



NA World Services

Conference Report

29th World Service Conference

2008

Hello to conference participants around the world. As you know, WSC 2008 is right around the corner. We hope you are as excited as we are. Once every two years, we gather together to discuss and make decisions about the work that has been done in the course of the conference cycle, setting our course for the next two years. Our mission statement describes the conference as the event at which “the fellowship, through an exchange of experience, strength, and hope, collectively expresses itself on matters affecting Narcotics Anonymous as a whole.” WSC 2008 will mark the tenth anniversary of the restructuring of world services and the creation of the World Board, and much has changed and improved. We still, however, have plenty of work in front of us.

In that spirit, the theme of WSC 2008 is “Our Freedom, Our Responsibility.” We are acutely aware of that responsibility as we continue to frame the sessions for this conference. This year, delegates will vote on the first revision of the Basic Text in twenty years, and the first targeted literature project in even longer. We will hear from regions and zones around the world about their growth and successes. World services will review some of the progress in fellowship development and public relations over the course of the last conference cycle. Narcotics Anonymous continues to grow and change as we reach more and more members in more and more places. While we appreciate and celebrate that growth, we also acknowledge that many addicts still never find the rooms of Narcotics Anonymous, and many professionals have

not heard of our program—or, perhaps, have not heard positive things about NA. Some of our local service bodies do an excellent job at providing services, while others suffer from poor planning, not enough resources, or a lack of unity. The conference is an opportunity for us to gather on a worldwide level to talk about how to better address these needs and continue to grow. We share our experience, strength, and hope, and we learn how to build on our successes. Perhaps no other event better illustrates the power of our collective efforts than the World Service Conference.

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The issue discussion topics from the 2006–08 conference cycle—“Building Strong Home Groups,” “Who Is Missing from Our Meetings, and Why?” and “Our Service System”—all focus on our responsibility to strengthen our meetings and service bodies, and to ensure that all addicts feel welcome in NA. We have collected input on these topics throughout the cycle. At the conference, we will report on some of what we’ve heard, and we will talk together about where to go next with these topics.

We continue to receive answers to the discussion questions presented in the *Conference Agenda Report*. If you haven’t sent us your input yet, please do. You can post or email your input, or you can enter it online from the link off our conference page: www.na.org/conference. We will accept input until the conference begins. We will use your input to help plan the conference. The input we gather in advance of the conference helps us spend our time during the conference as effectively as possible, talking about the next steps we should take rather than collecting input that could have been compiled in advance. Your input will help us move ahead with our work in the upcoming two years. Your ideas can help us improve tools like the Strong Home Groups Worksheet and the Area Planning Tool, develop literature that better meets the needs of our members, and build a common vision for the provision of local services, to name just a few of the results for which we hope from these questions.

We are still planning the conference, even as we write this report, but as has been our practice in the past, we will lay out the week and explain the sessions as best we can in the pages that follow.

Bear in mind that the agenda may change. Some of the sessions may be held at a different time or even on a different day, but the information and the broad topics will all still be covered

The pages that follow should give you a sense of what to expect from the conference. Where possible, we have included both an overview of what will be covered in each session and background information that may be helpful as you prepare for that session.

In addition to the outline of the conference week, this *Conference Report* also includes a summary of input on each of the issue discussion topics for the 2006–08 cycle, a product update, a list of the project ideas submitted and their status, and a compilation of all of the regional reports submitted to date.

When we began putting together this report, we were concerned to discover we had received reports from only sixty-one regions. We emailed a reminder to delegates to send in their regional reports, and a bunch of you sent us yours. We have ninety-four regional reports and six zonal reports compared to the 102 we included along with the 2006 *Conference Report* mailing. Thank you for this amazing response in a few short weeks.

We fear the diminished number of reports may be symptomatic of larger communication problems. Communications are an ongoing challenge for us, at every level of the service structure, and while we have worked very hard to improve communication at the world-services level, we are not certain things have improved as much as we would hope. This is one of the many subjects we plan to talk about at the conference. How can world services help

We need to collect your input on the questions in the *Conference Agenda Report* before the conference if possible. We are accepting input from service bodies, groups, and individuals, and you can answer as many or as few of the questions as you would like. Please help us by sending your answers and input as soon as you can. It can be completed on the website at <http://naws.org/survevs/index.php?sid=2>.

you, as a delegate, do your job better? What new things should we try this cycle to improve our communications, in particular, and the quality of our work, in general? Come to the conference with your ideas. None of the challenges we face,

even our communications challenges, are insurmountable, and the conference provides a perfect opportunity for us to talk together about how to improve.

Just for Today tells us that “The more responsibility we assume, the more freedom we’ll gain.” (March 22) and that rings so true as we anticipate the work in front of us and reflect on all we’ve accomplished in the past two years. We look forward to our week together in Woodland Hills at the end of this month. Rest up and come ready to talk, vote, love, care, discuss, brainstorm, cry in some cases, laugh in all cases, hug, work, and play. Together, we really can move mountains. Think of all the freedom we stand to gain.

*“The more responsibility we assume,
the more freedom we’ll gain.”*

Just for Today – March 22



Friday — 25 April 2008

Registration Desk

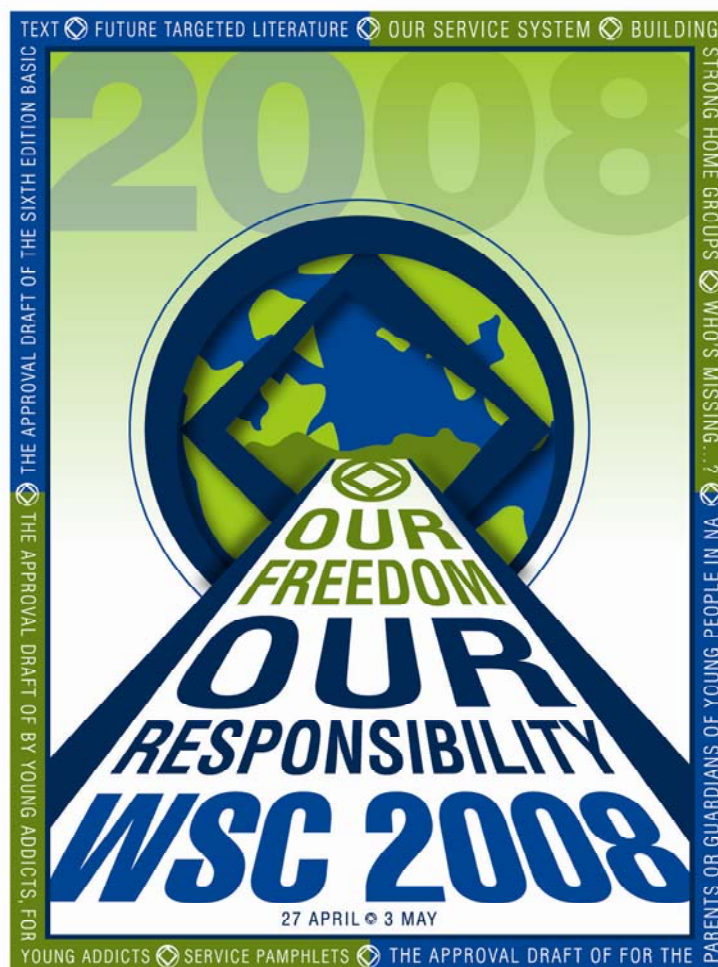
2:00 – 8:00 pm

CAR session for non-English speakers

TBD

Travelers who have arrived by Friday afternoon or early evening can register between 2:00 and 8:00 pm. Regardless of which day you arrive, make sure you check in at the registration desk before the conference begins on Sunday. International travelers who are funded by NAWS can pick up expense money beginning at 5:00 pm. Staff at the registration desk can direct you where to go. Local members will be on site to help those who wish to attend a local recovery meeting.

We also usually have a *Conference Agenda Report* session for non-English speakers who have not had the opportunity to attend a NAWS CAR workshop prior to the conference and express interest in attending one on Friday. We have not yet worked out the specifics of that session, but if we do schedule one, information will be available at the registration desk.



