1,063	\$ 12,650	\$ 12,750
INTEREST	\$ 3,787	\$ -	\$ 19,455	\$ -
SHIPPING	\$ 24,249	\$ 19,398	\$ 246,299	\$ 232,775
MISCELLANEOUS	\$ 21	\$ -	\$ 21,046	\$ -
DISCOUNTS & ALLOWANCES	\$ (94,195)	\$ (113,214)	\$ (1,014,926)	\$ (1,358,570)
Developmental Subsidies & Allowances	\$ (13,049)	\$ (3,881)	\$ (70,611)	\$ (46,574)
Subtotal	\$ (78,637)	\$ (96,635)	\$ (786,088)	\$ (1,159,619)
TOTAL INCOME ALL SOURCES	\$ 584,189	\$ 485,920	\$ 6,179,993	\$ 5,842,240

NAWS EXPENSE				
LITERATURE PRODUCTION & DISTRIBUTION	P-T-D Actual	Budget for Period	Y-T-D Actual	Adopted
FIXED OPERATIONAL EXPENSES				
BASIC TEXT: HARD COVER - English	\$ 27,031	\$ 24,373	\$ 272,210	\$ 292,474
Basic Text-Translated	\$ 1,851	\$ 3,710	\$ 32,018	\$ 44,525
BASIC TEXT-SOFTBOUND	\$ 5,128	\$ 4,167	\$ 46,612	\$ 50,002
JUST FOR TODAY	\$ 11,013	\$ 5,914	\$ 74,568	\$ 70,967
Just for Today (Gift Edition)	\$ 562	\$ 456	\$ 5,743	\$ 5,473
IT WORKS: HOW & WHY	\$ 12,736	\$ 8,611	\$ 113,728	\$ 103,331
It Works:How & Why (Special Edition)	\$ -	\$ 33	\$ 38	\$ 397
It Works:How & Why (Gift Edition)	\$ 44	\$ 83	\$ 764	\$ 999
STEP WORKING GUIDES	\$ 10,413	\$ 6,975	\$ 100,703	\$ 83,700
OTHER RECOVERY LITERATURE	\$ 32,197	\$ 15,492	\$ 261,394	\$ 185,906
OTHER INVENTORY EXPENSE				
CORRECTIONAL MARKETING	\$ 14,248	\$ 11,774	\$ 75,306	\$ 141,288
MEDALLIONS	\$ 7,953	\$ 6,714	\$ 73,771	\$ 80,573
KEY TAGS & CHIPS	\$ 18,201	\$ 15,621	\$ 180,290	\$ 187,452
NON-FIPT INFORMATION BOOKLETS	\$ 2,582	\$ 583	\$ 21,867	\$ 7,000
MISCELLANEOUS	\$ (2,981)	\$ 103	\$ 16,235	\$ 1,234
HANDBOOKS	\$ 1,379	\$ 1,058	\$ 11,277	\$ 12,697
SPECIALTY ITEMS	\$ 1,054	\$ 3,214	\$ 12,027	\$ 38,570
PI PRODUCTS	\$ 41	\$ 116	\$ 623	\$ 1,395
AUDIO MATERIALS	\$ 1,791	\$ 2,006	\$ 18,502	\$ 24,071
GROUP/AREA MATERIALS	\$ 2,910	\$ 2,557	\$ 40,538	\$ 30,689
MIRACLES HAPPEN	\$ 297	\$ 561	\$ 3,953	\$ 6,737
IN HOUSE PRODUCTION	\$ 9,179	\$ 7,625	\$ 45,644	\$ 91,500
TRANSLATIONS	\$ 996	\$ 1,772	\$ 13,792	\$ 21,262
SHIPPING	\$ 29,891	\$ 19,322	\$ 246,918	\$ 231,862
SALES TAX EXPENSE	\$ -	\$ -	\$ 28,669	\$ -
INVENTORY ADJUSTMENT	\$ (65)	\$ -	\$ 1	\$ -
Subtotal	\$ 188,453	\$ 158,092	\$ 1,697,190	\$ 1,714,104
LEGAL	\$ 29,995	\$ 7,917	\$ 91,247	\$ 95,000
TRAVEL	\$ -	\$ 1,458	\$ 2,761	\$ 17,500
ACCOUNTING	\$ 1,695	\$ 1,409	\$ 28,353	\$ 16,908
PERSONNEL Includes amount budgeted to variable projects	\$ 82,729	\$ 49,482	\$ 696,505	\$ 593,784
OVERHEAD	\$ 43,093	\$ 20,049	\$ 255,682	\$ 240,587
TECHNOLOGY	\$ 7,280	\$ 2,287	\$ 73,840	\$ 27,444
Subtotal	\$ 164,794	\$ 82,602	\$ 1,148,388	\$ 991,223
VARIABLE OPERATIONAL EXPENSES				
Literature Distribution System Review**	\$ -	\$ 1,120	\$ 13,739	\$ 13,445
Total Literature Production	\$ 353,247	\$ 241,814	\$ 2,859,317	\$ 2,718,772

