Narcotics Anonymous World Services, Inc.
World Board Approved Minutes
7-9 November 2002

WB Present: Jane Nickels, Bob Jordan, Daniel Schuessler, Bella Blake, Craig Robertson, Jim Buerer, Ron Hofius, David James, Lib Edmonds, Tony Walters, and Tom McCall.

Not Present: Giovanna Ghisays and Saul Alvarado.

Staff: Anthony Edmondson, Mike Polin, Bob Stewart, Eileen Perez-Evans, Mary Hollahan, Steve Sigman, Travis Koplow, Roberta Tolkan, Karen Chrapek, Stephan Lantos, Nancy Schenck, Becky Meyer, and Jeff Gershoff.

Thursday 7 November

Welcoming Exercise

Action Group

The morning was spent in an action group led by Tom about communication. The Eighth Concept *Our service structure depends on the integrity and effectiveness of our communications* was read. Each member was asked to identify the people and groups that they communicate with regularly. A consolidated list of all points of communication was created and each member was given three red dots and three yellow dots. The red dots were used to identify those areas where each individual believed they communicated well and the yellow for those areas that could use improvement. After the dots were placed the board discussed the list and what it said about the board as a group.

Strategic Plan Update

Anthony and Becky provided an update of the activity since the August board meeting. The strategic plan has been updated, staff has had another training session and many tools have been generated to assist the board. An introduction to the draft charges was provided. Then the board and staff met in small groups to discuss six charges per group, divided by Key Result Area from the Strategic Plan. The groups met all afternoon. At the end of the day, impressions were given about the charges in general.

- Name of the overall charge that has the same name as the specific tasks
- If charges are sequential, it should say so
- Clarify if a strategic objective—don't assume the reader will understand
- State in scope if charge takes multiple conference cycles—clarify the objective. All charges are written for one cycle.
- Charge for workgroup—not portion of work that is "routine"
- Relevant info for World Board captured somewhere
- Replace 'Change *we* throughout document to *World Board* whenever appropriate

Overall the board felt that the charges conveyed adequate information for the committees to understand what the board is asking for, incorporating the above input.

Sharing Session

The board concluded the meeting on Thursday evening with a sharing session that is not a recorded session of the board meeting.

Friday 8 November

WB Present: Jane Nickels, Bob Jordan, Daniel Schuessler, Bella Blake, Craig Robertson, Jim Buerer, Ron Hofius, David James, Lib Edmonds, Tony Walters, and Tom McCall.

Not Present: Giovanna Ghisays and Saul Alvarado.

Staff: Anthony Edmondson, Mike Polin, Bob Stewart, Eileen Perez-Evans, Mary Hollahan, Steve Sigman, Travis Koplow, Roberta Tolkan, Karen Chrapek, Stephan Lantos, Nancy Schenck, Becky Meyer, and Jeff Gershoff.

Committee Charges

Each small group reported back, and led the board in a discussion of their recommended changes to the charges. All groups focused on Section I. The committees will discuss the remaining sections once the work is approved, assigned and delegated by the board.

Fellowship Support Key Area

Fellowship Development
- C–2 what information does the World Board really want; some digested information. More information can be requested
- C-3 whose Fellowship Development priorities, NAWS or the community
- There is overlap with World Service Conference Seating charge

Internet Issues, Section I
- C-2 add *regarding NA* to the end of the sentence
- Create a *C-3 Report or provide recommendations to World Board*

Issue Discussion Topic, Section I
- Scope/Purpose add Supports Objective 1 *and 5* of the NAWS Strategic Framework
- C-5 became C-2, the rest then sequential
- Make recommendation to put the 2 topics on NAWS website allowing the fellowship to provide input

Service Material Evaluation Development, Section I
- No edits

Translations Resource Material, Section I
- Delete C-1 item completed
- C-2 add *make recommendations* to the end of the sentence
- Create a *C-2 Routine work*