Saturday – 26 April 2008

Registration Desk and WSC Office	10:00 am – 5:30 pm
World Board Open Forum	10:30 am – noon
WSO Tour and Lunch	12:30 – 2:30 pm
Workshops	3:00 – 6:00 pm
Deadline for World Market Sign Up (to sell merchandise)	4:00 pm
Recovery Meeting	7:30 pm
World Market	10:00 pm
NA Game Show and Dance	9:30 pm – 1:00 am

Registration

The conference doesn't begin until Sunday, but there is plenty to do on Saturday. The registration desk and onsite office open at 10:00 am, and NAWS-funded participants coming from outside the United States can receive expense money between 10:00 am and 5:30 pm.

World Board Session

As with conferences in years past, we will begin Saturday morning with a World Board forum and welcome session. This is the only time during the week that any NA member, not just a conference participant, can ask questions of the board as a body. Once the conference formally opens on Sunday, the questions and comments portion of the board forums will be confined to conference participants, in line with our focus for the week.

NA World Services Open House

Our open-house event at the World Service Office will give us all a chance to talk together in a less formal setting. After the board session, beginning at noon, buses will take members (conference participants as well as anyone else who is interested) from the hotel to the office—and back again in the afternoon, of course. Staff and board members will take groups on tours through the office so that you can admire the displays and artwork that the staff has been hard at work sprucing up (ooh ... aah ...). And then we'll break bread together (well, tortillas anyway) with a Mexican buffet. If you are a conference "veteran," this is a good time to introduce yourself to some newer attendees and try to help put them at ease.

Deadlines

The deadline to sign up to sell merchandise at the World Market is 4 pm. You can sign up in the onsite office.

Get Some Recovery

The local area host committee works hard all during the conference week, providing participants with rides to meetings and information about local facilities. Saturday afternoon, in cooperation with NAWS, they have put together a "Unity Day," including workshops that begin following the open house, and later, a dance, so that we can all gear up for the week ahead by getting a little recovery under our belts and having some fun. Recovery workshops will run from 3:00 to 6:00 pm on topics including:

- ◆ Our Freedom, Our Responsibility
- ◆ Bus Stops and Bomb Shelters—Carrying the Message

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- ◆ Staying Vigilant Equals Staying Clean
- ◆ Out of Ourselves and Into Relationships
- ◆ A Spanish-language workshop

After a dinner break, there will be a recovery meeting with speakers from around the world. Recovery meetings will also be held daily, beginning Sunday, at 7:00 am by the pool for the morning people, the jet-lagged, and anyone else hardy enough for such early-morning recovery.

Shop, Dance, and Play

Save some energy for the evening activities. Following the meeting, we will open the doors to a dance and the ever-popular World Market. If you are interested in selling merchandise for your area or region, you will need to register at the onsite office by 4:00 pm. Those of us who are buying can choose from merchandise that comes from around the world. The World Market gives regions an opportunity to sell off their extra merchandise, and gives all of us a chance to pick up some special items we might not normally otherwise see. Please, even if the market is crowded or not as organized as you would like, do remember your manners at the World Market and other events throughout the evening.

In addition to shopping and shimmying, we have a new event planned for Saturday night: the NA game show. We're still working out the logistics of this one (and a big "thank you" to the members who sent us material), but we promise it will be fun. In a format that may be familiar to some of you, contestants will be given an answer and have to supply the question.

A: Participants who attend the game show will have this.

Q: What is "a good time"?

Sunday – 27 April 2008

Recovery Is Alive: NA meetings are held poolside at 7:00 am, as well as in the evening when the conference adjourns, each and every day!

Registration Desk 8:00 am

First Things First:

Conference Opening and Introductions 9:00 – 10:30 am

**“Our Freedom, Our Responsibility” —
the 29th World Service Conference** 11:00 am – 12:30 pm

Lunch 12:30 – 2:00 pm

Navigating the WSC: Orientation 2:00 – 3:30 pm

HRP/EC Joint Session 4:00 – 5:30 pm

Deadline for Old Business 5:30 pm

Dinner 6:00 pm

Conference Opening and Introductions

The conference officially begins Sunday morning. With our first roll call, we will ask delegates to introduce themselves and their alternates. As we have done in years past, we will have a conference “countdown” of some kind to determine who is new to the WSC and who has been to the conference in previous years. That way, those of you who are seasoned can take note of who is new, and vice versa. If you are a conference veteran, you may want to share your experience with our fledgling attendees throughout the week, trying to help them navigate the WSC and answer their questions. We will close this session reciting the Serenity Prayer in each of the languages spoken by delegates present at the conference.



Coming Together—the 29th World Service Conference

The conference week is long, and it helps our work tremendously to take some time at the beginning of the first day to remember why we’re here. This session will focus on the conference theme, “Our Freedom, Our Responsibility,” with a goal of building community among participants.

After a general introduction to the session and some brief discussion as a full group, the first part of this session will be spent in small groups facilitated by delegates and board members. We will introduce ourselves to each other and talk about our experiences with or hopes for the conference.

For many, the conference is a life-changing event. Attending the WSC is a privilege very few NA members have the opportunity to experience. Some participants will no doubt share about some of the ways in which their attendance at past conferences has changed their lives and helped them see both their freedom and their responsibility differently.

Inspired by the sharing, we will then each write a letter to our delegate, the person who will be occupying our role (or the role we are training for, in the case of alternates), ten years from now. We all know what it feels like to be overwhelmed by a sense of gratitude, whether from our participation at the conference in the past or from something else altogether. We will close this session by taking the time to reflect on that feeling and move forward with a sense of responsibility to make sure it's available to others in the future. What do we want to tell our next delegate to help him or her be better prepared? The possibilities for the future are tied to our commitment today. What hopes do we want to share with our delegate? How are we paving the road for those delegates? Let the heart of NA speak in your letter into the future; it's "Our Freedom, Our Responsibility," and also our hopes and our dreams.

Navigating the WSC: Orientation

The orientation, while perhaps most useful for new conference participants, is important for all of us to help prepare for the week. During the orientation, we will walk through the conference week together, reviewing the agenda, the focus of specific sessions, and deadlines throughout the week. We will explain the question boxes that we use for the board forums and the Human Resource Panel session. And we will give an overview of some of the rules and procedures we use for business sessions. At this conference, we are proposing a revision to the conference rules, as you read about in the mailing of Conference Approval Track material. We will discuss some of the changes that are proposed and whether we would like to "test drive" the proposed rules as a conference before voting on them in new business.

Regardless of whether we decide to utilize the revised rules right away, we will begin to talk about the formal business sessions during this orientation, including roll calls, how not to affect the vote, and how to get recognized by the WSC Facilitator. The business sessions themselves will cover these topics in greater detail. We will also discuss nominations and elections procedures, and the HRP will be able to answer some of your questions at this session. There will be time for general questions and answers, as well, and time specifically for answering questions about expenses.

EC/HRP Joint Session: A few ideas for next cycle

In this joint conference session, the World Board and the Human Resource Panel will facilitate a discussion, following up on our previous leadership discussions—where we are today, and the direction for the upcoming conference cycle. You may remember our January 2007 *NAWS News* article, in which we talked about exploring possible changes to the system. We are glad to report that, at this time, we are not aware of any major issues with the HRP system that need to be addressed. Indeed, the system seems to be working well in identifying and forwarding qualified trusted servants, and we are not prepared to suggest any structural changes to world services. However, as we also mentioned in *NAWS News*, there is the need to further develop infrastructure on a local level first; a leadership-cultivation system begins at our foundation.

With that said, we continue to consider how we can improve and bring the most credibility to our current process. We would like to talk with participants about ways of enhancing the system, changes that would support the HRP's ability to do their job and increase the confidence of conference participants in the nominations process.

One of the enhancements that we hope to employ has worked in the past: the utilization of non-HRP members as a resource to the HRP. You may remember that during the 2000–02 conference cycle, one of the HRP members stepped down, and the HRP brought on a former HRP member to help with some of the

work. This is just one example of the possible use of non-HRP resources. Some others might include using past World Board members, regional delegates, or professionals of one sort or another. Each of these might be used for different reasons and at various points in the conference cycle. None would have a vote on the HRP; that responsibility would be restricted to the elected HRP members. The HRP guidelines allow the use of any resource that may help, but we all want to inform conference participants of our ideas so that we have an opportunity to discuss these ideas together, and ultimately we hope, secure your support.