NAWS EXPENSE				
LITERATURE PRODUCTION & DISTRIBUTION	P-T-D Actual	Budget for Period	Y-T-D Actual	Adopted
FIXED OPERATIONAL EXPENSES				
BASIC TEXT: HARD COVER - English	\$ 27,031	\$ 24,373	\$ 272,210	\$ 292,474
Basic Text-Translated	\$ 1,851	\$ 3,710	\$ 32,018	\$ 44,525
BASIC TEXT-SOFTBOUND	\$ 5,128	\$ 4,167	\$ 46,612	\$ 50,002
JUST FOR TODAY	\$ 11,013	\$ 5,914	\$ 74,568	\$ 70,967
Just for Today (Gift Edition)	\$ 562	\$ 456	\$ 5,743	\$ 5,473
IT WORKS: HOW & WHY	\$ 12,736	\$ 8,611	\$ 113,728	\$ 103,331
It Works:How & Why (Special Edition)	\$ -	\$ 33	\$ 38	\$ 397
It Works:How & Why (Gift Edition)	\$ 44	\$ 83	\$ 764	\$ 999
STEP WORKING GUIDES	\$ 10,413	\$ 6,975	\$ 100,703	\$ 83,700
OTHER RECOVERY LITERATURE	\$ 32,197	\$ 15,492	\$ 261,394	\$ 185,906
OTHER INVENTORY EXPENSE				
CORRECTIONAL MARKETING	\$ 14,248	\$ 11,774	\$ 75,306	\$ 141,288
MEDALLIONS	\$ 7,953	\$ 6,714	\$ 73,771	\$ 80,573
KEY TAGS & CHIPS	\$ 18,201	\$ 15,621	\$ 180,290	\$ 187,452
NON-FIPT INFORMATION BOOKLETS	\$ 2,582	\$ 583	\$ 21,867	\$ 7,000
MISCELLANEOUS	\$ (2,981)	\$ 103	\$ 16,235	\$ 1,234
HANDBOOKS	\$ 1,379	\$ 1,058	\$ 11,277	\$ 12,697
SPECIALTY ITEMS	\$ 1,054	\$ 3,214	\$ 12,027	\$ 38,570
PI PRODUCTS	\$ 41	\$ 116	\$ 623	\$ 1,395
AUDIO MATERIALS	\$ 1,791	\$ 2,006	\$ 18,502	\$ 24,071
GROUP/AREA MATERIALS	\$ 2,910	\$ 2,557	\$ 40,538	\$ 30,689
MIRACLES HAPPEN	\$ 297	\$ 561	\$ 3,953	\$ 6,737
IN HOUSE PRODUCTION	\$ 9,179	\$ 7,625	\$ 45,644	\$ 91,500
TRANSLATIONS	\$ 996	\$ 1,772	\$ 13,792	\$ 21,262
SHIPPING	\$ 29,891	\$ 19,322	\$ 246,918	\$ 231,862
SALES TAX EXPENSE	\$ -	\$ -	\$ 28,669	\$ -
INVENTORY ADJUSTMENT	\$ (65)	\$ -	\$ 1	\$ -
Subtotal	\$ 188,453	\$ 158,092	\$ 1,697,190	\$ 1,714,104
LEGAL	\$ 29,995	\$ 7,917	\$ 91,247	\$ 95,000
TRAVEL	\$ -	\$ 1,458	\$ 2,761	\$ 17,500
ACCOUNTING	\$ 1,695	\$ 1,409	\$ 28,353	\$ 16,908
PERSONNEL Includes amount budgeted to variable projects	\$ 82,729	\$ 49,482	\$ 696,505	\$ 593,784
OVERHEAD	\$ 43,093	\$ 20,049	\$ 255,682	\$ 240,587
TECHNOLOGY	\$ 7,280	\$ 2,287	\$ 73,840	\$ 27,444
Subtotal	\$ 164,794	\$ 82,602	\$ 1,148,388	\$ 991,223
VARIABLE OPERATIONAL EXPENSES				
Literature Distribution System Review**	\$ -	\$ 1,120	\$ 13,739	\$ 13,445
Total Literature Production	\$ 353,247	\$ 241,814	\$ 2,859,317	\$ 2,718,772