Recovery Literature Key Area

Basic Text Evaluation, Section I
- Overall the group agreed with the charges being clear and straightforward recognizing the passion surrounding the issue
- C-5 list a specific date that allows for development time
- Group thought it difficult to merely focus on Section I without reviewing Deliverables and Timeframes
- Move C-7 under WB responsibilities to Charges so the committee/workgroup develop the proposal based on the World Board's direction making it C-6. Therefore making WB responsibilities number 6, number 7
- Reflect the review and input, and approval process under Issue for Workgroup Consideration

Literature Development, Section I
- Scope/Purpose pointed to 6 and 7 of the NAWS Strategic Framework. Reflect that the work will continue through multiple cycles in either the Scope/Purpose or Background Information
- Overall the group agreed with charge. Charges seen as clear and straightforward

Sponsorship Charge, Section I

- The objective and framework needs to point out it direct correlation to objective 7

Leadership/Management Key Area

Defining Consensus for the WSC, Section I
- Rephrase in form of a question or remove last sentence under Issues for Workgroup Consideration
- Add text to reflect *test by the board* under Issues for Workgroup Consideration

Leadership and Management, Section I
- Recognized that some of the charges are currently in practice and that much of the wording is directly from the Strategic Framework
- C-4 Questioned how do you measure?
- C-5b change Processes/Tool to *Developing Tools/Processes*
- C-7 thought the word intervention should be changed to something else although aware of direct wording from framework.
- There is a development aspect and how the internal and external scan is done is not in place.

World Service Structure, Section I
- Scope should be what's stated under Issue for Workgroup Consideration
- Simplify the charges
- Remove unified and replace with *NAWS*

Communications Key Area

Development of Service Delivery Plan for World Convention, Section I
- Suggest changing name Service Delivery Plan to *NAWS Driven Workshop, World Board Forum* or to something that is a better reflection
- Create a *C-3 Standardize a process for the development and prioritization of NAWS driven workshop at world convention*

NA Way Magazine, Section I
- Move *the...issue* to the first paragraph of Background Information
- Under Scope/Purpose add *Provide collaboration in review content and themes for the NA Way magazine*
- C-1 add *and submit for WB approval* to the end of the sentence
- Under Issues for Workgroup Consideration add *the editorial board can also suggest for World Board approval to the publication*

Reaching Out, Section I
- Under Scope/Purpose move paragraph *Reaching Out is a periodical designed to share...4 times a year* as the beginning sentences of the Background Information
- C–1 reworded to read *Approved letter for inclusion in each issue*
- Put a note here and in the NA Way regarding crossover

Standards for World Service Communication with the Fellowship, Section I
- Group felt that although the charge was a good idea that there is the CTF report that already outlines items

WSC Seating Workgroup, Section I
- Remove the second sentence under Scope/Purpose *However, the scope of this project is broader then its name implies.*
    o Remove *Ideally* from third sentence. Sentence will now read *The seating workgroup...regions*
- C-3 reword sentence...something along the lines of generating ideas.

Worldwide Workshop
- Under Scope/Purpose insert *to make a connection between the local NA communities and World Services...*
    o Delete the last sentence under Scope/Purpose *Workshops will be planned for ...*
- Add two bullets to Issue for Workgroups Consideration:
    Consider the value that the workshops have for other NAWS efforts i.e. literature-input, bulletins
    Does the fellowship clearly understands what these workshops are and is the name appropriate
- Under Background Information add wording in FRC reporting where the board adopted premise for workshop

Communications Key Area

Professional Events,
- C-2 should read Determine which professional events best meet the objectives and move up to be number 1 (C-1)
- C-3 Review the list of routinely attended events and their outcomes, and determine if further attendance is warranted and move up to be number 2 (C-2)
- Create a *C-3 Establish baseline criteria for identifying public events in line with objectives 3 and 4.* (This would be to help have a criteria for event participation-some kind of criteria)
- Under Issues for Workgroup Consideration add a bullet point for *Consider effectiveness of exhibition practice*