We have not yet planned all of the details of our work during the upcoming conference cycle, but the HRP will be keeping everyone apprised of its activities. The HRP and the World Board also plan to continue holding joint discussions; at WSC 2010, they will discuss their experience with trying new ideas during the cycle and their continuing effort to improve the system. The HRP would like to begin using “outside” resources starting with inviting the outgoing HRP members to attend the first HRP meeting after the WSC to help orient new members to their work. As you may remember, the HRP will be retaining only one current HRP member. We are all optimistic that the conference will elect three new members, and we believe all HRP members will benefit from the shared and individual experiences of former HRP members as they begin the new conference cycle. As previously stated, any use of these resources would be evaluated and reported back to you regarding the value of the experience.

The HRP and the World Board have had numerous joint sessions during the current conference cycle to discuss leadership and the world service system. We expect to continue to meet together throughout the coming conference cycle, but we anticipate that our upcoming discussions will be more focused on the world service nomination and election system.

Also, in keeping each other apprised of our work, the HRP had the idea, which the board wholeheartedly supported, to possibly use past World Board members at some point in discussions about possible nominees for the board. The HRP members find their discussions and decisions about possible HRP nominees to

be rooted in practical experience, but because they do not have the experience of being a board member they are unable to bring the same experience to bear in discussion of these potential nominees. This is another idea we are suggesting as a trial for this cycle.

Another idea we think has value is to ask those service committees that forward potential candidates for consideration by the HRP (known as RBZ candidates—that is, candidates forwarded by a region, board, or zone) to include a rationale for their recommendation. We have discussed creating a series of questions for each service body to answer for the HRP when they submit an RBZ candidate. Such a template would best ensure consistency in the content and focus of the rationales. This information would help the HRP understand exactly why the body is forwarding the member, what experience or attribute they brought to the table that made them rise as a potential candidate.

Related to this, we are aware that conference participants would like more information about candidates, including a local perspective, and this approach may eventually evolve into one means to provide that additional knowledge. But for now, we’d like to try this first step for the upcoming cycle, asking regions, zones, and the board to provide reasoning why they think these forwarded members would be good world service trusted servants. Once the 2008-10 conference cycle is completed, we’ll report on the value of rationales for candidate recommendations. We will additionally consider whether this type of information is useful as part of the Candidate Profile Report given to conference participants as a part of the elections process.

Finally, we want to encourage all of those service bodies who are forwarding RBZ candidates to consider documenting their candidate selection processes and sharing them with other committees. In this way, we are confident that we can learn from each other about how this relatively new part of our elections process can work best for everyone. With that in mind, please forward to us the guidelines or other resources you use, and we will post them on the NAWS

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ftpsite. Remember, "the broader the base, the higher the point of freedom."

Deadlines

The old business deadline is at 5:30 pm.

Zonal forums who wish to meet should sign up at the staff table by the end of the day Sunday. Meeting space will be available on Wednesday night for any forum that requests it. Let us know if you need space to meet on Wednesday; also let us know if you will need time to report on Thursday.

Monday – 28 April 2008

First Things First: NA meetings are held poolside at 7:00 am, as well as in the evening when the conference adjourns, each and every day!

Fellowship Development	9:00 – 10:30 am
NA World Services Report	11:00 am – 12:30 pm
Lunch	12:30 – 2:00 pm
NAWS Report Continues	2:00 – 3:30 pm
Deadline for Nominations & Resumes	6:00 pm
HRP Report	4:00 – 6:00 pm
Dinner	6:00 – 8:00 pm
Approval Tracks for NA Material	8:00 – 9:30 pm

Fellowship Development

The fellowship development session at the conference is usually a high point of the week for many of us. We have moved it earlier in the week for this conference in the hopes that it can elevate our spirits for much of the week to come.

In this session, we will provide participants with an overview of our fellowship development activity this cycle. In our effort to realize the first point in our Vision Statement: “every addict in the world has the chance to experience our message in his or her own language and culture and find the opportunity for a new way of life,” we have participated in more than seventy events this conference cycle. That includes workshops, CAR workshops, zonal forums, conventions, and learning days. This represents an unprecedented level of activity for NAWS. We sought to more effectively and responsibly carry our message of recovery, discuss issues that affect all NA communities, create practical solutions to local challenges, and build partnerships with local members and trusted servants. Many of you have read summaries of these trips in *NAWS News*. In our efforts to support NA communities, we have held workshops in the Middle East, Russia, India, and Iran. We have facilitated worldwide workshops in the USA (Nebraska and Louisiana), France, Nepal, and Australia.

We also provided fellowship workshops in Saudi Arabia, Indonesia, Denmark, Honduras, Ecuador, Kuwait, Puerto Rico, Egypt, Mexico, Hungary, Israel, and the USA (Florida and Washington). For many, these workshops represent the first NAWS activity in their local communities in more than ten years. Additionally, we participated in multiple zonal forums, conventions, and learning day events. A complete list of travel for this cycle is provided to you in this mailing.

... every addict in the world has the chance to experience our message in his or her own language...

The focus for this activity was the discussion of local issues, the issue-discussion topics, the building of a solid service structure to support groups, and furthering our public relations efforts through cooperating with professionals and implementing the *Public Relations Handbook*. In the conference session, we will try to bring these trips to life through pictures and graphics. While we have invested an unprecedented amount of resources on fellowship development, we still have miles to go to realize the NAWS Vision Statement. We believe that we who have been given the gift of freedom have the responsibility to carry our message of recovery to all addicts seeking recovery. One of the great benefits of this activity is

bringing together members of local and neighboring NA communities, and members of NA communities who speak a common language. These connections of "one addict helping another" are a critical component of the benefit that continues once the workshop is over. We will take some time in this session to look forward to the fellowship development efforts that will be needed during the next cycle.

NAWS Report

NAWS Staff

It would not be possible for NA World Services to accomplish its work without the extraordinary efforts of our staff in the Chatsworth headquarters and our three branch offices in Canada, Europe, and Iran. Because of this, we take this opportunity at each WSC to introduce participants to the many staff members from WSO Chatsworth who are present. You have received emails from many of them, talked to others on the phone, or benefited from the "behind-the-scenes" activities in which staff regularly engages on behalf of our fellowship.

In the entire history of the WSO, we have never experienced the loss of staff that has occurred this past year; all were long-term and valued members of the staff, each having worked at the WSO for between fifteen and twenty years. We have reported all of this to you already, but knew we could not introduce our current staff without a moment to honor those we have lost.

Medallions

We received 5,739 responses to our online medallion survey. The clear preference (over 73%) seems to be for Roman numerals with our new wrap-around design, which allows more space for numbers. The finish preference indicated was not as overwhelming with approximately 55% choosing bronze. This is a finish that is less expensive and more reliable for us to produce, and so was an easy choice for NAWS. We did not put this information out with the survey because we wanted to know what members preferred, without regard to ease or expense of production. We plan to produce bronze Roman numeral medallions

beginning 1 October 2008. This is the same timing that we have scheduled for the release of the Sixth Edition Basic Text. Our price changes are scheduled to take place 1 July 2008 and we hope that the advance notice on these potential changes will create as little disruption and confusion to our distribution system as possible.

We are also considering removing the silver medallions from our inventory. Over the past fiscal year, we distributed only 850 medallions, more or less, in all of the various years available. Of these, 120 were one-year medallions; the rest were scattered through the years. With the escalating price of silver and the small demand from the fellowship, it seems time to discontinue these. We know that many of our members have a desire for some sort of specialty medallion beyond the bi-plate, so we are looking into possibly providing a tri-plate medallion. We are still researching this; we will have more information available at the conference.

Other Production and Pricing Issues

As already stated, we have several pricing changes taking effect on 1 July 2008. We provided you with advance notice of these changes last November, and we discussed these changes with US and Canadian literature customers at the NAWS Literature Distribution and Convention Workshop. We are still working on adjustments to the pricing of our PR material and we will provide you with an update on this at the conference.

The most difficult item for us to decide was how to adjust the price for the Basic Texts that we currently produce with only the first ten chapters. They are currently priced at \$5.50 compared to \$9.70 for a standard Basic Text, although our production costs for these editions are the same as or more than a "regular" Basic Text. If approved, the Sixth Edition Basic Text will be priced at \$11.00.

The Basic Texts that are only the first ten chapters were originally given a special price because they were considered an interim text until the stories were translated. While we hope that different choices will be made with the possible Sixth Edition, the reality is that there is a big difference between our vision of what these books would become and what

has actually happened. Of the seventeen languages in which the Basic Text is currently produced, eleven of them are without personal stories.