WORLD SERVICE CONFERENCE SUPPORT	P-T-D Actual	Budget for Period	Y-T-D Actual	Adopted
FIXED OPERATIONAL EXPENSES				
PUBLICATIONS	\$ 1,256	\$ 3,625	\$ 52,203	\$ 43,500
WORLD SERVICE CONFERENCE	\$ 57,591	\$ 12,156	\$ 121,734	\$ 145,870
WORLD BOARD	\$ 15,227	\$ 20,752	\$ 120,316	\$ 249,020
HUMAN RESOURCE PANEL	\$ 911	\$ 2,110	\$ 21,508	\$ 25,320
WSC CO-FACILITATOR	\$ 1,951	\$ 229	\$ 4,321	\$ 2,750
TRAVEL	\$ -	\$ 2,917	\$ 4,293	\$ 35,000
LEGAL	\$ -	\$ -	\$ -	\$ -
ACCOUNTING	\$ 582	\$ 1,036	\$ 9,203	\$ 12,432
PERSONNEL Includes amount budgeted to variable projects	\$ 60,830	\$ 36,384	\$ 512,136	\$ 436,606
OVERHEAD	\$ 32,898	\$ 14,742	\$ 203,758	\$ 176,903
TECHNOLOGY	\$ 5,353	\$ 1,681	\$ 54,294	\$ 20,172
Subtotal	\$ 176,598	\$ 95,631	\$ 1,103,766	\$ 1,147,572
VARIABLE OPERATIONAL EXPENSES				
Internal Procedures**	\$ -	\$ 565	\$ -	\$ 6,780
Communications Task Force	\$ 1,119	\$ 2,513	\$ 30,189	\$ 30,150
Two Year Conference	\$ 1,867	\$ 4,328	\$ 5,248	\$ 51,930
World Service Meeting	\$ -	\$ 6,230	\$ 63,723	\$ 74,765
Motion 21	\$ 1,867	\$ 2,129	\$ 8,338	\$ 25,550
Process Service Material	\$ 1,867	\$ 1,907	\$ 7,550	\$ 22,880
PI Handbook	\$ -	\$ 602	\$ -	\$ 7,220
Treasurers Handbook	\$ -	\$ 602	\$ -	\$ 7,220
Events Handbook	\$ -	\$ 602	\$ -	\$ 7,220
Training Workbooks	\$ -	\$ 602	\$ -	\$ 7,220
Historical Data Collection	\$ 6,836	\$ 2,142	\$ 16,073	\$ 25,700
Subtotal	\$ 13,555	\$ 22,220	\$ 131,122	\$ 266,635
Total World Service Conference Support	\$ 190,153	\$ 117,851	\$ 1,234,888	\$ 1,414,207

