

Narcotics Anonymous World Services, Inc.

World Board Approved Minutes

21 -24 January 2009

APPROVED

APR 25 2009

BY: 

Wednesday 21 January

World Board Members: Craig Robertson, Franney Jardine, Jim Buerer, Mark Hersh, Mary Banner, Michael Cox, Mukam Harzenski-Deutsch, Odilson Gomes Braz, Paul Craig, Piet de Boer, Ron Blake, Ron Hofius, Ron Miller, Tom McCall, and Tonia Nikolinakou. Arne Hassel-Gren unable to attend the January board meeting.

Staff: Anthony Edmondson, Becky Meyer and Eileen Perez. Jane Nickels, Chris Corning, Bob Jordan and Travis Koplow will be present for portions of the agenda.

Action Group

The action group was held from 9-10:30am on "what can we do in challenging times."

Jim made announcements regarding workgroup reporting, Thursday sharing session; HRP will meet on Friday with the board, followed by dinner at Maggiano's.

2008-2010 NAWS Projects

In Times of Illness (ITOI) and Self Support

Project material concerns fellowship review and input. Mary B. and Tonia N. (ITOI) and Ron H (Self Support) included in discussions with Q&A.

In Times of Illness general review done section by section. Draft is neither formatted nor proofed; right now, the only concern is with conceptual input. Items that the board may want to pay attention to are noted in the cover memo; revised draft does not resemble the original in the narrative yet all the narrative from the existing booklet is included in the revision; revised booklet is double the size and contains new sections. The cover memo draft to the fellowship will change following board review.

Two World Board members expressed loving tone of piece and felt draft is very compassionate.

Informing Our Health Care Providers

- Understands quotes intended to create breaks in material however headings would better serve purpose.
- There was a concern expressed with removal of my body does not know difference.

The workgroup discussed and decided to remove the quote; the workgroup did not agree with quote believing the body and mind does know the difference.

- Questioned whether workgroup thought about keeping ITOI material language consistent with IP Who's an Addict. Specifically mind changing in IP-reference mind or mood altering in ITOI. Would like the workgroup to discuss if adding changing after word mind... would be relevant.

Workgroup decided to keep language consistent with how members speak and not the IP.

- Page 37, paragraph 2; In the event that we encounter medical professionals who do not understand the disease of addiction. Can workgroup touch on doctor's fear of treating addicts without being offensive? The concern is that medical professional will not provide proper medical treatment.

The workgroup tried to capture how medical professionals sometimes misunderstand how to treat addicts and some medical professionals may misunderstand us, the phrasing in the booklet 'attempt to treat our addiction' is meant to address issue. Workgroup tried to be conscious to not accuse

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doctors of over or under medicating a person.

Opposing thought is that the presented language works, but does agree with exploring and finding the edge as we start receiving fellowship input. A balance between offending a doctor and saving our members lives has to be found.

- Workgroup will look into adding a description possibly by adding a description in each section so members don't have to read through material when looking for specific information.
- Likes way material offers information. Hopes workgroup does not lose both passive and active voice in material when receiving input.

Medication in Recovery

- Page 39; last paragraph, sentence-Basic Text warns us that our disease is cunning and baffling... Baffling is a term not used in NA.
- Discussion focused on sentence "Members who relapse on prescribed medication may be reluctant to return to meetings for fear of being judged", page 40, paragraph 2.
 - There is the experience of a homegroup member being asked to share while taking prescribed medication and wonders if this might discourage individuals from attending meetings while on medication.
 - Sentence, as written, is fine and walks the balance. Most of our members know the difference when an individual should not share and when one should.
 - Lay particular discussion out for the fellowship in review cover memo, this is the exact thing the fellowship struggles with. Further offers a suggestion for workgroup to discuss developing a section concerning "should I share at a meeting while on medication", followed by January World Board discussion bullet points.

Workgroup tried to qualify with use of may and understand this could be a double edged sword. Service Pamphlet, *Medication and the NA Group*, is used in the group's process; so questioning if the board is ready to say if someone can or can not share at a meeting.

- Many lose perspective while on medication; therefore any wording that offers information regarding issue is beneficial. It is just as important to protect the integrity of a meeting as well as to protect an individual.

The board agreed with leaving section as is for now; staff and workgroup will keep a note on this discussion and see how members respond.

- Page 41, second bullet; its helpful to remember the importance of making a conscious decision not to medicate ourselves or treat our own illness. Board discussion regarding one section speaks on reader not to make their own medication decisions; in another section we say the opposite.
 - Suggests using self medication as opposed to medicate ourselves.
 - Not to make our own medication decision or treat our own illness proposed as an alternative sentence.

There was agreement to refrain from changing the language because *self medication* is recognized as treatment language.

- Page 41, last paragraph, board agreed with alternative language proposed for sentence *some members may express an opinion that medication has affected our ability to serve* being much

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stronger.

- Page 42, paragraph 1, strengthen section, want members not to feel ashamed and understand they can attempt again if they are unable to keep current commitment.

Mental Health

- Page 42, bottom page *Addiction is about the compulsive misuse and abuse of drugs, often at the expense of our physical and mental health* sentence is another statement that is not absolutely true in NA and too definitive - this is only an aspect of our addiction.
- Top of page 44, sentence *the disease of addiction does not exclude anyone, so NA does not exclude any addict who has the desire to stop using* will be removed.
- Page 43, last sentence, *Whether we are the newcomer or have years clean in NA, anonymity means that we are all welcome and equal in seeking relief from our addiction.* Anonymity means that we are all welcome and equal; shouldn't it say equal opportunity to seek recovery? Workgroup will change.

Emergency Care Page 44

- Discussion focused on the book not addressing a person running to the hospital due to fear of dealing with pain and getting medication. Additional comments pointed out that life threatening is more than a sprained ankle. Discussion resulted in agreement that this type of 'advice' must be dealt with very cautiously.

Alternative language offered *when we can we reach out to our sponsors...* invert the sentence or change language to *some of us have a tendency to react to small things like a twisted ankle, others have a tendencies to resist going to doctors at all cost and some self aware about where we are is valuable...* Everyone agreed with addressing issue in the preface instead.

Chronic Illness Page 45

- Section does not seem to cover individuals taking medication for the rest of their lives for something like mental illness and being of service.

Decision: No disagreement with issue about the inability to do service due to impairment being to Chronic Illness.

- Paragraph 1; second sentence; insert *often* or *maybe* in sentence referring to chronic illness being life threatening because all chronic illnesses are not life threatening.

Chronic Pain starting on bottom page 46

- Section could be enriched with words like being *worn down, depression, de-energized, and hopelessness*. Sense is that chronic pain is *wearing* and words of that nature are more helpful and descriptive.
- Page 47, paragraph 2; quote on *sharing honestly...* Jane will take a look at sentence structure – it's *we are an addict* part of sentence.

Terminal Illness

- Page 50, paragraph 2, sentence beginning *Often with a terminal illness, members need mind and mood altering medication. We avoid the tendency to judge ourselves harshly, and we seek out the support of addicts who accept us and love us for exactly who we are.* Sentence is meant to address the spirit of an individual being clean although medicated.

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Decision: The board agreed with draft going out to the fellowship with input from the board being incorporated as best as possible. This is only an R&I draft and not a formal sign off by the board. The board has another opportunity to review.

In Times of Illness Cover Memo

Decision: The board agreed with cover memo and addressing the two most controversial issues, (service and sharing in meetings while taking medication), report that the board is treading carefully, ask fellowship their thoughts whether issues are being handled adequately, Yes/No, and if No what can they offer. Believe this may give us ideas about issues presented.

Terminal Illness (discussion continued)

- Emphasize *one day at a time* for the individual as well as for family when having to deal with terminal illness.

Supporting Members with Illness

No changes

Conclusion

- It's important to note *anger* and *powerless* as important feelings when dealing with illness.
 - Believe grief is a part of healing...and crisis is an opportunity for spiritual growth.