Ideally, we would move the price of these texts closer to the price of regular Basic Texts. This pricing change would really only affect North America and Western Europe. We have special pricing arrangements for Central and South America and Asia, and we provide free literature throughout Eastern Europe, the Middle East, and Africa, with the exception of Iran. Most of these communities contribute what they can to offset the cost of their literature, but those arrangements are based on discussions with each community.

NAWS Publications



At the present time, we distribute the following periodicals by subscription through mail and email. The majority are also available online at www.na.org and the number of people who accessed these periodicals through the website in January 2008 is reflected in the summary below:

NAWS News

- 1,270 by mailing, and 2,613 online
- 3,456 English, 62 French, 131 Portuguese, 30 German and 204 Spanish

There were also over 1,600 visitors who downloaded the January *NAWS News* with over 3,500 visitors to this area in the same period.

Reaching Out

- 10,834 by mailing, and 394 online

Meeting by Mail

- 706 by mailing only

The NA Way Magazine

- 41,226 by mailing, and 8,134 online
- 43,996 English, 482 French, 1,624 Portuguese, 293 German, and 2,965 Spanish
- We also sold over 17,000 copies of the January *NA Way* in Farsi.

There were also 2,200 visitors with 16,000 downloads of *The NA Way* in January with over 5,300 visitors to *The NA Way* area in the same period.

2008 Conference Agenda Report

We distributed 764 copies for free and sold 4,158 copies. There were 15,412 views or downloads of the CAR in December, 9,702 in January, and 8,603 in February.

We also distribute the *Conference Report* once each cycle and the *NAWS Annual Report* once each year. This amount of activity keeps the staff very busy!

New Website for www.na.org



We will be providing participants with a preview of the redesign of www.na.org. This is a

major project that will go live before the end of the year. We are not only speaking of a cosmetic facelift of the website, but a complete restructuring of the functionality of a site that encompasses six different domains and ten servers. Some of the major improvements we are looking forward to include:

Single-login for all areas of the website

Eliminates the current need to have multiple usernames/logins to access subscriptions, register for World Conventions and other NAWS events, listing local events, contribute to NA World Services, sign up for the World Pool, or access member-only areas such as the CAT and approval literature, etc. We hope to include the various bulletin boards, discussion areas, and FTP functionality in this single-login procedure.

Improved meeting search

We have long wanted the ability to present local phonline and website information along with local meeting information, but we have not been able to do that for a variety of reasons. It is our intent to present as much local contact information as we have available whenever a visitor enters their search criteria. We process over 60,000 searches each month on our meeting locator, even though we know that the information we have is not uniformly up-to-date. We hope that this local information will assist

and encourage people who are searching for NA meetings to check the information with the local website or helpline.

Improved and simplified navigation

All content on the na.org website will be accessible through three major portals: "Information about NA," "Services for Members," and "Find a Meeting." All existing and new web pages and features are being included in these areas. All pages will lead back to the main page (na.org) and will include standard links such as home, contact, search, site map, etc.

Improved search feature

Most of our web pages are in Adobe PDF format, so we need to implement a search tool that can scan PDF files and have them be included in a comprehensive search feature.

"What's New" button on each page

Our website is very dynamic, meaning that new information is added almost daily, so we need to have a button that visitors can press that will show what new files or web pages have been added during the last thirty days, along with a brief description of each.

Better handling of forms, surveys, and other interactive features

The existing website has been built on the original design that is over twelve-years old. It employs web technology that was available in the mid- to late 1990s. We have not been able to seamlessly integrate the ability to handle online forms, surveys, etc., into the website's operations. Instead, we use stand-alone applications, many of which use different back-end technologies and do not work or communicate well with each other, or work flawlessly. The new website will have all interactive functions built in from the start, using the technology that has proven the most reliable and stable over the past three to five years.

All functionality will be brought in-house

Over the past twelve years, we have contracted with various web hosts in an effort to maximize value with the highest level of functionality, leaving us now where we span multiple domains. By upgrading our in-house server and connectivity infrastructure,

we are prepared to host everything in Chatsworth, only using an external host to mirror all existing information to ensure that, in case of a problem, we can be back online as soon as possible.

To do this massive redesign/upgrade involves significant changes/upgrades to other software, such as our major databases and accounting software. We are certain that the new website, with full functionality, will be launched prior to the end of the year. We are very much aware that many local websites have links to a variety of pages on our website, so one of the steps we intend to take is to send every webmaster a copy of our site map in advance of our launch to help prepare for the new website.

Some of our current web activity is summarized below:

Ten most popular pages/areas on na.org website during month of February 2008:	
Webpage	Number of Visits in February 2008
Meeting Search	62,022
Regional and Area Links	18,359
Facts about NA	17,717
NA Recovery Literature	14,017
NA events around the world	10,556
Contact Information	7,986
Service materials and handbooks	5,935
Phonelines	5,838
Product Listings	5,704
Online Literature Sales Entrance	5,378

Most popular downloads (PDF files):

- *A Guide to Local Services* – 2,464 visits
- *Basic Text* – 2,347 visits (many visitors returning between 15 and 20 times each)
- *PR Handbook* – 1,620 visits
- *NAWS News* – 1,508
- *CAR 2008* – 1,300

Local Resource Area:

This area was launched in September 2006. We average approximately 1,500 downloads each month from this site. Please share your information, guidelines, and experience with others!

There is a session this evening on the "Approval Tracks for NA Material." We plan to discuss the issue of service pamphlets in this session as well as in both the old and new business sessions. It is our hope that you will hold your questions and ideas on this topic for one of these sessions or one of the World Board forums. The projects, ideas, and financial issues will be covered in the budget session on Tuesday. The two NAWS reporting sessions are our opportunity to cover a portion of the vast amount of activity that we do on your behalf between conferences. We will open the end of each session for your questions about the material presented in these sessions.

Deadlines

The nominations deadline is at 6:00 pm today.

NAWS Report Continued:

WSC Seating and Moratorium

We have reported continually throughout this conference cycle, and most recently in the Conference Approval Track, our recommendation to offer a moratorium on the seating of regions that have split from an existing region until after WSC 2012 (two conference cycles), and to suspend use of a seating workgroup during that time. We hope to use that time to frame discussions about the future of seating at the WSC for WSC 2010, and to ultimately present an alternative policy to WSC 2012. We have reported this intent to you for about a year, and we have had little feedback from delegates.

We believe that, during this interim period, regions that have split from an existing region for local service purposes can have their voice heard at the WSC from the delegate of their former region. The purpose of the current seating criteria for the WSC was to curtail the growth of seating regions that result from a regional split. While this

was originally intended primarily for the USA, it no longer applies only to that portion of our fellowship. The current conference policy, which can be found in A Guide to World Services in Narcotics Anonymous, (pg. 23) has proved inadequate to meet its intended purpose. We believe that it will take two conference cycles for us to come to a thoughtful and productive solution that will serve both the fellowship and the future needs of the WSC. This is an issue with which the WSC has a long history, one it has discussed often. Unframed discussions about this topic have brought no resolution. In fact, even with framing by the Transition Group in 1997 and 1998, there was nothing close to consensus. We are hopeful that the discussions resulting from the service system project in the upcoming conference cycle will help to provide direction to us all as we consider this subject.

We believe that is important to continue to evaluate and present regions that have not been represented at the WSC previously. Our moratorium would call for these recommendations to come from the World Board, consistent with current practice. We are offering Egypt, El Salvador, Nepal, Nicaragua, and Poland for WSC seating at this conference. These regions represent NA communities who are growing and developing throughout the world. We believe these communities will contribute to the global vision of a World Service Conference.

In keeping with what we have previously reported, we are not bringing to this conference any of the delegates from the regions we are recommending to WSC 2008 for seating. We thought that having a discussion on our recommendation would be the priority and provide direction to us for future conferences. We hope that the conference will support bringing delegates from proposed regions to the conference as non-voting participants in the future. Both Western Russia and South Africa found it helpful at WSC 2006 to get a sense and feel for the conference before they were in a position to vote. This was a common practice in the old WSC system before 1998. With your concurrence, we will be resuming this practice at the next conference.