FELLOWSHIP DEVELOPMENT	P-T-D Actual	Budget for Period	Y-T-D Actual	Adopted
FIXED OPERATIONAL EXPENSES				
PUBLICATIONS	\$ 26,376	\$ 8,708	\$ 120,155	\$ 104,500
FELLOWSHIP SUPPORT	\$ 4,723	\$ 8,750	\$ 46,890	\$ 105,000
PROFESSIONAL EVENTS	\$ 1,259	\$ 1,875	\$ 14,048	\$ 22,500
DEVELOPMENTAL LITERATURE	\$ 18,515	\$ 11,555	\$ 121,773	\$ 138,658
LEGAL	\$ -	\$ 417	\$ -	\$ 5,000
ACCOUNTING	\$ 524	\$ 1,368	\$ 11,789	\$ 16,411
PERSONNEL Includes amount budgeted to variable projects	\$ 80,296	\$ 48,027	\$ 676,020	\$ 576,319
OVERHEAD	\$ 41,623	\$ 19,459	\$ 247,959	\$ 233,511
TECHNOLOGY	\$ 7,066	\$ 2,219	\$ 71,668	\$ 26,627
Subtotal	\$ 180,383	\$ 102,377	\$ 1,310,302	\$ 1,228,527
VARIABLE OPERATIONAL EXPENSES				
Uncapitalized Database Expense	\$ 2,068	\$ 4,875	\$ 15,756	\$ 58,500
Information Management	\$ -	\$ 1,250	\$ 22,182	\$ 15,000
Subtotal	\$ 2,068	\$ 6,125	\$ 37,939	\$ 73,500
Total Fellowship Development	\$ 182,450	\$ 108,502	\$ 1,348,241	\$ 1,302,027
EVENTS				
FIXED OPERATIONAL EXPENSES				
MERCHANDISE/JEWELRY	\$ 8	\$ -	\$ 1,788	\$ -
INVENTORY ADJUSTMENT	\$ -	\$ -	\$ 11	\$ -
ANNUAL MTG T-SHIRTS/HATS	\$ -	\$ -	\$ 4,732	\$ -
UNITY DAY	\$ -	\$ 1,764	\$ 24,546	\$ 21,170
WCNA 28				
REGISTRATION	\$ -	\$ -	\$ -	\$ -
SPECIAL EVENTS	\$ -	\$ 750	\$ -	\$ 9,000
PROGRAM	\$ -	\$ 333	\$ -	\$ 4,000
HOST COMMITTEE	\$ 7,900	\$ 871	\$ 7,900	\$ 10,450
TRAVEL	\$ 9,771	\$ 2,083	\$ 22,655	\$ 25,000
FACILITIES	\$ 10,000	\$ 1,417	\$ 10,000	\$ 17,000
MERCHANDISE	\$ -	\$ 500	\$ -	\$ 6,000
CONVENTION INFORMATION	\$ 29	\$ 1,296	\$ 8,069	\$ 15,550
EQUIPMENT	\$ -	\$ -	\$ -	\$ -
TRANSPORTATION	\$ -	\$ -	\$ 61	\$ -
GENERAL SHIPPING	\$ -	\$ -	\$ -	\$ -
TELEPHONE	\$ -	\$ 833	\$ -	\$ 10,000
WCNA-29	\$ -	\$ 208	\$ 1,065	\$ 2,500
WCNA-30	\$ -	\$ 208	\$ -	\$ 2,500
WCNA-31	\$ -	\$ 208	\$ -	\$ 2,500
LEGAL	\$ -	\$ -	\$ -	\$ -
ACCOUNTING	\$ 152	\$ 332	\$ 4,101	\$ 3,978
PERSONNEL Includes amount budgeted to variable projects	\$ 19,466	\$ 11,643	\$ 164,116	\$ 139,714
OVERHEAD	\$ 12,246	\$ 4,717	\$ 73,423	\$ 56,609
TECHNOLOGY	\$ 1,732	\$ 538	\$ 18,685	\$ 6,455
Total Events	\$ 61,304	\$ 27,702	\$ 341,150	\$ 332,426
TOTAL NAWs EXPENSE	\$ 787,154	\$ 495,869	\$ 5,783,596	\$ 5,767,432
Excess Revenue/Expense	\$ (202,965)	\$ 6,234	\$ 396,398	\$ 74,808