PR Roundtable, Section I
- Under Scope/Purpose 2nd sentence and last sentence to be refocused into one due to redundancies
- C-5, C-6, C-7 will be moved to be subsets of C-1 and C-2.
- Rewrite of C-5 to read: *The PR Roundtables will help to:*
    a. *Identify what professionals need from NA in order to facilitate better relationships*
    b. *Identify how NA can better utilize professionals as a resource*
    c. *Provide more consistent follow up o communications with professionals*
- Under Issues for Workgroup Consideration add a sentence that reads: *This specific charge will initially concentrate efforts on North American PR*

Resources Key Area

Business Plan, Section I
- C-4-Dialog: reword sentence to read *Create a strategy to proactively engage the fellowship in a discussion about funding NAWS*
- C-5-Fellowship Donations: reword sentence to read *Evaluate and improve vehicles for fellowship donation to increase fellowship donation to cover the cost of all services*
- Under Issues for Workgroup Consideration 2) reword to read *To practice our core principles those who are able to pay will help provide for those with no resources*
- Under Background Information: insert information regarding previous work done

Future Leadership, Section I
- Under Scope/Purpose add word *Activities* to beginning of sentence

- Under Issue for Workgroup Consideration add a note to possibly collapse all the correlating charges to be one or two
- Under Background Information make a note that C-1 is related to Concept 4

No key area

Information Management System, Section I

- Under Scope/Purpose add word *Activities* to beginning of sentence
- C-1 sentence to read *Access and develop a complete and comprehensive...*
- C-4 add that this overlaps with historical data
- Background: develop a complete and comprehensive system

Historical Data Collection, Section I

- Under Scope/Purpose, first paragraph delete *damn it*. In the second paragraph add text that asserts that this is about the overall strategic purpose not the framework
- C-1 changed to read Evaluate *panel of long-term members...*
- C-3 add *in identified communities* at the end of sentence
- Under Issues for Workgroup Consideration: add *Can these tools be used by local communities* relating to C-4 as something for the workgroup to consideration-not as a charge
- Under Issues for Workgroup Consideration... looking for experience not necessarily clean time.
- Under Issues for Workgroup consideration add a bullet that states use of centralized archives

Financial Information

2001 Audit

Nick Ross of Thomas, Havey, LLP was present and explained the items contained in the draft financial audit report for the year ending 30 June 2001. The items contained the Audit Communication Letter, Audit Management Letter, the breakdown of branch operations, and Financial Statements with the Report of Independent auditor's opinion with notes.

Moved/Seconded/Adopted without Objection   **Lib Edmonds/Susan Chess**
To adopt the 30 June 2001 Financial Audit report as presented.

The board agreed to make pages 47-49 (cover memo) and 53-66 (the actual audit) in board book two available to the fellowship. Pages 51-52 (notes to the board) and 67-73 (details of the three branches compared to 2000) are excluded as mandatory communication items intended only for the board.

There board will be sent a copy of the 2002 Financial Audit in a couple of weeks when it is finalized. The board had no objection to authorizing the EC to finalize the 2002 Financial Audit for distribution to the fellowship.

Financial Update and Forecast

Anthony presented specific graphs as an additional piece to the standard income statements. The graphs provide a visual representation of the income statements. The first and end point illustrate the trend of activity over 13 financial periods.

Ideas generated by the board included prefer reports in graph format, would like breakdown of customer type, donations trends reporting, definitions for abbreviations, and a unit price table trend (depicting key items).

NAWS Financial Operations

The day-to-day operations are continuing. What is not occurring with the absence of Tom Rush is comprehensive reports. Through 31 October 2002, despite what is occurring with the economy we have done significantly well. Kudos were given to all of the accounting staff. Anthony happily reported that the California Department of Corrections has placed an order in excess of $140,000 and it looks like it will be an annual order.