Literature and Sponsorship

Sponsorship

In our review and evaluation of responses to “What is it about the *Sponsorship* book that members are finding useful or not useful”, we learned that our members appear evenly divided between those who desired a more pragmatic, “how-to” approach and those who appreciated the diversity of experiences illustrated within the book. Those who found the experiences beneficial commented that the book reflected tangible life situations and helped to open their minds to other ways to sponsor. Additionally, there were many respondents (third highest category) with ambivalent responses such as “unsure,” “don’t know,” as well as those who haven’t read the book and those who had no response because the book wasn’t translated into their language.

The responses to this question did not provide us with any definitive direction, but it did give us some ideas about how to make this book more useful to our members. One idea was to provide an easier way for members to look for ideas and specific experience in the book, which might be helped with the addition of an index. With an index, members could find their topic of interest and read those pages in the book. Many survey and workshop respondents said that the lack of an index made the book less useful.

Some of the ideas expressed will help us in other literature projects, such as the proposed book about life in recovery.

The layout of the book and the amount of personal experience seemed challenging for many of our members. The rather equal response of those wanting more experience, and those who disagreed with something in the experience that is included in the *Sponsorship* book, is more troubling. We all seem to value the sharing of experience, strength, and hope most—but we seem to value it only if we agree with (or at least do not object to) the experience that is offered. With a growing, diverse, global fellowship, finding just one approach that will work for everyone to almost anything is difficult. It was one of the reasons why the workgroup

for the *Sponsorship* book offered so much personal experience: to demonstrate and reflect the variety of experiences in our fellowship. This diversity is difficult to express in a “how-to” book.

We will continue to examine all the responses for why members did and did not find the *Sponsorship* book useful as we create new pieces of recovery literature. Many of us have heard that “the largest room in the world is the room for improvement,” and we invite you to share the ideas you have heard while workshopping this issue from the 2008 CAR.

Targeted Literature

As we all know, our first new pieces of targeted literature are up for approval at this conference. We believe this literature will help to attract younger members to recovery, assist these members with explaining the NA program of recovery to their parents or guardians, and aid with the identification process: Youth belong in NA; they have earned their seats in our meetings, just like other addicts.

In our desire to identify the next piece of targeted literature to develop, we posed the question online and in the *Conference Agenda Report*. Even though we had diverse feedback with a targeted topic piece, only nine percent of those who responded online did not support the idea of targeted literature at all. In CAR workshop feedback, there was a small percentage of respondents that either did not support targeted literature in particular or felt that no additional literature in general needs to be developed.

The overwhelming majority of respondents had ideas for targeted literature; with no one piece receiving a clear majority from respondents. This may stem from how we identified pieces that we perceived important to members. For example, there were several ways in which members identified topics that pertained to medication and illness, such as “mental health, medication, and recovery,” “methadone,” and *In Times of Illness*. Since our proposed project plan for *In Times of Illness* is a revision to the existing piece, we envision those various identified sub-topics will be included in the revision.

When we reviewed additional topics that members desired, such as “family,” “relationships,” and “long-term recovery,” we realized that those topics are identified for inclusion in our proposed book-length piece, which is to focus on our experiences in living daily life as recovering addicts. The remainder of the survey and workshop responses indicated preferences for targeted pieces for professionals, ethnicity, gay/lesbian, and disabilities. The single largest response for a new targeted piece of literature was for one directed to older members coming into recovery.

Basic Text Index

As we attended CAR workshops, one of the areas where we heard the most questions is the proposed revision to the Basic Text index. Our intention in making the motion to revise the index was to create an index that is more usable for our members, potential members, and anyone else reading the book. Our current index in the Fifth Edition is, in most places, just a listing of every place a word occurs, with no way to distinguish among the different entries. In other places, an index entry doesn’t even list all of the times a word occurs. The word “experience,” for example, and the word “inventory” each

have only one page listed in the index. We don’t have a record of how the index for the Basic Text was created, and even after extensively examining that index, we can’t work out the logic that governs it. We hope a revised index will be both easier to navigate, providing a better “map” for the book, and have a more obvious logic to it.

The biggest difference between the revised index and the existing index is the presence of subheadings. A main word like “acceptance” will be listed, and it will also have subheadings such as “of addiction,” “in NA,” and “of ourselves.” We hope this will help people more easily find the places in the text they are looking for. We are still listing almost every time a word occurs, as was the general rule in the existing index, but the subheadings will help to break up and better define these lists of occurrences.

We are currently working on putting the index together, and we have included a sample of it with this Conference Report. The cover memo for that sample has more information about the process we used to create the index. We should be able to distribute the entire draft to conference participants at the WSC.

HRP Report

Greetings from the Human Resource Panel. This has been a busy conference cycle for us in many ways. From our first meeting in August 2006, we have been working hard to identify the most highly qualified candidates available so that conference participants can choose new trusted servants at the 2008 World Service Conference. In addition to our work on nominations, we were again able to participate in leadership development discussions with the World Board throughout the conference cycle. This is representative of the continuing cooperative working relationship we enjoy with the World Board. We appreciate the board's interest in our participation, and we look forward to continuing to consider how we improve upon the way we identify and select leaders in NA. It is helpful to note that there is common agreement among the board and the HRP that things are working very well in many areas of our process. With that said, we are always open to hear about any ideas that would enhance the system.

As a reminder, there are four World Board positions, three Human Resource Panel positions, and two co-facilitator positions open at the upcoming WSC. The HRP nominations that resulted from our nomination process are listed below. Each of these nominees has been thoroughly evaluated through the HRP process. As most of you are aware, the HRP process allows us to consider a wide range of skills, abilities, and experience that our collective experience has shown are needed to successfully fulfill each position. We are confident in the preparedness of each nominee to serve, and we hope you will be confident in voting for each nominee.

World Board		
Name	Region	RBZ Source, if any
Bob G	Florida Region	Florida Region / Southeast Zonal Forum
Greg W	Arizona Region	Arizona Region
Jim B	Chicagoland Region	World Board
Junior G	Brazil Region	World Board
Peter H	UK Region	European Delegates Meeting
Pierrot G	Quebec Region	
Human Resource Panel		
Name	Region	RBZ Source, if any
Jeff B	Wisconsin Region	
Margaret H-M	Tejas Bluebonnet Region	Tejas Bluebonnet Region
Paul F	UK Region	
Valerie D	Carolina Region	
Wesley K	Upper Midwest Region	Upper Midwest Region

Cofacilitators		
Name	Region	RBZ Source, if any
Jack H	Washington/Northern Idaho Region	Washington/Northern Idaho Region
Jimi S	Chesapeake & Potomac Region	
Jimmy Lee P	Northern California Region	
Ross M	Ontario Region	Canadian Assembly

It is important to note that this list may be published before all nominees have had the opportunity to respond to our request for final confirmation of their willingness to be nominated at the WSC. If anyone on the list chooses to decline nomination by the HRP, their name will not be on the ballot.

The HRP Nominating Process

As a reminder, the deadline for submitting World Pool Information Forms for possible nomination at WSC 2008 was 31 August 2007. In September, we began the process of selecting nominees by sending out letters to all those pool members who met the clean-time qualifications. A minimum of eight years clean is required for Human Resource Panel and WSC Cofacilitator positions, and a minimum of ten years clean is required for membership on the World Board.

A total of 601 letters sent in mid-September asked that a response of interest be sent to the WSO by 22 October. Those initial packets contained a description of the duties and responsibilities of an HRP member, WSC Cofacilitator, and World Board member. They also offered a final chance for potential candidates to update their WPIFs.

In early November, we began the process of considering potential nominees from among the seventy-nine candidates who had returned letters of interest to us. All of those candidates were evaluated through a blind screening process, using information from their WPIFs along with a listing of their service history and responses to a series of questions posed by the HRP. In early December, after thoroughly considering and scoring all potential candidates, the HRP made a selection of twenty-six individuals to continue in the process. We then sent letters to everyone who was a part of the blind screening, reporting their status in the nomination process.

Concurrent with the process described above, the HRP facilitated the opportunity for regions, zones, and the World Board to forward candidates for consideration after our initial blind-screening process. The deadline for these RBZ (region, board, and zone) submissions was 31 October 2007. We received twenty-seven submissions identifying twenty-four potential candidates.

In mid-January, we began candidate and reference interviews. This part of the nomination process required that the candidates and their references take time from their busy schedules to respond to a series of telephone interview questions. We thank everyone who was involved for their time and flexibility in this part of the process.