NA WORLD SERVICES
COMBINED BALANCE SHEET
JUNE 30, 2000

CURRENT ASSETS

COMBINED CASH ON HAND	\$3,867
BANK ACCOUNTS:	
- WSO CHATSWORTH	\$1,065,793
WSO CANADA	\$213,149
WSO EUROPE	\$121,569
WSO-CHATSWORTH ACCOUNTS RECEIVABLE	\$541,635
WSO-CANADA ACCOUNTS RECEIVABLE	\$49,203
WSO-EUROPE ACCOUNTS RECEIVABLE	\$15,916
ALLOWANCE FOR DOUBTFUL ACCTS	(\$6,329)
EMPLOYEE EXCHANGE & ADVANCE	\$532
COMBINED INVENTORY	\$430,565
PREPAID INSURANCE	\$16,530

TOTAL CURRENT ASSETS

\$2,452,429

FIXED ASSETS

COMPUTER EQUIPMENT	\$457,304
DUPLICATING EQUIPMENT	\$4,952
TYPESETTING EQUIPMENT	\$5,025
OFFICE EQUIPMENT	\$136,921
FURNITURE	\$70,561
LEASEHOLD IMPROVEMENTS	\$486,343
LESS: ACCUMULATED DEPRECIATION	(\$959,701)

TOTAL FIXED ASSETS

\$201,405

OTHER ASSETS

DEPOSITS	\$27,214
CLEARING ACCOUNT	\$1,136
TRADEMARKS & COPYRIGHTS	\$244,185
DIES, MOLDS, & PLATES	\$23,593
MEI DATA BASE SOFTWARE	\$271,475
LESS: ACCUMULATED AMORTIZATION	(\$149,180)

TOTAL OTHER ASSETS

\$418,422

TOTAL ASSETS

\$3,072,257

NA WORLD SERVICES
COMBINED BALANCE SHEET
JUNE 30, 2000

LIABILITIES AND FUND BALANCE

ACCOUNTS PAYABLE	\$283,170	
PREPAID OPEN ORDERS	\$0	
VACATION PAYABLE	\$97,000	
SALES TAX PAYABLE	\$2,354	
GOODS & SERVICES TAX PAYABLE (CANADA)	\$4,088	
SALARIES PAYABLE	\$32,555	
DEFERRED EVENTS REVENUE	\$44,060	
WSO DATABASE UPGRADE LOAN	\$229,167	
TOTAL LIABILITIES		<u>\$692,393</u>
TOTAL LIABILITIES		\$692,393
FUND BALANCE	\$1,983,466	
RETAINED EARNINGS-CURRENT YEAR	<u>\$396,398</u>	
TOTAL FUND BALANCE		<u>\$2,379,863</u>
TOTAL LIABILITIES AND FUND BALANCE		<u><u>\$3,072,257</u></u>

NA World Services Inc., Combined Financial Summary
As Of June 30, 2000
LEVEL III Asset Consolidation