Suggestions to follow with Illness and Injury Page 54

The last three bullets were taken from the current booklet

- 11th bullet; some will take this literally-rearrange language so it reads softer so
- 13th bullet add *judgment or* so sentence reads *not our judgment or pity*

In Times of Illness Review and Input questions, page 55

- Question 2 and 4-add language that requests detailed thoughts to be provided.
- Question 5-everyone agreed with removing question because members should not be asked for their thoughts on non-members.
- A couple of sentences will be added that help set up question 6 (now becoming question 5)

Decision: ITOI questions approved as amended for distribution.

Self Support

Piece titled *Keeping It* is shorter and a little different; the idea of sticking to original IP 25 abandoned.

Our gratitude in Action

No changes

Why our contributions matter

Changes concerning basket description pointed out to the board.

- Transition starting line 30, discussion regarding convention failures being true for many and saying that this may occur regardless, which is more reason to contribute. Current language doesn't seem sufficient enough to illustrate 'the failed convention', articulate by including why and draw out the real moral of the story.

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Workgroup was trying to point out basket money being a more reliable form of contributions.

Everyone agreed with Travis taking another look at paragraph, possibly transposing paragraphs, and being more emphatic in description and not being cavalier about stealing convention money. Then maybe we can be a bit more direct about basket contributions.

Paying It Forward

- Lines 85-89, language around First Concept needs building up, unable to make connection with wanting to make NA grow and thrive.
- Line 85 already implies a member having to carry his/her own weight and would prefer pushing questions and/or making statements about this being more personal which is better than telling someone what they should do.
- Line 94, sentence beginning *the most common way to give money to NA is in meetings, when the basket is passed*, section should be strengthened. Hopes the opportunity to tell our members to contribute is not lost. Find a way to express that the better my life is, better the quality, and this can be expressed through our contributions. There are also other ways to contribute like the donations portal.
 - Although not sure where to add, suggests adding language about making amends being another way to contribute.
- Line 96 suggests deleting everything after word *willingness*. Sentence would read *we contribute what we can, knowing that the amount we are able to give is less important than our willingness*.
 - Might be useful to reference essay on Tradition Seven.
- Lines 98-110, issue regarding our relationship with money not solid. For example: an individual contribution means - home and living expenses are current and individual has extra money but still contributes only a \$1.00, equals no faith. Wonders if something could be added or changed to draw more from an individual regarding the above thought.

Travis pointed out lines 98-110 intended for the newcomer and the following paragraph intended for the person that has been around longer. Other input regarding this section:

- Caution expressed regarding saying things like *should* and *ought*
- Say something that reflects NA saving our lives in paragraph
- Find ways to tackle people challenging personal aspect in selves
- Add a question that invites reflection between *together we can* and *how can I contribute?*
- Page reflecting the power of example can be added between lines 90-106.
- Discussion regarding humility versus allowing everyone to see when an individual member contributes a large amount. We must also be careful to not attach what someone contributes to clean time; the task will be to convey the value for recovery.
 - Find ways to express that in giving to NA the value of recovery is your fair share
 - How much is an individual's recovery worth? One can never really repay NA fully for their life but can make sure the next person has NA available to them. There has to be a way to connect questions and values that ties into developing own personal relationship with paying it forward.

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- Pullout graph says a lot and really liked.
- Alcoholic's Anonymous philosophy teaches its members to contribute a certain amount annually ex: \$100. NA should also tell members to contribute a certain amount to NAWS; then, an individual can feel like they've done their part. Can something that provides a measurable outcome be provided? Otherwise, thoughts are that we are trying to fix something that is not repairable; in Sweden money is contributed with a sense of it going into the black hole but it's contributed with faith nonetheless.
 - A way to address the black hole issue would be to bring awareness to members that when we donate money in NA, we give up questioning or controlling the destination of the money and trusting the donations will go where needed.
 - Eleventh Concept might be helpful with trust and black hole issue.
- Idealistic way of thinking is that contributions is part of service and hopes members go there in the future making the connection about system, why people give, giving our members the full picture.

Together We Can

Travis added that this is where a personal section of questions will be added.

- Line 126, we should be examples of faith but sentence does not illustrate that. Everyone agreed with changing *ensure* to *encourage*. Sentence will read *encourage our groups and committees...*
- Line 112, rework sentence to be more positive because redeeming bottle or doing some type of work for group is a good thing to do.

Discussion focused on lines 112-115 language possibly conflicting with Fifth Tradition. It's one thing when someone does work as an individual but questions a group's ability? Doesn't want group to be diverted from primary purpose; therefore, suggests changing *group* to *members*.

Other comments offered include sometimes a group does not have financial resources and performs things like yard work as a way to pay for meeting space. Groups are encouraged to do things of this nature all the time if they have no financial resources. It is a group decision to be responsible and to do good for the group.

Concept is bartering for the sole purpose of being self-supportive which is a very important principle. Money is not the only way to contribute. Philosophical point here is very critical. There are many facilities in the United States that will not accept groups' money, therefore other ways to be self supporting are found. Section does describe differences and articulates what we are trying to say.

How Can I Contribute?

List intended as a check list for what someone can do as a member.

Bullet 3 intends to convey that even if you don't have money you can *sweep the floor, help stack chairs...* will add language that expresses leaving the facility in as good shape.

- Add ...provide services that are required to keep an atmosphere of recovery or room attractive or as a general idea of continuous responsibility, leaving the meeting room as clean as when it is entered.
- Bullet 4 there are other ways to contribute and don't want members to feel this is the only way
- Add bullet to address re-occurring automatic contributions.

A couple of sentences will be added to better reflect thoughts for bullet points 3 and 4.

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- Wonders if bullet 5 may not be properly understood and creating an intense reaction therefore wonders if sentence can be softened so that it sounds less like *give us all your money*.
- Bullet 7 this is to not exclude, suggests point be clarified that it's about areas or regions.
- Bullet 9 seems too much of a prod. Possibly reword so that it does not seem like a slap, also suggests being more descriptive with portion of sentence *it doesn't go as far as it used to*.

Decision: Staff will incorporate suggestions to Self-support as best possible, however *Paying It Forward*, transition and *We Can* sections are the biggest and it's not certain all ideas will be captured. This will be sent to fellowship for RI but board will see again.

Giving It Away; graphical piece

Content review:

Changes that will be made in the fund flow diagram, colors and portions will be different. Will also add idea of currency with wings to illustrate here is what happens with money.

- Colors and numbers will correspond.
- Language clarification / distinction.
- Contribution graph
 - Why are we introducing a new thought? Thought the board agreed to not say there was one approved practice for contributions?
 - All the examples after the hyphen will be removed. Everything else will remain.
 - Focus of this piece was from the original IP then changed to groups. Maybe we can add a simple line about an individual making their own choice for contributions.
- Some members of the board did not agree with statement regarding newcomers not being expected to contribute. Sentence will be changed to say *non members are not expected to contribute*.
- There was some discussion regarding zonal forums not represented on graph, Mark agree with Paul but does not feel pamphlet is the place to be restructuring the service system. Others of the board do not believe zonal forums should be included because they are not a recognized part of the service structure.

Travis suggests discussion regarding zonal forums being a Service System discussion point not Self-support.

Decision: Amended graph approved for distribution.

Self-support cover memo

- Last line; insert, NAWS has never been *adequately* supported by voluntary...
- Craig gave input regarding amounts directly to Travis.
- Language acknowledging workgroup will be added to the Self-support memo.

Decision Review and Input Questions page 24, 1-3 approved as presented. Longer Textual Piece, *Keeping It* Decision: There was no input to questions question 1-2 on page 25. Shorter Graphical Piece, *Giving It Away* Decision: There was no input to questions question 1-2 on page 25.

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Thursday 22 January

Focus and Direction for Service System project with Jim DeLizia and NAWS Staff

Jim DeLizia led the Board and project support staff through the process of defining the 'mega issue' of our service system. In the past we have addressed elements of the situation with discussion topics like leadership or infrastructure, but we are now trying to look at this with a more holistic view. We covered the following stages:

- ◆ A review of the history of the service system from its earliest elements, through the events that led up to the NAWS restructuring of the 1990s, and up to the present day, along with identification of some of the key factors that led to change
- ◆ A look at the elements of organizational design – structure, process, people, and resources – all of which are guided and driven by the NA vision.
- ◆ Highlighting some of the key principles of sound organizational design such as; efficiency, engagement, focus, clarity, transparency, accountability, flexibility, and knowledge based decision making.
- ◆ Discussing three main elements of the issue which are:
 1. The major needs and challenges
 2. The consequences of not addressing the issue
 3. The desired outcomes of addressing the issue
- ◆ A small group session to discuss what questions we need to ask about our service system. What are the sub-issues we need to address?