After all interviews were completed and scored, the HRP came together for our March meeting, where the final list of nominees was selected. The result of that work is the list of nominees above. You will notice that our list of nominees includes the RBZ source, if any. If a nominee had more than one RBZ source, all were listed. Nominees without an RBZ source were introduced to the HRP through the World Pool, which is also an excellent source of identifying those who are

2008 Conference Report

interested in being NAWS trusted servants. Regardless of their source, we are confident that all of the nominees we have identified would make excellent trusted servants.

We understand that all of this information about our process can be a bit challenging to digest, especially for new RDs and alternates. With that in mind, we encourage everyone to attend the HRP session at the WSC. We look forward to presenting this information—and more—to you in support of your ability to make the most informed choices when voting.

WSC 2006 motions

While we have previously reported on the disposition of the WSC 2006 motions, we thought we would offer a brief review for those who may want a reminder. Below are the three motions that included the HRP, along with a report on each.

It was M/S/C by 2/3 majority Toby G (RD, Spain)/Debbie E (AD, Show-Me), Motion #29:

To direct the HRP and the World Board to create a simple one to two page form for the World Pool. This form would be used for the workshops, workgroups, and other activities. It would be easily translated and used by those not interested in seeking nomination to a WSC elected position.

As you may know, the HRP and the World Board were able to create and implement a two-page form earlier in the conference cycle, as directed by the WSC. Further, this new form replaced the previous four-page form not only for workgroups and such, but for all NAWS activities, including those interested in seeking nomination to a WSC-elected position. We believe this replacement has been a success, as it asks members to forward only the necessary introductory information for entrance into the World Pool, regardless of their intentions.

It was M/S/Committed to HRP Dale W (RD, Georgia)/Richard S (RD, Mountaineer) Motion #35:

That any nominee for a WSC position be endorsed in writing by an RSC. During the reference interview phase a letter will be sent to the RSC listed on the candidate's World Pool Information Form requesting a written recommendation. In the case where no RSC exists then the candidate will reference their ASC.

In considering the spirit of the above committed motion, attempting to gain a local service perspective of the candidate, we began to discuss how to apply various ideas, including but not limited to the approach in the committed motion. We were challenged to find a way that would ensure a process based on consistency, confidentiality, integrity, and group conscience. We wanted to be certain that we did not create a process that implied a level of value that just could not be ensured. In the end, we were able to implement one of our ideas this cycle. We asked all potential nominees to forward only references with whom they had served within the past five years. This did seem to provide a valuable perspective for us as we considered whom to forward for nomination. We recognize that there is more work to be done here, and we intend to continue to consider ways in which to assess a member's local service history as a part of our selection process.

It was M/S/Committed to HRP John F (RD, Panama)/Cesar G (RD, Guatemala), Motion #37:

That the Human Resource Panel present to this conference the evaluation criteria, grading or weighing that were used in order to select the candidates that qualify in order to be able to be eligible as members of the World Board and Human Resource Panel and that the candidates are informed in a prudent way the reason why they were not selected for the final list.

We have considered the interest in the details of our process, and we are preparing to conduct a presentation at WSC 2008 that will provide all participants with a complete picture of nominations, including questions, scoring, and the evaluation process. In this way, we hope that participants will have the highest level of confidence when selecting HRP nominees to serve. But it is important to remember that we will not make available the details of any individual's scores. As we have said, we believe there is no reasonable way to do that and still maintain the confidentiality required for a successful nominations process. We hope all interested conference participants will attend the HRP session.

The World Pool

We want to take this opportunity to once again thank everyone who has made themselves available for service by entering the pool. There are currently 934 members in the World Pool. As reported, and in harmony with the policy offered in *A Guide to World Services*, we contacted any World Pool member whose information was three years old or more, asking them to update their information with us. Any members who did not respond were removed from the pool. This resulted in a slight reduction in pool membership.

In closing

As you know, we have also revised our external guidelines. We believe these revisions best reflect the current practices of the HRP and will be a meaningful resource for guidance in the future. While we have not had any feedback on our draft, we are hopeful that the conference will agree with our recommendations.

Independent of the HRP's process and in accordance with procedures contained in *A Guide to World Services*, seated regions can forward nominations at the World Service Conference. We remind anyone considering a regional nomination that a completed WPIF must be submitted at the WSC along with a signed regional nomination form. Regional nominees also have the ability to respond to the same questions that the HRP nominees answered, which will be included in each nominee's Candidate Profile Report. The WPIF can be found on the NAWS website, and the regional nomination form and additional list of questions is included in this report.

As in the past, we continue to look for ways to improve the nominations process, and we have seen the results of some of those improvements during the current conference cycle. As always, we are devoted to managing the HRP process in a way that maintains its integrity. This, of course, includes being flexible and open to feedback that will enhance that process. We welcome any thoughts you have. We encourage you to forward them to the HRP at hrp@na.org or by post c/o NAWS. Finally, we look forward to seeing everyone at the World Service Conference.

Approval Tracks for NA Material

By now, you all have had some time to review the draft service pamphlets sent out with the Conference Approval Track material as well as read and think about the ideas in the cover memo that came along with them. This session of the conference will focus on the issues we began to discuss in that cover memo. We will give a thumbnail refresher on the history of the service pamphlets and mention briefly the issues we hope to address in this session below, but the memo distributed in January covers the material in greater depth, and we encourage you to review it in preparation for this session. We have included it as an appendix to this *Conference Report* for easy reference (see page 59).

To refresh your memory: At WSC 2006, a motion was passed “to allow the World Board to develop and approve service-related information pamphlets and tools for distribution to the fellowship.” This motion was not made by the board and was not a process that we had thoroughly thought through prior to its adoption. It came about as the result of several discussions in which we participated throughout the conference week. We were supportive of its intent: to provide our members with information in a more timely fashion.

Using already published materials such as *The Group Booklet* as well as feedback from issue discussion topics, communications with local service bodies, and other resources as source material, the board developed a number of service pamphlets last year. Copies were distributed to conference participants and regions, disseminated at the world convention, and introduced into the inventory. After hearing criticism of one pamphlet, *An Introduction to NA Meetings*, largely because of the inclusion of a definition of “clean” in a list of terms in the pamphlet, the board decided to discontinue distribution of that piece pending further discussion.

That pamphlet, *An Introduction to NA Meetings*, with the term in question deleted and a bullet point on medication added, was one of the four pieces distributed to you in the January mailing. As the cover memo explained, we felt it was a good piece to use when discussing the subject of service pamphlets in general—just what exactly determines that a piece is a “service pamphlet” or that it falls under the “board approved” umbrella? Those are the questions we hope to discuss in this session.

When we began to write policy to conform to the motion passed at WSC 2006, we found that our existing policy was none too clear. *A Guide to World Services in NA* currently distinguishes between service material and recovery literature, explaining the development and approval processes for each, but these descriptions are not very clear. As we tried to develop a policy to propose that included the new category of material and made it easier to understand the distinctions between the three categories—fellowship-approved, conference-approved, and board-approved—we realized that we needed to have a bigger discussion, as a conference, about these broad categories.

What do we mean when we say something is “service material” as opposed to “recovery literature”? What exactly should fall under the board approval process, and what should be approved by the conference or the fellowship as a whole? Our approval processes and policies have developed in a piecemeal fashion, and we hope to reexamine the broader issues together in this session so that we can ensure that any policy we pass reflects our collective thinking on these issues.

We will begin this session by quickly brainstorming the attributes of service versus recovery literature, and then we will move into a brief small-group exercise to see how easy (or difficult) it is to put those definitions into practice. Talking together about these small-group discussions should make it clear that we face quite a dilemma in trying to codify these categories.

We would like to spend the last half of this session discussing where to go from here. We have presented a proposed revision to the policy in GWSNA as part of the CAT material. We think the proposed policy makes sense, but we also realize that this session may raise useful ideas about how to enhance or improve that policy. If so, we may want to continue this discussion in the new business discussion session.