CURRENT ASSETS

<u>OPERATING BANK ACCOUNTS</u>	<u>BALANCE</u>	<u>ACCUM. BALANCE</u>
CASH ON HAND	\$3,867	\$3,867
WSO CITY NATIONAL GENERAL ACCOUNT	\$43,353	
WSO BANK OF AMERICA CHECKING ACCOUNT	\$121,672	
WSO CITIBANK CHECKING ACCOUNT	\$89,767	
WSO WELLS FARGO PAYROLL ACCOUNT	(\$138)	\$254,654
WSO-CANADA BANK OF MONTREAL	\$37,500	
WSO-CANADA ROYAL BANK ACCOUNT	\$175,649	\$213,149
WSO-EUROPE POUND ACCOUNTS	\$4,242	
WSO-EUROPE US DOLLAR ACCOUNT	\$736	
WSO-EUROPE GREEN BOOK ACCOUNT	\$7,861	
WSO-EUROPE INC. ACCOUNT	\$1,723	
WSO-EUROPE AISBL ACCOUNT	\$107,006	\$121,569
EVENTS WELLS FARGO GENERAL ACCOUNT	\$17,148	
EVENTS CITIBANK CHECKING ACCOUNT	\$4,331	
WCNA-28 HOST ACCOUNT	\$3,495	\$24,974
CONFERENCE SUPPORT CITY NATIONAL CHECKING ACCOUNT	\$72,680	
CONFERENCE SUPPORT CITIBANK CHECKING ACCOUNT	\$19,179	
CONFERENCE SUPPORT WELLS FARGO CHECKING ACCOUNT	\$21,849	\$113,707
TOTAL OPERATING BANK ACCOUNT BALANCE		<u>\$731,920</u>
 <u>RESERVE BANK ACCOUNTS</u>		
WSO CALIFORNIA FEDERAL BANK	\$60,009	
WSO BANK OF AMERICA SAVINGS ACCOUNT	\$13,804	
WSO WELLS FARGO SAVINGS ACCOUNT	\$7,756	
WSO CITIBANK (CD)	\$41,273	
WSO SANWA BANK (CD)	\$51,122	
BANK OF GRANADA HILLS (CD)	\$82,000	
DAIN RAUSCHER INVESTMENTS	\$281,209	\$537,173
CONFERENCE SUPPORT BANK OF AMERICA CHECKING ACCOUNT	\$4,453	
CONFERENCE SUPPORT CITIBANK SAVINGS ACCOUNT	\$101,295	
CONFERENCE SUPPORT WELLS FARGO MONEY MARKET ACCOUNT	\$29,537	\$135,285
TOTAL RESERVE BANK ACCOUNT BALANCE		<u>\$672,458</u>
 <u>NAWS COMBINED ACCOUNTS RECEIVABLE</u>		
WSO-CANADA ACCOUNTS RECEIVABLE	\$49,203	\$49,203
WSO-EUROPE ACCOUNTS RECEIVABLE	\$15,916	\$15,916
WSO ACCOUNTS RECEIVABLE	\$534,071	
EVENTS ACCOUNTS RECEIVABLE	\$7,564	\$541,635
 <u>MISCELLANEOUS CURRENT ASSETS</u>		
WSO INVENTORY	\$310,221	
WSO-CANADA INVENTORY	\$30,720	
WSO-EUROPE INVENTORY	\$75,755	
EVENTS INVENTORY	\$13,869	\$430,565
WSO PREPAID INSURANCE	\$16,530	\$16,530
WSO & EVENTS ALLOWANCE FOR DOUBTFUL ACCOUNTS	(\$6,329)	(\$6,329)
WSO EMPLOYEE EXCHANGE & ADVANCE	\$532	\$532
TOTAL CURRENT ASSETS	<u>\$2,452,429</u>	<u>\$2,452,429</u>

NA World Services Inc., Combined Financial Summary
As Of June 30, 2000
LEVEL III Asset Consolidation

FIXED ASSETS

COMPUTER EQUIPMENT	\$457,304	\$457,304
DUPLICATING EQUIPMENT	\$4,952	\$4,952
TYPESETTING EQUIPMENT	\$5,025	\$5,025
OFFICE EQUIPMENT	\$136,921	\$136,921
FURNITURE	\$70,561	\$70,561
LEASEHOLD IMPROVEMENTS	\$486,343	\$486,343
LESS: ACCUMULATED DEPRECIATION	(\$959,701)	(\$959,701)
TOTAL FIXED ASSETS	\$201,405	\$201,405

OTHER ASSETS

DEPOSITS	\$27,214	\$27,214
CLEARING ACCOUNT	\$1,136	\$1,136
TRADEMARKS & COPYRIGHTS	\$244,185	\$244,185
DIES, MOLDS, & PLATES	\$23,593	\$23,593
MEI DATA BASE SOFTWARE	\$271,475	\$271,475
LESS: ACCUMULATED AMORTIZATION	(\$149,180)	(\$149,180)
TOTAL OTHER ASSETS	\$418,422	\$418,422
TOTAL ASSETS	\$3,072,257	\$3,072,257