The small group's input produced one 'Big Question':

"How can we build a system of service within NA that is driven by unity of purpose, and that allows for flexibility in meeting the diverse service needs and goals of our NA communities?"

The sub-issues were identified as:

- ◆ Adoption of a common vision throughout NA
- ◆ Examination of the structure based on a need for certain roles and functions within the system, and the need for flexibility
- ◆ Development of qualified and committed leaders within the system
- ◆ Adequate flow of resources within the organization to support service activity – and member ownership and responsibility for this
- ◆ Governance and decision making – e.g. representation; voice vs. vote, WSC seating etc.
- ◆ Communication and information flow within the structure
- ◆ Shift from a 'structure driven' system to a 'process driven' system

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- ♦ A spiritual foundation to the system – what are the core spiritual principles underlying the service system, and how are they applied practically to the effective delivery of service in NA? We have a commonly accepted foundation of principle – how do we move forward from here?

We looked at who would be affected by the defined issue, and the issues around how to communicate this to them. We identified 'who' as:

- ♦ Effective service bodies
- ♦ Grassroots members
- ♦ Leaders in the system – both current and aspiring
- ♦ The World Board
- ♦ NAWS Staff

We then identified 'how to communicate' as:

- ♦ Ways to feedback a message of 'it's not working'
- ♦ We must stress the benefits of positive outcomes
- ♦ The importance of messaging, packaging, and timing
- ♦ It must be participatory
- ♦ Ensure that we push ahead and lead the process, but don't outstrip the fellowship or overtax our resources
- ♦ Remember the principle that our steps don't cause us to accumulate assets, they allow us to overcome our defects so our assets can come to the forefront

There are also political and ethical considerations to making changes. The political ones were identified as:

- ♦ Many current methods of communication on this type of issue rely on those who are most entrenched in the old system; therefore, the message won't reach those members who have been disenfranchised and alienated by our current system
- ♦ Mobilizing our internal PR process to gather input and allow active participation by all those affected
- ♦ There are factions that feel differently about the current system
- ♦ Implementation at the necessary levels will need to engage those who may be the most resistant
- ♦ Structural change will create an emotional response in many members

The ethical considerations are:

- ♦ The system may disadvantage some groups inadvertently – e.g. not allowing some groups equal access
- ♦ We have to create a service system that can be managed by NA members - one that is feasible and clear

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- ◆ Present concepts at a level that all members can understand, even those outside the system
- ◆ There has to be full access to service and the process for all members – those with the desire and will to participate are able to because the opportunity is there
- ◆ Our structure isn't a barrier to any addict having access to NA service – it has to be open to all levels of recovery
- ◆ Diversity can't be a barrier to access – a system must be appropriate to all cultures

Jim outlined the five steps of our discussion process:

1. Roles and scope of responsibility of World Board and Workgroup
2. Project phases/major stops
3. The need for feedback, reporting, review, and redirection
4. The timeline
5. Resources

We then broke into small groups again to discuss the first two steps. The ideas generated focused on:

- ◆ defining the scope of the project and charge
- ◆ whether we need further evaluation of the service system
- ◆ if we need to produce a summary of what we have learned so far and of the core principles of service
- ◆ developing a picture of the ideal system, and the needs it fulfills, to evaluate ideas against this ideal system
- ◆ refining the vision statement
- ◆ listing the desired outcomes
- ◆ engaging the fellowship – what we do will affect all levels of service within the fellowship

Jim summed up the day by reminding everyone that the process isn't always linear. At the next meeting, we will finish the five step process above, using the input from today's session that Jim will collate and offer some conclusions to us. The next Board meeting is on April 22nd to the 25th, one week before the next service system meeting. We hope to turn something around quickly to minimally provide the board with a rough framework for the direction of our meeting. Although we don't have a conclusion at this point, we are a long way through the process of the Board more clearly defining the parameters and vision for this project.

The following points were made during the day that didn't fit in the record neatly but were worth capturing.

NAWS needs to hear from groups as they are the Trustor of NA's intellectual property. Our structure facilitates this contact. Groups do not have a leadership role but do have a position of authority.

Groups and service bodies tend to follow written guidelines as gospel; even if, they are only offered as suggestions. Levels of consciousness may not currently be up to the change we envision.

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The value of zonal forums is often intangible and lies in peer group communication, which is a common human need. Many zonal forums were started and grew because it felt good to meet, and because other regions were doing it.

Are we seeing intimidation rather than apathy limiting involvement in service? Is our system unattractive or off-putting?

We hope to move towards 'recovery based service' from 'service based recovery'.

Could we have a system where levels of service are determined by experience rather than geography?

The Iranian service model was created by a central group who designed the system with full participation from groups. They had the *Guide to Local Service* translated, but didn't use it as a mandate to create the structures that it outlines.

Friday 23 January

World Board and Human Resource Panel

HRP Members: Valerie Douthit, Margaret Hardman-Muye, Greg Smith and Paul Fitzgerald, along with supporting staff Roberta Tolkán, Keri Kirkpatrick and Steve Rusch.

Interaction between the HRP and the World Board

♦ Icebreaker to get to know each other

Steve R and Keri K facilitated the ice breaker to help everyone get to know each other. HRP member is to gather interesting facts about everyone at their table; this followed by a board member sharing an interesting fact about the HRP member at table.

♦ Review of where we have been in our interactions in the past

Jim B started by recapping the former committee system structure process, and how committees were used for exposure for people to world services. However, once the committee system was disbanded, it became apparent how difficult it is to get to know people.

The RBZ process is a process by which the World Board, regions and zones can forward names to the HRP. The RBZ experiment process developed as a joint recommendation from HRP and WB rather than make any structural change recommendations for that conference cycle.

During WSC 2008, a motion passed that opened up how names could be submitted to the HRP. It is the conference's belief that if zones and regions provided names, individuals would be better known and may have conference confidence, giving the process a bit more credence. A couple of points articulated about why RBZ motion presented:

- There was conference tension concerning the blind CPR process seemingly suited only for those that created impressive resumes and that many resourceful members were being overlooked because they weren't necessarily proficient at writing a resume.
- Regions started feeling shut out of a certain process and wanted to impact the process. It also became clear to conference participants that every regional nomination was going to fail and again wanted a way to impact process.

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Conference participants saw a real benefit to the RBZ process but conference participants do not want individuals submitted via the RBZ process to be 'blind screened'. Therefore the questions being proposed by the HRP will serve many purposes: 1) help provide more information on how a body arrived at a decision to forward name(s), 2) get the body to think about and codify the process, 3) help the HRP in the phase during the selection of names for the conference and 4) an avenue to further communications about process.

Greg added the need to be careful about releasing candidate information (blind screening), however this is no different than what is done now; the forwarding body has an opportunity to draft rationale or not. The conference will not be aware if a rationale is provided or not. The only real difference in the process this cycle will be to improve the chances of an individual being submitted via another vehicle. Also hope questions will push everyone to think about why they are forwarding name.

♦ Small group discussion on RBZ Questions

The following questions are the proposed *RBZ Rationale* questions which will be discussed in small group settings. Two tables concentrated on questions 1 and 2 under *Why this member?* other two tables discussed question 3, 4, 5 under *By what Process?* This followed by tables focusing on questions A or B (green sheet) in relation to questions 1-5.

A. Are these the best questions to address the issue?

B. Are there any additional suggestions for improving this approach?

Why This Member?

- 1. Why does your service body consider this member to be a good potential candidate for the applicable world services position?**
- 2. Please offer any information about the nature of this member's past performance as a trusted servant that might help us in our consideration process.**

Why this Member discussion points

- Invert question or merge and sub-categorize by
 - Type
 - Characteristics like accountability, respectfulness, what is the personal greatest strength, will they contribute
- Great strength – potential contribution
- Questions will prompt body to create process
- Suggestion offered to create a model, with Yes/No questions ...providing a sample. Afterthought is that this will be too leading
- Negative aspect of questions is that questions are too open-ended. Maybe change questions to be more standard to elicit more standard responses.
- Issues regarding the process: this will be time consuming for bodies responding to questions, believe there will be process issues, lastly, how is this going to operate in conjunction with how the body operates.