Key Result Area: Recovery Literature

Sponsorship

Chapter One, IP and detailed outline

The audience for the Sponsorship piece(s) is the fellowship. The piece is written for addicts, yet being mindful of professionals.

The board discussed the usage of the word *horny* and some concern that professionals reading the material may get a wrong impression of NA, and the usage of American colloquialism. The general feeling is that another word(s) can be used.

The board agreed to allow the workgroup to remove the word *horny* and use some other word(s). No other items were noted. The board agreed to not get another copy of the IP before mailing to the fellowship for review.

Observation/opinion will not be used in this particular piece of literature since it is experiential.

At some point the board will have to look at: NA literature being too "text-bookish," experience vs. personal observation, and audience for literature

The board approved the letter and forms to be used for the fellowship review process.

Moved/Seconded/Adopted without Objection **Susan Chess/Tony Walters**
To approve Chapter One, IP, input and review letter, and the detailed outline for release to the fellowship from the World Board with the input already noted.

The board agreed to include conference participants in the distribution along with the members that have signed up.

Basic Text/Literature Survey

Daniel shared his concerns regarding the survey not reflecting the fellowships conscience because we do not have a clear audience. In order to have the experience and familiarity with questions the board is individually encouraged to complete the Basic Text Evaluation survey online before 31 December.

There were no objections to approving the cross tabulations as offered. The draft report will be available at the February WB meeting for board discussion.

WCNA 30

WCNA 30

Forward idea on uniqueness, additional historical theme ideas and service delivery topics by November 15th.

- Suggestion to create some type of film, with video clips from around the world, tie together with background music illustrating *one addict helping another*

- Artwork: it was brought to the board attention that this year's theme is not anonymous; therefore artists are working to find creative ways to address the word "addict" in theme. Alternative artwork will incorporate 50th Anniversary/ San Diego, as well as artwork with no words

- Policy: We will know in about 6 weeks if we will have to incorporate a policy of preference of admission to the main meeting. If so, overflow rooms will of be provided

Visas: Embassy issues in any particular county need to be brought to staff's attention Registration/Lodging: will go on sale on line 1 December 2002. The ability to phone in hotel registrations will also be accessible via the call in service to the housing bureau. Our website will be used to keep the fellowship up to date on events and hotels availability. Kudos to staff for the work done in such a short amount of time

The Program development group is not noted on legal size timeline. There were no objections to the Executive Committee being the final authorization point for WCNA or the timeline and changes in the budget for WCNA 30.

The board ended their meeting with a sharing session that is not a recorded part of the meeting.

Saturday, 9 November

Scheduling and Calendar

WB Present: Jane Nickels, Daniel Schuessler, Bella Blake, Jim Buerer, Ron Hofius, Susan Chess, Lib Edmonds, David James, Tony Walters, Bob Jordan, Craig Robertson, Tom McCall.

Not present: Giovanna Ghisays, Saul Alvarado

Staff: Becky Meyer, Eileen Perez-Evans, Jeff Gershoff and Anthony Edmondson.

The meeting was opened with a moment of silence, the Serenity Prayer, followed by the reading of the mediation for the day.

Calendar and Priorities

The board asked is the Strategic Issue Form and Meeting Planner work for the present time? Brief discussion of what is needed or wanted in Committee Reports.

The board needs to send feedback on

- Agendas, committee reports, board information (too much, not enough, what kind), what works/doesn't work, what it is you want to see?

- Reporting, reporting protocol during meetings. How to operate as a workgroup/subgroup of the board. A synopsis of some type

- Protocols for committees need to be excerpted from the boards Internal Guidelines.