LIABILITIES AND FUND BALANCE

WSO ACCOUNTS PAYABLE	\$260,670	
WSO-CANADA ACCOUNTS PAYABLE	\$992	
EVENTS ACCOUNTS PAYABLE	\$7,564	
CLEARING ACCOUNT - LIABILITY	\$0	
WSO PURCHASES CLEARING	\$13,944	\$283,170
WSO PAYABLES DEPOSIT	\$0	\$0
WSO PREPAID OPEN ORDERS	\$0	
WSO-CANADA PREPAID OPEN ORDERS	\$0	\$0
VACATION PAYABLE	\$97,000	\$97,000
COMBINED SALES TAX PAYABLE	\$2,354	\$2,354
WSO DATABASE UPGRADE LOAN	\$229,167	\$229,167
GOODS & SERVICES TAX PAYABLE	\$4,088	\$4,088
CONFERENCE SUPPORT LIT PAYMENTS TO WSO-CHATSWORTH	\$0	\$0
SALARIES PAYABLE/PAYROLL ACCRUALS	\$32,555	\$32,555
EVENTS DEFERRED REVENUE COLLECTED @WCNA27	\$19,306	
DEFERRED REVENUE: REGISTRATION WCNA28	\$9,673	
DEFERRED REVENUE: ENTERTAINMENT WCNA28	\$6,743	
DEFERRED REVENUE: NEWCOMER DONATIONS	\$2,193	
DEFERRED REVENUE: MERCHANDISE WCNA28	\$6,145	\$44,060
TOTAL LIABILITIES	\$692,393	\$692,393

FUND BALANCE

RETAINED EARNINGS-PRIOR YEARS	\$1,983,466	
RETAINED EARNINGS-CURRENT YEAR	\$396,398	\$2,379,863
TOTAL FUND BALANCE	\$2,379,863	\$2,379,863
TOTAL LIABILITIES AND FUND BALANCE	\$3,072,257	\$3,072,257

UNAUDITED BALANCE SHEET FOR FISCAL YEAR ENDING JUNE 30, 2000

COMBINED INCOME EXPENSE STATEMENT
JUNE 2000

INCOME

WSO-CHATSWORTH / LITERATURE	\$5,245,633
WSO-CANADA / LITERATURE	\$166,004
WSO-EUROPE / LITERATURE	\$141,249
CONFERENCE SUPPORT DONATIONS	\$611,885
EVENTS	<u>\$32,685</u>

TOTAL INCOME		\$6,197,455
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COST OF GOODS

WSO-CHATSWORTH / LITERATURE	\$1,599,976
WSO-CANADA / LITERATURE	\$43,675
WSO-EUROPE / LITERATURE	\$53,539
EVENTS	<u>\$8,335</u>

TOTAL COST OF GOODS		\$1,705,525
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TOTAL OPERATING INCOME		<u>\$4,491,931</u>
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OPERATIONAL EXPENSES

WSO-CHATSWORTH	\$1,476,665
WSO-CANADA	\$42,493
WSO-EUROPE	\$56,608
CONFERENCE SUPPORT	\$464,225
EVENTS	<u>\$60,742</u>

TOTAL OPERATIONAL EXPENSES		\$2,100,734
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HUMAN RESOURCES EXPENSES

WSO-CHATSWORTH	\$1,987,900
WSO-CANADA	\$5,455
WSO-EUROPE	\$54,391
EVENTS	<u>\$0</u>

TOTAL HUMAN RESOURCES EXPENSES		\$2,047,746
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OTHER INCOME & EXPENSES

WSO-CHATSWORTH	(\$51,634)
WSO-CANADA	(\$141)
WSO-EUROPE	(\$1,173)
EVENTS	<u>\$0</u>

TOTAL OTHER INCOME & EXPENSES		(\$52,947)
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TOTAL OPERATING EXPENSES		<u>\$4,095,533</u>
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NET OPERATING INCOME		<u>\$396,398</u>
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NET OPERATING INCOME (PROFIT/LOSS)		<u><u>\$396,398</u></u>
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