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By What Process?

3. Please describe, in detail, the process used for making the decision to forward this member's name to the HRP.

4. What were the criteria used for making the decision?

(Please include copies of any written policies or procedures that support your process and criteria.)

5. Finally, please help us understand how this form was completed. Who responded to these questions and how were those responses formulated?

By What Process discussion points

- In general likes questions and asking about process
- Question 3; use a list of for process like options, tick boxes for pieces on asking if a person is self nominated, for questions concerning admin function, committee all forwarded vetting process
- Qualities atmosphere, etc.
- Would suggest same type with tick boxes for question 4. Description of criteria; clean time, relevant life experience, completion of positions served, application of Steps and Traditions and understanding of Concepts)
- Be clear about who and how in question 5 although the same system could be used
- Same process as internal nomination
- Provide a space for comments
- Some of the questions/decisions here are subjective but they need to be. Could also combine the two of being subjective and objective and at the same time know that there really is no objective process
- These questions really make a person think about 'are we choosing because we like, do we really have a process, is person really qualified"
 - Questions 3-5 also lend self to more tick boxes, e.g. relevant business experience.
 - As we move forward to having a service system, and if we stay with RBZ process, hope conference participants will give more thought to service system needs, planning because they have an idea of what is needed instead of this person being selected because she/he has a lot of time or is a great speaker, etc.
- Suggestion to add a question asking if regions are using the same process as world services and if not how does world services process compare to region process?

Greg shared the HRP discussing how the board has no real written measurable process and some issues discussed by the HRP were tangible vs. intangible and how that's measured. Talking further all agreed there are some guidelines, but the Aha moment was that maybe the board will develop a process in the future. Comments:

- In the board's case; the board usually has an idea of what skills/talents are needed on the board, but how that is developed or drafted into a question is undetermined.

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2008 Committed Motions

Ron M facilitated committed motion discussion, reading committed motion purpose, followed by reading motion and Executive Committee's recommendations.

With regions meeting less often than in the past and the deadline for conference motions being in August, it is time for the board to encourage delegates to send ideas to the board for discussion, as a way to alleviate the need to make a regional motion, if possible and to report recommendations on motions that were committed to World Board.

Motion #39: It was M/S/Committed Mike T (RD Michigan)/Joseph Y (RD Greater Illinois)

To encourage the World Board to update the Public Service Announcements as soon as possible.

Intent: To have relevant tools to use within our PR & PI committees.

Action: Motion committed to World Board by unanimous consent.

EC Record Excerpt: *Entertaining ideas and proposals but not soliciting within a timeline, just trying to gather information regarding costs, etc. EC recommending the board report that all proposals being considered, looking at costs and by X date inform fellowship if costs are within reason, if proposals are plausible or not. A proposal outlining what it would take to recreate, to adapt, costs, based on merits of other projects, etc. will be developed and as with past conferences, body will be asked to indicate priority. The fact that many local communities have taken on similar projects will be made very clear.*

Motion 39 is an issue of finances at the moment. Our PSA's are available at no cost and on the internet. However, it is the general opinion that they are 20 years old and outdated, not reflecting a contemporary approach and technique. The motion submitter intention is that something be created as a model for use by other communities as soon as possible. Whatever proposal we offer would include tools for local use.

The focused points of discussion are whether this should be made a priority, the tools we have are serviceable, adaptable and usable. Also, it was noted that members have technology readily available to them therefore believe members are able to create on own, if desired.

- o Ask members to send us their PSA's.

Decision: Motion 39 the board agreed with developing a proposal for the conference. Outlining resources it takes to recreate or adapt and costs associated. Will include merit of priority based on other projects. It will also be made very clear that many local communities have taken on similar projects. Conference will be asked for priority based on priorities of other projects.

Motion number 60 can be tried and implemented at WSC 2010; delegates could easily be asked for ideas using the responses submitted in regional reports about local issues.

Motion #60: It was M/S/Committed Sisko H (RD Sweden)/Tomas A (RD Portugal)

To include in the WSC agenda one small group session, facilitated by delegates, where delegates discuss topics of particular concern in their respective regions in order to enhance understanding, communication, and a feeling of unity.

Intent: To increase the awareness in delegates that we are resources for each other and also serve as a starting point for discussions between conferences.

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Action: Motion committed to the World Board by unanimous consent.

EC Record Excerpt: *Recommend trying as an experiment at WSC 2010, using local issues from regional reports, the board will select delegates to facilitate session and topics from their regional reports.*

The board agreed to offer topics as a framework and selecting delegates, but at the same time not be so directive where what the conference wants is controlled by the board.

Decision: Motion 60 the board agreed trying delegate session as an experiment at WSC 2010. The board will select delegates and topics from regional reports to facilitate session.

Motion 71 is something we should discuss with the HRP but is an issue of timing and available resources.

Motion #71: It was M/S/Committed Martin G (RD Uruguay)/Jorge B (RD Colombia)

That NAWS study the possibility of investing in resources needed so that the material from the CPRs for candidates for the WB, HRP, and Co-facilitators can be made available prior to the Conference in the languages of all regions seated in the conference.

Intent: Those RDs who cannot read English count on all the details to make an informed decision. It is important to vote on candidates conscientiously, keeping in mind our 9th Concept that reads: "All elements of our service structure have the responsibility to carefully consider all viewpoints in their decision-making processes. When making a decision, our groups, service boards, and committees should actively seek out all available viewpoints. An effective group conscience is a fully informed group conscience."

Action: Motion committed to the World Board by voice vote.

EC Record Excerpt: This is contrary to the current practice of the HRP and conflicts with policy. Motion will be brought up to the HRP during the joint WB/HRP session. Issues with this motion are making CPRs available prior to conference and the other is financial resources needed for translations.

Additional Board discussion points

- Recommend researching the feasibility, this must be researched and HRP must be engaged in this discussion.
- Understanding is that the concern at conference was that the CPRs were distributed to everyone, and the huge time lapse before the CS delegates able to review as a group because Wednesday was the day CS was able to get a translator. Is there a way to schedule meeting time for them earlier?

There was an opportunity for CS speakers to get translators but people also prioritize what they want to speak about with translators from the time they get CPR on Saturday to Thursday.

- Understands importance but believes it has more to do with facilitating large numbers of groups of people that can't wrap their head around information at one time. If possible, in favor of trying to work out a plan for non English speaking delegates in a timely fashion
- Regardless of WSC official language being English or not, what is being stated is their disadvantage, promoting feelings of inferiority. That needs to be looked into.

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- Agrees with decision to study, however would also like the HRP study changing the format because in its current form its too wordy, make simpler

Decision: Motion 71 the world board and the HRP will research all issues associated with motion, e.g. feasibility of material being made available prior to the Conference in languages of all regions seated in the conference.

Motion #54: It was M/S/F David M (RD South Florida)/Cooper (RD

To direct the World Board to include in the CAT the actual language of all motions they plan to make relative to the material contained in the CAT (example: project plans, budget, regional seating, etc.).

Intent: Our service structure depends on the integrity and effectiveness of our communications.

Action: Motion failed by standing vote (48 in favor / 52 opposed / 8 abstaining / 6 present, not voting).

EC Record Excerpt: *Try; to whatever extent reasonable, however what is not desired is for this to become conference policy and/or tying the board's hands in business session, etc. Board wants assurance they will still have the ability to develop ideas and/or respond to motions to help make motions clearer at WSC for conference participants. Therefore offering this be done as an experiment with no policy change being necessary at this time.*

This motion failed but reflects a strong desire on part of conference participants. Believe vast majority of conference participants that voted for this wanted more clarity of CAT although the CAT clearly identifies what is contained in the CAT. It will resemble a cheat sheet we produce for the CAR, being a list of motions

Pros and cons have previously been discussed. There is some concern with motion language and not wanting to be restricted by it. Board also discussed proposing this be tried at WSC 2010 and see if it helps delegates to feel more prepared.