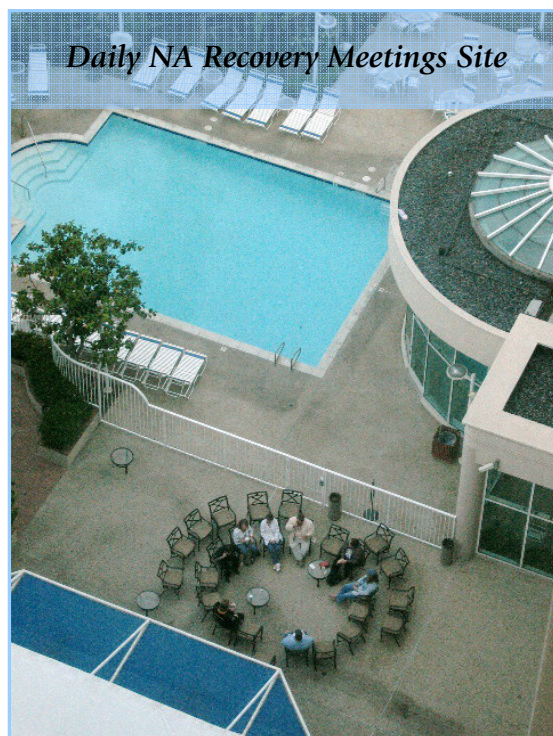
In general, we want to get your ideas about how to improve the process.

The flexibility of the development process is clearly an improvement when we think about, for instance, the Area Planning Tool. The last conference approved the APT and ensured, through a motion, that it be adaptable and revisable by the World Board. We asked in the 2008 *Conference Agenda Report* how we could improve that tool, and you very clearly told us we need to simplify it. The board approval process gives us the ability to implement your suggestions about the APT in the course of the next conference cycle and release a revised version when it is ready.

Similarly, you let us know, through your input on the CAR questions, that you would like us to add the Strong Home Groups worksheet to *The Group Booklet* or *A Guide to Local Services in NA*. How would such an addition/revision best fit into our development and approval processes?

Over the course of the last conference cycle, we have implemented the shared resource area of our website, where local service bodies and committees can upload the tools, guidelines, and other resources they have developed, so that other members and service bodies can have access to them. We consider the shared resource area a great success. We haven't had a single complaint, and it seems that members and service bodies are using this resource and referring others to it with increasing frequency. These are understood to be tools that a group or committee or workgroup can use if they help, and ignore if they do not. Yet that "take what you like and leave the rest" mentality does not seem to prevail when NAWS develops service pamphlets. This same shared experience becomes a problem for some. On the other hand, we have heard a great deal of praise and many "thank you's" for beginning to release service pamphlets that deal with some of the challenges our groups face. Is there a way in which we can improve the process so that more of our members are comfortable with this new means of sharing with each other our best practices, ideas, and reflections on service?

We expect that some of you may be coming to the conference with ideas about how to improve the "product," not just the process—that is, you may be coming with specific input on the draft pamphlets we sent out to you in January. If so, you can turn the input in at the staff table at the conference. If we proceed with the development of these pieces, we will gratefully take your input into account.



Tuesday – 29 April 2008

Just for Today: NA meetings are held poolside at 7:00 am, as well as in the evening when the conference adjourns, each and every day!

World Board Open Forum	9:00 am – 12:30 pm
Lunch / Women's Luncheon	12:30 – 2:30 pm
WSC 2008 Opening Business Session— Discussion of Old Business Motions	2:30 – 4:00 pm
Old Business for WSC 2008	4:00 – 6:00 pm
Dinner	6:00 – 8:00 pm
The NAWS Budget and Project Plans	8:00 – 10:00 pm

World Board Open Forum

We have scheduled the first World Board forum of the conference week for Tuesday morning to give us a chance to discuss old business with conference participants and answer any questions you may have. We have given our recommendation on the motions in the *CAR*, but this session allows us to share our thoughts about amendments and hear your comments and questions.

We will also discuss the index, about which we know many of you wanted more information. You should receive a sample of the draft index along with this mailing, and this session is the most opportune time to ask any questions that may draft raise.

Those of you who have been to conferences in the past know that most of the time in these board open forums is devoted to your questions and comments. Last conference we tried something new: we instituted a question box where you could write down your questions in advance of the session. We categorized the questions as best we could and organized the open forum sessions with those categories. Having question boxes seemed to work really well. Participants who were somewhat more shy were able to ask their questions without feeling intimidated, and having all of the questions read and categorized before the session gave board members a clearer idea of the topics participants most wanted to focus on. We will continue using the question boxes this year—everyone seemed to like the

innovation—but as opposed to the organization of this session at the last conference, we will ask that new questions from the floor be handed in to the staff in the pit to be added to the existing list of questions. At WSC 2006, we took questions from the floor in each category after answering those from the question box, and as a result some issues never got discussed at all and many questions went unanswered. We got your input about there not being enough time for questions, and we that hope holding off on questions from the floor until the end of the session, when we have answered all of the questions on the list, will help. We are always trying to improve these sessions.

Women's Luncheon

This event has become a tradition for many of the women participants at the conference. This is a ticketed event, and you can purchase tickets at the onsite office.

Old Business/Discussion Session

The proposed revision to *A Guide to World Services in NA* gives a good outline of the way our business sessions currently function at the conference. We begin both old and new business with a discussion session where we can talk about the motions and amendments without being bound by the strictures of formal parliamentary procedure. Generally we discuss motions by topic and then take straw polls to get a sense of the body. These discussions and straw polls help the business sessions themselves run much more smoothly. They can

give the conference a sense of the relative amount of support the body is showing for a particular motion. They can also disclose concerns the body may have about a motion before formal voting takes place.

In the old business session, the body will vote on whether to use the proposed rules that were included as part of the CAT material for the remainder of this conference before they are voted on in new business for use by future conferences. As we mentioned in the orientation session, we are suggesting that the conference “test drive” these new rules during the old business session to get a sense of how they work in practice before having to vote on them. If the conference chooses not to do this, we will use our existing WSC Rules of Order.

The business session itself will begin with a roll call. Under the current rules of order, we need to begin with a roll call to establish voting majorities; under the proposed rules we would simply take a roll call to record who is present for the session. Voting majorities are determined by the number of people participating in the vote on any given motion. This allows delegates to choose not to affect a vote in any way, if that is their wish. This is just one way that the proposed rules differ and we hope are simpler and easier to use than our current rules.

At the start of this session, we will adopt the minutes from WSC 2006, which are included with this mailing. Throughout, Don Cameron, our parliamentarian, will assist our facilitator, Jimi S with the business session.

Presentation and Discussion of Budget/Project Plans

After dinner we will talk about the budget and project plans for the 2008–10 cycle, which we will vote on Thursday morning. This session will begin with a presentation about the budget, and then allow for questions and answers. We will also review monies spent against the approved budget during the 2006–08 cycle, including an overview of WCNA-32.

As many (we hope most) of you know, over the course of the past decade, we have made a fundamental shift in world services to becoming a plan-oriented organization. At the past two conferences, we held a session devoted entirely to the NAWS Strategic Plan, to introduce the plan to delegates and collect thoughts about the main areas the plan covers. After taking such an approach for two conferences, we have come to realize that we need to adapt the plan to make it a more “user friendly” document and one we can absorb and discuss more easily. (Does this sound familiar? We have received the same kind of input about the Area Planning Tool and the Building Strong Home Groups worksheet. At least we are consistent!) We are not devoting an entire session at this conference to the plan. References to the plan will occur throughout the conference, but we will not try to wade through it all at once in one session. We will talk briefly about the strategic plan in this session, since the plan gives rise to the projects.

The strategic plan is focused on five main areas (we call them “key result areas”): Communication, Fellowship Support, Recovery Literature, Leadership, and Resources. During each conference cycle, we talk about the changes we would like to see in these areas (those changes are our “objectives”) when we ask ourselves how we can achieve those goals, the projects are part of the answer. Sometimes an objective carries over from conference cycle to conference cycle; there are usually far more objectives than we could achieve in two years’ time.

The projects proposed for the next cycle are outlined in the Conference Approval Track material. They include the Business Plan Workgroup & Self-Support IPs, Consensus-Based Decision Making at the WSC, Fellowship Issue Discussions, Public Relations, Service System, Targeted Literature, Workshops, Living Clean—The Journey Continues, Leadership Orientation Material, and Service Material. The following page lists the objectives in our plan and gives a sense of which projects are related to each objective.

2008-2010 NAWS Strategic Plan Objectives & Project Plans

Communication

Objective 1: Identify, frame, and better facilitate a dialog around current issues with members and other components of the service structure, to help them apply NA principles locally.