Priorities

The board was asked to think about items that can be started and given the needed time and attention between now and February. Items were separated into must do, want to do and is realistic, and want to do and may take longer. Items such as Worldwide Workshops, WCNA, and Zonal Forums are the exception to the board trying to become a strategic board

Must do	Want to do - realistic	Want to do – level 2
WSC/WCNA	Fellowship Development	Internet
PR Roundtable	Service Material Evaluation and Development	Defining Consensus
World Board Meetings	Translations Resource	Literature Development
Business Plan	Future Leadership-EC	
Service Delivery-WCNA 30	Information Management-staff	
World Service Structure	Historical Data-Guardians/staff	
NA Way	Individual Handbooks-	
Reaching Out	Standards for Communications	
Worldwide Workshop	Professional Events	
WSC Seating		
Issue Discussion Topics		
Basic Text Evaluation		
Sponsorship		
Leadership & Management		
Zonal Forum Interactions		

The board agreed to accept the priority list as outlined under must do, with the exception of the WS Structure as all that can be done before February 2003.

World Board Business

Corporate Records

Approval of World Board Minutes

- Book 2, 75-86. Lib 79 under board members, and page 80, add Jon T as not present under Sunday

There were no objections to adopting the minutes with the corrections noted above.

There were no objections to adopting the August board minutes as presented.

Action Item List and Project Recommendations

There were no objections from the board to the project recommendations from the EC.

There was no objections to the Spanish IP's being posted on the NA.org website in the same manner as the English.

Release of Survey Data from Past Conventions

Anthony reported that we have the demographics survey results from Colombia, San Jose, California and Atlanta, Georgia. The fellowship has started requesting copies of our demographic data. Staff is currently working on reformatting demographic information to show the diversity/differences based on the location. Also working on creating the information for distribution to the fellowship.

Anthony directed everyone to the AA IP, noting that conceptually this is what NAWS aspires to do, providing information about our demographics as a tool. The board supported the direction of the creation of a tool that depicts NAWS demographic information. The Ontario region is working on a demographic model that Anthony and delegate intend to discuss the usage of as a tool. Suggestions were made to use graphs instead of numbers and to remind members of why we conduct surveys.

There were no objections from the board to authorize the Executive Committee to finalize a 2003 version of *NA A Resource* that would include an update in numbers. The plan is to use racial information from the San Jose, California and Atlanta, Georgia World Conventions.

Workplan Evaluation Form

Create a section for additional comments and the board will use the form.

Key Result Area: Fellowship Support

Report on China

Anthony reported and presented a slide show of the trip to China followed by questions from the board.

Key Result Area: Communications

Reporting

Annual report will be posted on the website at some point in the future. Staff thanked for their work on the Annual Report.

Three issues: 1) develop a permanent way to report the conference. 2) Reporting the raw data—data as the record of the meeting...I sat in discussion and want to have the material. 3) Reports like the annual report

- Wherever applicable note that underlined items are what the group thought to be more important
- Ask the conference what they think is important
- Information could have possibly been condensed in a different style

- Send information back to the delegates with a cover letter
    - o   Include a summary and provide addendums if requested
- Produce raw notes and cleaned up notes and post both on the web. At a previous AA conference an individual typed up the information and 2-3 months later a digested version of the information was mailed to participants
    - o   Research developing a digest of information
- Take a sample of bulleted items, place into the day session to give a flavor with a reference note …see addendum X for more information
- Questions what is done with the information after collection
- Work towards selecting workshops ahead of time, allowing for better staff preparation—to type up information and be given back to the delegates at the conference
- More is always better… post on the web. Mail out the synopsized information and point them to the full versions

<u>The board approved sending out all the information from the last conference with a cover memo.</u>

Fellowship Relations Committee

Austin, Texas workshop will be January 10-12, 2003 and in Philadelphia, Pennsylvania tentatively the last weekend in March 2003. The Bombay convention in January 2004 and the Worldwide Workshop may be linked to reduce the travel distances for the local fellowship. Will possibly try something different prior to the Saturday night meeting, e.g. something like Anthony's China slide show presentation. Will try to put together a slide show of previous workshops. The board encouraged to send input for Worldwide Workshops.