- The board talked about liking how this strives toward being transparent, etc. This will also allow conference participants to discuss in local areas ahead of time.
- The board must be clear about the board's intent. There are concerns of this becoming like the old conference where motions are developed all night long on the floor. The board's intent is always being more discussion oriented reaching consensus, with the hope of eliminating motions whenever possible.
- Board encouraged keeping in mind that sometimes motions must be impacted during WSC and apprehension about this motion which might not allow the board to have that ability if necessary.
- Suggesting that language be added that states something to the effect of ...*here is the spirit of motions* without specific motion wording or create something like an action item list, that way it doesn't restrict the board's ability.

Decision: Motion 54 report having a long discussion about including actual language of all motions planned and relative to material contained in CAT, with desire to transform conference, board not clear if this helps dilemma of new business sessions or not, would like to hear from delegates.

This will be reported in NAWS News and Ron H will speak with motion maker since he is

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attending the Florida symposium.

2008-2010 NAWS Projects

Living Clean

Review of Outline and Chapters One and Two, session will be facilitated by Franney and Bob J. Project writer Andrea Lapin introduced. Session began with Bob stating that a workgroup discussion resulted in adding a topic on Veterans. Decision: board agreement to add a section about Veterans to Living Clean outline / book.

The online survey has been up since October 2008 and 400 survey responses received. 121 of those are partial completions therefore, a letter will be written to the partial completions asking if they would like to complete. There was mention about posting the Outline near the survey; the fellowship can review the outline which may trigger thoughts about others who could submit input. As a side note, a couple of areas have facilitated workshops on Living Clean project.

- Hopes workgroup keeps in mind how the board has started discussions concerning our service structure and thoughts with altering words like region and area.

Outline

- Page 65, Outline, Chapter 6, *servicide*. Would prefer to see positive bullet points and one negative, possibly something that reflects a shift.

Decision: No other input offered to Outline.

Chapter One

The board's general sentiment is that Chapter One is not strong, seems flat and not really hitting the buzz of a first chapter. For a new book, the first chapter needs to grab the reader, drawing one to want to read more. Additionally, the board feels that Chapter Two is better developed, written.

Several comments were made that there was not sufficient time to give the material a proper review.

- Hope workgroup is mindful that this book will probably be one that many around the world will purchase, including non addicts.
- Expectation is for book to bring people to tears, like the introduction to the 6th edition. This is the kind of book where you have to catch readers in beginning.
- We need to stop speaking to newcomers, treading carefully, e.g. using words like *sometimes*, *many of us*, wonders why we just don't make a statement. Maybe tone down outline to see if this will help with the creation a first chapter.
- Many grammatical errors, fragmented, structure problems, choppy
 - The way paragraph constructed loses strength, doesn't grab you. Suggest changing order, second chapter first so that it grabs people's attention and heart.
 - Too much emphasis on phrases, some appropriate, some not, almost too many phrases. Seems like descriptive words on self destruction are lacking, e.g. unworthy; unlovable, not good enough...identify feelings associated with self destructive patterns.
 - Material is trying to reach too many targets at one time. There are many great ideas, but no connections, too many clichés and jokes. Felt chapter one lacked a beginning, middle and end. Also uncomfortable with some of the exaggerated concepts.

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- Chapter One a chore to read, no flow. Like contained idea but not sure how the thought can be brought across. Draft was like an assignment given to a newcomer where they read, find points about recovery followed by writing about it.
- Comment made regarding the many verb tense changes and wondered if this will become its own issue; U.S. English is different from proper English.
- Each person has a way of seeing things differently and at a loss on how to provide input. Context is good, challenges are with grammar, believes if grammatical issue remedied the draft will flow much better.
 - Page 70, line 107: I've been through that (past), and I stayed clean" (present)
 - Page 76, line 119-122: word *commitment* is mentioned 4 times within 4 lines, repetitive.
 - Page 76, lines 138: practicing, practice, practiced...mentioned too many times in 4 lines.
 - *Playing a piano of life...* this is very confusing, what does a piano have to do with life.

Andrea mentioned that in the current timeline there are 8 weeks per chapter and chances are slim that there will be no grammatical errors. Per board decision, the book is to be provided for R&I in pieces and written an 8th grade level (style and tone). Andrea further adds that she remembers that the board expressed that this book is not to become some vanilla text that does not meet fellowship needs.

Bob added that the overall reaction of the second chapter is more favorable. Chapter Two is written at an 8.9 grade level almost 9th and Chapter One written at an 8th grade level. He also added that when we simplify our material, we sometimes lose something; this will always be an issue with our literature. The board continues to share thoughts on grade level.

- Understands creating something that everyone can read but when we simplify wonders if we respect our readers. Where do we draw that fine line?
- Doesn't recall having a discussion regarding the reading level. Believes book should be more poetic, more of an art piece than just a message. Perhaps the reading level should be raised a bit.
- Has faith our members don't like being talked to as if they don't understand. Believes when we write at higher levels it also helps members to grow and learn. We need to continue challenging readers. Again refers to how well written the Introduction to the Basic Text 6th edition is.
- Recalls percentage of our members went back to school to further their education and we should keep this in mind. These are the members that are looking for this type of support and the members we are trying to reach.
- Thoughts expressed regarding writing in 8th grade level being too limited and that may be some of the challenges with material
- Loved draft and as an avid reader felt moved by material. There is value with the provided input but does not agree; sometimes suspicious that we like to pick everything apart.
- Independent of what grade level the material is written in, it's how the material is written.

Chapter Two

- General consensus is that Chapter Two is better written, grabs reader, written to the heart from the heart, flows and felt like one voice.

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Timeline

- In lieu of input being provided, would like opportunity to discuss timeline; this project can not be rushed based on a timeline.
- Not sure if timeline is too aggressive or not, but does believes that once we get voice and flow the material will move. It's incumbent of us to find that flow, voice and magic. This will be almost like writing a symphony about who we are. At the same time does not want to put something out to the fellowship that is not worthy.

Jim shared that whatever the process is, the board needs to get on board with it. Sometimes, we have to hit the ground running, it's always a juggling act.

After a break, the group discussed where we find ourselves at this moment; understand that there is still an opportunity for individual input. Right now, the board must find a way to maximize time as a group providing input. Next meeting is in February for this work group.

Decision: The full board agreed to raise material reading level to 8.9 - 9.5 and add a section on Veterans. The board will provide detailed input to BobJ@na.org by 1 February; input is to be in a separate document, specifying line number and issue - no track changes. Andrea Lapin; LC writer was given vote of confidence to make judgment calls on factoring input in or not. For example, if it's an issue raised by one or two people, it does not have to be factored in. If an issue is brought up many times, for example, chapter one being less strong than second chapter, the writer will evaluate issue. Once the Living Clean session profile is completed, a copy will be forwarded to the board.

The board started to take a straw poll concerning quotes, following brief discussion decided to remove quotes wherever possible.

Decision: Remove the numerous quotes and will be tried in some instances.

- Try 'call outs' from text itself, if quote headers will be used.

Saturday 24 January

Corporate Responsibilities

Review of financial position of NAWS

♦ 2006-2008 Audit

The final draft audit was presented minus the Management letter. The Audit Committee reviewed audit and accepted as presented.

Declaration Letter is a letter attesting that NAWS management staff and employees have complied and correctly presented information by NAWS.

The Management Letter is an internal and confidential piece of the audit that is not for distribution. Letter contains items as identified as needing correction; those items will be handled and corrected by the Audit Committee which is a part of their function. Audit Committee functions independently of NAWS working directly with the Auditors.

Decision: World Board approved the presented audit knowing that the Management letter will follow. The public portions of the audit approved for publishing.

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♦ Finances for the last conference cycle & Current financial position

As of December 31, 2008, there is a combined total of 2M in bank accounts. \$500K is a combined total from what NAWS owes and what is owed to NAWS. This amount also includes the commemorative book sales.

Our daily operations expenses total \$20K, but we are currently spending \$60K more a month than what is coming in. Although we are not in financial desperation, the situation is grave. NAWS cannot continue to spend \$60K a month more income. Loss is due to rising revenue expenses, increased operational costs coupled with not enough money coming in. For this reason, the Business Plan Workgroup took an aggressive approach to NAWS' current financial situation. In 9 months, we went from \$2M in an operating account to \$600K, which is viewed as a constant erosion of cash.

Shipping and handling price changes have not been dealt with sooner because changes impact our constituents. Up to this point, no service provision to our customer has been disrupted. However, things like cutting expenses and general revenue generation will be discussed later in the agenda.

The board's discussion centered on financial statements ending December 2008 and a problem with the route budget data information. Everyone pointed to the variance (G) column. The financial trend suggests that November and December were bad months but quick conclusions can not be drawn. If you look at the pattern, you can see an anomaly and things like the Basic Text 6th edition and newly released medallions could have impacted this. January and February will look different and more importantly the numbers everyone should pay attention to. If the dollar amount stays in the same general bracket, then, immediate changes must be made. There are several areas where appreciable income can be and is being examined e.g. publications, workshops, free developmental literature, shipping, travel and other little items - next large item would be personnel.

As alluded to, as long as we can lower expenses in the above mentioned areas, eliminating personnel can be delayed. If crisis persists, then liquidation of personnel and services which would be followed by publishing, all would need to be examined. Anthony was asked what number of staff being eliminated would help; response was 5 staff at a time. Current staff numbers in U.S. – 52, Iran – 7, Canada-2, Belgium-2. It would difficult if we had to start eliminating services to the fellowship.

WSO Europe

WSO Europe is recording a \$30K loss due to pricing, shipping and handling. The changes being proposed to matrixes will change by at least 50% and that is major for most communities. There will more discussion about local communities producing and distributing books, specifically WSO Europe because it is tied to the dollar but their expenses are not.

As a way to illustrate currency rate exchanges, Anthony suggested everyone take a look at the Big Mac index. *The Economist's* Big Mac index seeks to make the exchange rate theory digestible and is the world's most accurate financial indicator based on a fast-food item. Burgernomics is based on the theory of purchasing power parity (PPP); the notion that a dollar should buy the same amount in all countries. Thus in the long run, the exchange rate between two countries should move towards the rate that equalizes the prices of an identical basket of goods and services in each country. The "basket" is a McDonald's Big Mac, which is produced in about 120 countries. The Big Mac PPP is the exchange rate that would mean hamburgers cost the same in America as abroad. Comparing actual exchange rates with PPP indicates

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whether a currency is under- or overvalued.

Piet stated that he would be willing to speak with UKSO because it would seem reasonable that Sweden should pay \$25.00 for a Basic Text. At some point, a conversation must happen about what makes sense for everyone.

Brazil, Argentina, India, and Russia are large communities and there is an overall cost benefit to producing and distributing in local community.

Iran reflected because we are responsible as a company; however, no money is ever transferred to or from Iran. Soon, Iran will be pulled out of the books and shown like the Canadian and European branch offices. Monthly accounting information is sent to the auditors; Iran has also hired a retired accountant to work in the Iranian office.

A couple of points were made regarding the board meeting with Alcoholics Anonymous Executive Director that occurred in San Diego; the discussion about how AA allows communities to develop and deal with their own development issues. Also, Alcoholic's Anonymous culture is to ask for 30% and no one blinks and eye. NA is not of that culture. Because of the NA Mission statement, we are unable to function like AA. There are many things we can and should do as a business; we don't because of whom and how our organization functions.

♦ 2008-2010 NAWS Budget- revised

The budget for NAWS is the most current construct; reality is that with every adjustment, the best we could come up with is a very slight profit in first year and a horrendous loss in the second. The worse case scenario for year two is what is currently reflected. All non essential items (low hanging fruit) are gone. Also, we streamlined future workshops to be implemented within \$200K, imposing caps by trimming travel teams and/or minimizing give-away items. Overall, we expect a \$50K decrease from these actions. The huge expenses come from non US travel; although we have committed to Latin America workshops in El Salvador and Bolivia, two have been done and the third will be facilitated by world pool members living in close proximity.

- Franney stated that she believes many communities are not aware of what it cost to facilitate a workshop; therefore, she wonders if a cost summary could be provided to communities inviting them to give NAWS any financial assistance to help offset expenses.

Anthony continued that in April the next budget may be revised because it will reflect January's discussion and decisions. A new budget will probably be provided at the next meeting and will ask the board to adopt as changes occur. Budget needs to be considered as a fluid document.

Decision: Revised Budget adopted as presented and as the current working plan; this budget is being treated at a living and fluid document.

♦ Barcelona Spain WCNA 33

As a norm this culture does very little business with non-profit organizations like NA, having no community standards. Besides currency fluctuation challenges, we also run into difficulty getting things completed without being physically present and we've utilized Iñigo for many meetings, etc., as a way to minimize travel whenever possible.

Although we are starting to raise awareness regarding NA with some governance agencies, we are not seeing desired success. In February, staff traveling to Barcelona will be following

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up with the PR firm and finalizing other details for the convention. We do not anticipate much of a percentage in cost reduction with facility space.

No matter how much planning and reductions we could receive, there will be about a 100-200€ loss. We are still operating on the premise of a 5000 person convention. Currently 1,500 preregistered and 500-600 hotel rooms have been sold.

The Business Plan subgroup, who are researching WCNA's, will be presenting the board with a series of questions about World Conventions - targeted audience, intention and financial responsibility are some of the parameters for the questions.

Summaries of the Business Plan Recommendations

♦ Shipping rate changes

While costs have risen dramatically, our shipping rates have remained the same for over 10 years and NAWS has been more than reasonable. As a reminder, NAWS lost approximately \$150,000 on shipping charges during the last fiscal year. Recommended rate changes from the BP workgroup are as follows and would offset the overwhelming majority of loss.

Current rate written in black text and blue text shows recommended rates. Our current shipping fees are as follows, with no charge for "Walk in" customers.

\$.01 - \$25.00 add \$2.50	\$25.01 - 50.00 add \$3.50	\$50.01 - 150.00 add 7%	\$150.01 -and up add 6%
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The BP subgroup recommendations are to raise the rates to the levels listed below

\$.01 - \$25.00 add \$5.00	\$25.01-\$ 50.00 add \$7.00	\$50.01-\$150.00 add 15%
\$150.01-\$500.00 add 12%	\$500.01-and up add 6%	Walk in handling fee of 5% for orders under \$500

The first four categories would now cover the actual cost of shipping orders. The reasoning for keeping orders over \$500 at the same rate is because orders over \$500 always contain a good volume of books and key tags (areas orders); there is a good margin on items ordered and one could make the argument that while shipping fees may not be completely covered on these orders, the margin of profit can make up for it.

Shipping analysis would be done on a yearly basis, if not within the year. A requirement will be that policy changes be evaluated and occur yearly. BP workgroup strongly suggested NAWS being more proactive and prompt when dealing with necessary changes.

If approved, would like change to take effect March 1st or April 1st which would allow time for the system to adjust. Notification to fellowship would occur March 1st; this helps everyone to prepare for the change, modifying their order forms and informing customers, etc.

There was an initial reaction to walk-in customers being charged a shipping fee; however, does understand that the cost is driven up every time an individual walks in to buy literature. These customers are disrupting the normal routine of an employee's work.

Would there be a break even mark for orders over \$5K? Response: we are not trying to undermine our discount structure; more importantly, this would need further thought because once an order is over \$500 then we start dealing with blend of discounts and shipping costs.

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Decision: no objection to shipping rate changes as presented taking effect 1 April 2009.
Fellowship notification will occur around 1 March, 2009.

\$.01 - \$25.00 add \$5.00	\$25.01-\$ 50.00 add \$7.00	\$50.01-\$150.00 add 15%
\$150.01-\$500.00 add 12%	\$500.01-and up add 6%	Walk in handling fee of 5% for orders under \$500

◆ **Pricing for translated texts**

Translated Book One Basic Texts price change discussion has been on the table since last conference cycle. Members have been informed regarding intent to adjust the price of book. They are currently \$5.50 and it being recommended that the price be changed to \$7.50.

Decision: no objection to adjusting the translated Basic Texts which contain the first ten chapters only to \$7.50, date to be decided.