Worldwide Workshop Update

The Birmingham report was thorough and detailed enough that a feeling of the event was given.

FRC reported that the committee would like to send the host region and registrants (Birmingham) the relevant information (pages 145-158) and handouts. FRC would like the board to discuss the availability of the session profile with the addendums to workshop participants in the future

Include a synopsis report in paper form in the next conference participant mailing.

Listing online meetings on the na.org website

The board presented with a proposal (as an experiment) to post online meeting information via the *NAWS* meeting locator, under the world level without attaching them to a group. A splash page would be posted explaining the difference between a meeting and a group.

If approved, posting online meeting information will assist with a principle complaint about this issue. This will in no way give our opinion on the issue nor is NAWS trying to make online meetings a part of the service structure.

- Distinguish groups from meetings, making sure to state that online meetings are not groups

- Staff to brainstorm what to call these   - providing only the URL will restrict the wild card sites. Information will state time/day of the online meetings. Staff will look further into the information on the splash page regarding a disclaimer.

- Provide a short distinction in the area that speaks to professionals

The board discussed the acceptance of posting online meetings and the concern is that although NAWS is not endorsing, it may set a precedent. Another point made is that if regions were okay with this they would of embraced it and wonders if NAWS is circumventing the structure by providing online meeting information.

Response: that there are two issues: database and what is our role as NAWS. Our policy has always been that you are a group when you say you are. There is something about that mind set that applies to the request for online meetings.

Straw poll: *'those who support proceeding with posting online meetings via our meeting locator as an experiment"* 10 yes – 1 no – 1 abstain

The World board agreed to post online meeting on www.na.org as an experiment.

Leadership Calls

Friday, January 3rd at 2:00pm (Pacific) and the World Board agreed that the focus of leadership calls would be strategic framework key result goals and objectives and organizing information for the board meeting.

World Board Meeting

The board agreed to start the February and May 2003 World Board meetings on Wednesday and end on Saturday. Anthony and Becky will speak to Jim regarding starting the board's February Strategic Framework training on Thursday.

5-8 Feb. 2003	14-16 May 2003	7-9 August 2003	9-11 October 2003
(4 day meeting)	(4 day meeting)		(possibly a 4 day meeting)

Miscellaneous

Alternate Store Merchandise

Several regional offices were selling merchandise during WCNA 29 that was not left over merchandise from previous conventions, as stated in the contract. Items sold were beanie babies in the color of the American flag and/or merchandise specifically geared to the event. Areas and regions do it for money and because members buy it. The issue is not areas/regions that use this opportunity to fund their service structure but with accepting the sales of said merchandise for profit only. The board can choose which way to deal with this for San Diego: 1) Remove words *left over merchandise* from the contract or 2) leave it in and be prepared to deal with the actual issue.

What we didn't do in Atlanta or with the fellowship is educate them about buying merchandise outside of the convention. At some point the board needs to discuss licensed vendors.

The board had no objection to allowing staff to rewrite the Alternate Store Merchandise contract.

Question: How do you feel at the end of this meeting as opposed to the last board meeting?

- Ron felt that they didn't do anything or had the sense that they wouldn't be doing anything soon at the end of the last meeting. However sense right now is that WB is uncorking the cork a little bit and working to plan

- Bella felt that the agenda was a lot less scrambled and gave more time to breathe

- Bob felt that the agenda allowed the items to show their ties to the key results area

- Susan shared that it felt comfortable, stopped and started on time, just feel that we are well organized, that our train is on track. All worked together as a team.

- Anthony shared a delegate's gratitude to the board regarding the boards work and direction.

Information to be provided in a digested form as talking points

Routine services, China, and strategic plan.

The board ended the meeting for the weekend with a sharing session that is not a recorded session.