◆ **WSO Europe pricing**

Currently pricing at WSO Europe is calculated each month as an exchange against the pricing in US dollars. Expenses in Europe are primarily in Euros. With current practice, there are no guarantees of pricing from month to month for customers and constant conversions have to take place constantly in our accounting system. Our recommendation is to have the price be consistent in Euros and Dollars. In other words an \$11 Basic Text would be 11€.

Discussion briefly turned to creating a policy protecting fluctuation; this is not necessary because the board always the opportunity to evaluate and is charged with responsibility. The UK will be the only financial anomaly (and Piet willing to talk to them).

Decision: no objection to adjust pricing as presented, example \$11 Basic Text (U.S.) would be 11€; staff will report back to the board with specific timelines. Both the Euro and translated book one pricing change will take affect concurrently.

◆ **Vendor Code of Conduct, NAWS Code of Ethics, Whistleblower and Audit Committee**

Aforementioned policies have been worked on for some time by the BP Group. Policies mentioned previously as a way to inform board that these types of policies would be soon in place given present accounting requirements and business atmosphere, ensuring a standard of operations. Given the nature of NAWS operations and applicability of policies, if necessary, any of the policies can be changed. Code of Ethics waiver concerns making any action transparent; yet still expect this policy to be further discussed based on the nature of our operations.

Audit Committee met with Auditors, prior to proceeding with interview concerning company, auditor's relationship with staff, etc. Once satisfied, the Audit Committee commissioned Auditor to perform audit for NAWS. After some thought the board decided the Audit Committee would better be called Audit Workgroup. Therefore the committee will herein after be referred to as the *Audit Workgroup*, knowing change will take place the Audit Workgroup Charter adopted.

Decision NAWS Vendor Code of Conduct, NAWS Code of Ethics and Whistleblower Policy adopted as presented. The Audit committee will herein after be referred to as the *Audit Workgroup*, knowing change will take place, the Audit Workgroup Charter adopted.

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After lunch the board continued with other recommendations from the Business Plan workgroup. These are areas identified as most critical and will be the areas of attention where effectiveness can be improved or expenses lowered.

Other recommendations from the BP Group

The BP workgroup reviewed areas they believed most critical to NAWS current situation and prioritized. The areas discussed:

Shipping and distribution—shipping rate changes to take effect 1 April 2009.

Travel—discussion to include ways to reduce costs associated but still collaborating and meeting fellowship needs. This in progress by reducing cutting and swapping travelers, canceling trips (professional or other business related trips), reducing material for trips, and uniformly working how travel is carried out. Travel will be approached in this manner for the remainder of the cycle.

WCNA—Evaluation will take several discussions and will be a segmented analysis, philosophy and pieces of the convention.

Publications (effectiveness and cost reduction) including Reaching Out and Meeting by Mail—discussion in progress.

Translations (recovery and service)—cost have ballooned, but much of what is done requires translations and analysis will take longer.

Developmental literature (literature that is provided at little or no cost based upon community developmental circumstances)—Cost benefit of giving away literature, amount, and any alternatives to fellowship will be reviewed.

Fiscal Governance Process/Internal threshold—incorporating a process for this and maybe the strategic planning discussion could incorporate the financial ramifications of activities being prioritized.—The BP group identified fiscal governance and travel as something the EC and BP will look at this year and as items for the EC's attention. Workgroups created for Shipping (Daniel and Bob McD), Publications (Ron H and Brendan), and World Convention (Susan and Khalil). The recommendations from the shipping workgroup had been worked on for some time. The two other groups have brainstormed ideas and will be reporting back. Staff is also examining publications at the same time; ideas from the workgroup and staff can be combined. This will help provide focus for future discussions and research for these workgroups and the WB. These items will be sent on to the WB for discussion as they are framed further.

Evaluating the Strategic Plan process and inserting fiscal governance will be done by Business Plan workgroup in concert with the Executive Committee, and examples of making conscience choices made and their implications will be provided.

Decision: there were no objections to the Business Plan moving meeting up - possibly in April 2009 in order to have a speedier follow up with current assignments.

Wiki information will be emailed for board to stay informed and/or provide input on BP discussions.

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Items Needing Discussion

NAWS Publications

Last year NAWS spent over \$200K on conference and fellowship publications; which includes *Reaching Out*, *Meeting by Mail*, *NA Way*, *NAWS News*, the *CAR* and *CAT*. Conference publications have significantly increased 25% from the previous year primarily due to increased costs for translations, distribution and the reporting (length).

Staff actively looking into ways to either increase efficiency and/or reduce expenses. What's included in our publications and translated definitely affects expense as do distribution methods. One major item questioned in discussions is the automatic nature of what is sent and to whom. For instance, every group gets one copy of the *NA Way* and every area receives *NAWS News*. Staff questioned what really does happen with these single issues sent to groups of people.

Items currently being examined are *NA Way*, *NAWS News*, *Meeting by Mail* and *Reaching Out*, we are also looking into e-blasting and other alternative distribution/shipping methods for international and domestic. Basic higher costs areas are: translations and distribution. Questions asked if distribution accomplishing what it's supposed to.

The *NA Way* editorial board is charged with reviewing the effectiveness and intent of *Meeting by Mail* which is 20 yrs old and originally intended for members that do not have access to anyone, with internet availability this is no longer valid. After a more discussion realized examination of booklet should be charged to staff and Executive Committee, with the intent to discontinue *Meeting by Mail* after the second issue. Two board members verbalized agreeing with the discontinuation of *Meeting by Mail*.

The publications brainstorming document will be sent to Ron H and Brendan after the financial figures are updated. Publication document will be posted to the wiki for the board.

Ron H reported on scope of what's being reviewed, what's been discussed and what's been done thus far by the Publications group. [Http://na-wiki.org](http://na-wiki.org) site brought up to illustrate how it's being utilized used for discussion and other purposes. Wiki helpful with working on something allowing everyone to have equal editing rights (all edits tracked). The following is questions or board discussion points

Meeting by Mail

- Suggested to ask subscribers how they will be impacted and/or how NAWS can help before the booklet discontinued.
- Tell subscribers when it will be discontinued.

Distribution / Translations

- The cost for shipping and translations has increased for every publication spending almost twice as much as last year.

NA Way / *NAWS News*

- Create two different versions of the *NA Way*, a smaller paper copy and a larger online version.
 - Shorten the magazine, which would help lower translations cost. Do not create two different versions.

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- Wonders if areas should be receiving *NA Way* magazine or *NAWS News*. Believe e-sub for both pieces should be done. Finding an aggressive way to drive both magazines to e-subscriptions.
- *NA Way* an important piece and the only piece we have that travels the world. This magazine has a communication ability that has no other replacement.
- The board was told that our financial position is desperate. As far as he is concerned, we can send a notice out tomorrow informing everyone that there will no longer be free paper copies and subscribe for free online versions. Our members expect everything for free but do not want to give anything.

Becky responded not believing everything under mail distribution has been looked at, or that publication is the only place to cut costs. We all have to look at all pieces trying to find out where things can/ need to change. Yes, everyone panicked, but we need to ask and at the same time tell fellowship we are going to do something.

- Piet strongly agrees with reporting to the fellowship about making some changes, informing them to re-subscribe for paper copies and charge 10.00 for the year. When people get something you give something. This is not being done just because of money but spiritual as well. Also, if members re-subscribe, we gain an opportunity to obtain address corrections.

Decision: The board is considering eliminating *Meeting by Mail* but not before telling subscribers two more issues will be published.

NAWS News will be a shorter issue and needs a quick turn around with WB input.

World Board will continue talking about financial reality, ways to lower cost, looking at e-sub, other ideas.

Publications discussion document will be cleaned up and posted on the wiki. Steve L will send access to wiki; Ron H is the point person for any questions regarding the wiki.

♦ Annual Report

Decision Draft 2007 Annual Report completed and World Board review and approval will be done via email which also requires a fast turn around.

♦ WB recommendations to the HRP for WB Nominees

Jim facilitated a discussion to initiate the process for submitting names. Board is to start thinking about names for submission; we have between April and June 2009. Then, list needs to be finalized before forwarding to HRP. Two of our current tools are the Shining Star list and Workgroup Evaluations; this will by no means solve problems but may help. There is also the vetted list of names which were previously submitted and these members were unable to take a commitment at the time but may be willing in the future. The idea is to offer as much information on submitted individual names to fit in line with HRP discussion/criteria

A general criterion used in the past has been board members providing names and discuss as a group. Person submitting name(s) must articulate why name was forwarded and/or answer any board questions. This has always been awkward. The board has also found that we are faced with the same vote of confidence challenges as the conference. Consequently, this body has fallen back on looking at workgroup members; however, this week conversations were overheard. Board members were in a discussion, asking who members of a certain workgroup

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are; therefore, identifying the forwarded name as being on a workgroup doesn't necessarily mean everyone knows who a person is.

Points to consider are: is it necessary for all potential board nominees to have a good knowledge of World Services and think about distinctions for particular skills/talents needs on board. For example, criteria 1 for the board could consist of what talents/skills everyone being considered should have and criteria 2 could consist of a specific need to fill on the board, for example, a strong business experience. This, at the same time, does not mean everyone put forward must have that.

Decision: Board agreement with starting points for criteria: 1) general criteria for a new board member and 2) current needs (specific) of the board, having segregation of purpose discussion amongst the board as well as something independent of having discussion with people themselves.

There was also agreement that the questions drafted by the HRP will be used for gathering information on names being submitted.

7 board terms ending; 6 are eligible to run again with 3 current vacant seats. Those seeking re-election are Mary B, Ron M, Ron B, Mukam HD. and Piet DB. There is a possibility that Michael C will not run for re-election to the World Board.

♦ Communication with individual Delegates

Ron B facilitated the delegate and World Board contact discussion.

Ron B shared experience with the ability to successfully reach five out of the seven. Everyone thought communication was a great idea; however, after initial contact, it flattened out. A few asked about process for becoming involved with LC project, LC translations and if it was going to be posted online.

Since Paul had to leave, Ron B reported that Paul mentioned having to find correct delegate information via regional website.

Piet shared initially thinking this was a good idea, but was not sure how to start. After receiving a few tips, he sent out emails and received one response from Canada. They asked why they couldn't get copies of the commemorative book. It seemed to them that regions outside the US are not able to obtain a commemorative book; a copy of this email was forwarded to Anthony.

Franney tried to recall if she'd met delegates at the conference. Impression from the two received responses was that they know how to get information and if they need anything they will contact her. One email stated something to the effect of "hey heard you're looking for me what do you want?"

Ron M thought the process was valuable and felt the feedback was good. One of his contacts emailed other delegates stating how helpful her contact was; on the flip side, he had another contact from the "old school of thought," everything else was downhill from there. Spoke with someone he's done zonal forums with, talking about zonal forums and other personal issues. He also had to look up correct delegate information via regional website.

Mary received 60% return in positive response, one from Poland, holiday card from Sweden and Japan contact requires translations. She also had to look up new delegate information. Believes communications will stir up as WSC gets closer.

Michael expressed having most South America delegates and one North American. Thought it

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interesting that his experiences with South Americans are loving and kind; and the North American seemed a bit angry. Contact initiated in two phases, first by phoning second by email. Most of the delegate addresses were incorrect but also able to get current information via zonal forum website. Delegates expressed excitement with contact, had questions about local issues and about the second printing of the commemorative edition. Important to note: some delegates perceive Johnny Lamprea as a board member; therefore, the delegates were confused because they wondered why and where Michael fit in. Believes this is still in the stage of being friendly and leaving it up to the individual person but it is important that delegates know that there is an open door of communication.

Mukam stated her contact with delegates has been unsuccessful; first, she wrote an email and received a single response; then, she mailed holiday and New Year greetings and still unsuccessful. Jokingly states if board/delegate contact is criteria for re-election to the board cross her off now because it's been a total failure.

Craig reported having contact with everyone, including Iran. Immediately came across outdated information and specifically requested delegates update their own data. Contacts happy with this approach and supported it. Craig added to RSC minute's mailing list. Contacts asked Craig what they could do to help NAWS and he asked everyone to update all their information on www.na.org.

Jim expressed having similar initial flurry of responses then it subsiding. Jim also reminded everyone that agreement was to contact delegates on a quarterly basis.

Junior received responses from half of his contacts, in talking with them recognized development differences amongst North and South American communities. Had a wonderful conversation with the North American contact who expressed some concerned with WSC Seating. Intriguing to see how Latin Americans more concerned with internal developmental struggles and situations.

Mark didn't get much in way of acknowledgment for receipt of emails that included links to projects and WCNA as a way to provide information. Figures delegates will contact him if they need to.

Tom received three responses out of seven and a regional report from Ireland.

Tonia was a little hesitant and a bit intimidated about communications with delegates, but once started it was positive. Also, she prefers emails to phone calls because emails allow time to gather information, reflection with responses when necessary.

Ron H experience was a blend of both positive and negative; at first, he thought this was a good idea; however, because of the high intensity communication level with various delegates coupled with delegate confusion with lines of communication (e.g. personal point person), he no longer believes this is a good idea. He was also surprised with not hearing from Chicagoland or Indiana because he has a good relationship with both, did receive an acknowledgment from Italian RD and positive response from Alsask. Delegates inquired about Resolution A.

Decision: Based on what has been shared there is a mix regarding this being a productive and valuable approach or not. Will continue and bring back up for discussion at the next meeting.

♦ WB Evaluation Tool and plans for the future

The World Board team evaluation assessment needs to be completed in March and will be

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used as material for the Environmental Scan performed as part of the Strategic Plan Process planned for the April meeting.

Anthony added that the 2008-2010 cycle scan process will be different in that we will be trying to accelerate the scan, taking less time with it. Means the board will be provided with material and information prior to the meeting. It is important that everyone become familiar with material received.

Decision: Everyone agreed with board team assessment to be completed in March for the April 2009 board meeting.

In the future the board will take up developing other evaluation tools such as an individual World Board Member evaluation.

Other Corporate Responsibilities

♦ Approve October 2008 Minutes

Decision: World Board October 2008 Minutes approved as presented.

♦ Review Action List

1 366 Meetings a year; a few paragraphs on a topic in one book similar to the *Just for Today*. Decided to keep for input for future literature idea

2 CS translation of the line numbered Basic Text (Elaine has sample of book) this would be difficult to support the production of a book that is complete, and the focus now is the 6th edition

3 Chip and Key tag stand staff will look into.

4 NA Get Started Program Booklet for first 4 weeks Thank you for idea, local efforts are great, individual regions and areas have developed this kind of material for their own use, encourage submitter post in the resource section of the internet. (We will make sure submitter gets assistance posting)

5 Medallion-10,000 Days Clean (27+yrs) Decided not to pursue

6 Audio of Just for today - soothing voice reading the daily meditation. This is usually purported for nonreaders but don't believe this is coming from a nonreader.

7 Narcotics Anonymous Internet Manual or Guide point submitter to our website for more information thanks for but no thanks

8 National video PSA campaign at some point we can look at So Africa's PSA. Most PSA do not drive you to the message of calling a number. This is being addressed via committed motions.

9 IP for members 65 yrs and over this is committed to and in the list of ideas already in the stream not prioritized right now. We know there is a need.

10 Post Basic Text and It Works online completed in English.

Decision: There was no disagreement with recommendation to project ideas 1-10. Staff will provide updated Action items list to the board.

♦ Bulletin Board

It was suggested that since the situation which caused the need for a moderator for bulletin board is no longer occurring that a moderator needs not be selected for the next quarter. Action-Craig and Ron H committed to be big brother till April board meeting

Service System canceled a meeting as well as Living Clean, who is looking at possibility of canceling another meeting.

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- ♦ **Standard gift Basic Text 6th edition**

The color scheme presented for consideration is light blue/navy vs. burgundy/navy and will be a standard inventory item like other gift editions. Production schedule is not firm yet however the board being asked to chose a color preference as the standard stock. 8 raised their hands for light blue and 4 raised hands for burgundy.

Decision: Light blue as the standard stock for the gift Basic Text 6th edition, supplementary book specifics will be provided at the April meeting.