↳ Fellowship Issue Discussions

Objective 2: Improve the effectiveness and efficiency of world service communication, using techniques and technology that will resonate with diverse audiences.

↳ Fellowship Issue Discussions

Objective 3: Enhance perception of NA as a credible program of recovery through implementation of a PR strategy and strengthening of targeted relationships.

↳ Public Relations

Fellowship Support

Objective 4: Revitalize the service structure by introducing relevant ideas and tools that stimulate change and increase effectiveness.

↳ Service System; ↳ Service Material

Objective 5: Help build and sustain all NA communities—emerging and established—recognizing their differing levels of development and need.

↳ Business Plan; ↳ Workshops; ↳ Service Material

Recovery Literature

Objective 6: Make the NA message available and relevant to a widely diverse membership and potential membership.

↳ Targeted Literature; ↳ Living Clean

Objective 7: Meet the targeted and mainstream literature needs of the fellowship, and adjust the literature development process.

↳ Living Clean

Leadership

Objective 8: Build ownership and a sense of collective responsibility for a global NA vision through better understanding and acceptance of the role each individual and each component of the service structure has in realizing it.

↳ Business Plan; ↳ Service System

Objective 9: Cultivate, encourage, and nurture development of leadership potential in all members, including those who will take on roles within the service structure.

↳ Service System; ↳ Leadership Orientation Material

Objective 10: Continue to improve the effectiveness of the World Board as a strategic leadership body.

Resources

Objective 11: Ensure the long-term financial stability of NAWS, and the reliability of the income stream, in order to carry out priorities and service.

↳ Business Plan

Objective 12: Raise awareness and a sense of responsibility on the part of the fellowship to adequately fund the cost of services, throughout NA, including NAWS.

↳ Business Plan

Objective 13: Build and align the focus and capacity of staff to support identified priorities.

The Consensus-Based Decision Making plan is included along with the others in case the conference does not accept the proposed additions to *A Guide to World Services in NA* describing CBDM that are offered in the CAT material. We actually hope that there will be no need for this project. In contrast, we anticipate that both the Service System and the Living Clean projects will take more than one conference cycle to complete. Living Clean, by the way, is simply a working title for what would be a book-length piece about living life on life's terms in ongoing recovery.

As we report in the project plans, the first item we plan to approach under the Targeted Literature plan is a revision of *In Times of Illness*. As you know, we asked a question about targeted literature in the 2008 CAR (and the 2006 CAR as well, actually). Issues related to illness were among the most frequent responses when we asked you what you wanted to see next in terms of targeted literature. The workshop sessions on medication that we have held for the past two cycles repeatedly indicated that the existing material in *In Times of Illness* is fine, but incomplete and dated, when it comes to this issue. Other responses that came up again and again include targeting literature to older people in recovery; long-term members; gay, lesbian, and bisexual members; and professionals. Other members focused on the particular subject matter they would like to see addressed—family, relationships, or service, for instance. While we may not have immediate plans to produce another piece of targeted literature (at least, not during this cycle), we do expect that some of the projects outlined in the CAT material, especially the book-length piece we are proposing, will cover a range of topics and may go a long way toward satisfying some of the needs expressed in the CAR input.

Some of the work outlined in the project plans—for instance, the Fellowship Issue Discussions and the Workshops plans—have

become part of what we call our “essential” or “carry over” work, which points to another dilemma we have with our strategic planning process. Because the plan covers areas in which we are seeking change, the “routine” or “essential” services that comprise the vast majority of our work are not covered by the plan. Each conference cycle, it seems that more and more things fall under this category of “essential” services. Not very long ago, there was no such thing as a Worldwide Workshop, for instance. Now we are planning for up to six such workshops in the upcoming conference cycle, and dozens of fellowship workshops that could easily be called Worldwide Workshops, and such work is considered “essential services.” Similarly, we have done more work every cycle to disseminate the issue discussion topic questions, help facilitate and provide tools for facilitating workshops on the IDTs, and gather input and report it back to the fellowship. Every conference cycle we set the bar a bit higher for our work with the IDTs. This has become an essential service—and at

the same time, we need to take on some of the work that drives change. We don't expect to solve this dilemma at this conference by any means, but we do want to let you know some of the challenges that we are confronting with

the planning process even as we continue to find it a productive way to organize our work and establish our priorities for the conference cycle.

In this session, we will give a brief overview of the strategic plan to provide some context for the project plans being presented. We will explain each of these project plans briefly, give an overview of the budget, then answer as many questions as we can about the material.

WE NEED YOUR HELP:

Please let us know which local members from your communities you think might be valuable workgroup members for particular projects. You can give us your ideas at the conference or email worldboard@na.org. You know your local members better than we can. Share your shining stars with us!

2006-08 NAWS Budget and Finances



Our financial experience over the last cycle has been both predictable and somewhat surprising. First, as expected, we did see some downturn in Basic Text sales, and will likely see more if the Sixth Edition is approved at the upcoming WSC, but the current sales downturn has not had the impact on income it could have had. Overall literature sales were in excess of budget by approximately \$600,000 through the first sixteen months of the cycle. Additionally, as we indicated at the last WSC, we were going to try some new approaches to meeting the fellowship's growing requests for World Services' involvement in local events and fellowship development. Thankfully, through the first sixteen months of the cycle, we had the resources to do so. We will provide more detail on this cycle's fellowship development activities, as well as the most current financial report for this cycle, at the conference. Fellowship contributions were also slightly ahead of budget expectations, and that seems to be developing as a continuing trend.

WCNA-32

The single largest surprise in this cycle was the poor attendance at WCNA-32 and the resultant financial loss. Overall, we took in \$1,468,000 in total income when we were originally expecting \$3,032,000 in the 2006–2008 NAWS Budget. We had numerous changes to the WCNA-32 budget since it was adopted in April 2006. With our adjustments to the budget in June 2007 we were able to reduce expense by approximately \$263,000 which resulted in a loss to NAWS for WCNA-32 of \$596,000.

In planning for this event, no one would have predicted that it was possible to have fewer than 10,000 people at the main meeting on Saturday night at a world convention in the USA. Actually, there were about 9,400 people in attendance, which was approximately 8,500 fewer people than our past experience

had led us to anticipate. Our paid registration only ended up to be approximately 8,434 which with the addition of newcomer packages brought the total registered to about 9,000. This means that almost everyone in attendance Saturday night was registered.

The world convention has operated on a "break even" financial planning philosophy for some time. That means that the event is not planned to generate a large fiscal surplus. The World Convention does sometimes generate income, but the NAWS budget is not dependent on it. This break even philosophy left us vulnerable to the drastic reduction in the number of attendees and registrants. We had received criticism for being unprepared for the number of onsite registrants at WCNA-32 in Hawaii and had made accommodations for WCNA-33 to better accommodate this population.

As we drew closer to convention time, we did expect a lower attendance than projected. Our pre-registration numbers were approximately what they have been in the past (6,500) but our hotel reservations told us not to expect a large onsite registration. But we were still unprepared for how low that actual number turned out to be. Why this happened is simply conjecture on our part—poor economic conditions in parts of the United States, the lack of interest in the convention site by our members, people saying they were saving for Barcelona, etc.

Original planning for WCNA-32 had projected 16,900 attendees. In June 2007, we revised those numbers down to 11,500 attendees, with 6,500 pre-registrants and 5,000 onsite. In June, we tried to adjust as many income and expense areas as possible but the majority of our financial commitments had already been made. We were contractually obligated to the Alamodome for main meetings even though the revision to the projected attendees meant the entire convention could be held in the Convention Center. We had similar obligations for shuttles, the concert, audio visual enhancements to the Alamodome, coffee houses, comedy show, the kickoff festival, and convention merchandise. We were able to cut approximately \$263,000 in projected expense.

We took in far less income than we had projected on every event and area of the convention except the Friday Jazz Luncheon. The number of convention attendees directly affects all of the other areas of the convention, including the number of hotel rooms utilized—and, consequently, the hotel rebate, which alone was over \$100,000 less than anticipated. The average amount spent on merchandise onsite at the convention was almost \$59 per attendee. With the original expected attendance, this alone represented a loss in our income of over \$180,000. The concert was originally expected to sell 6,000 tickets, and only sold a little over 3,000 tickets. This alone represented a loss in budgeted income of over \$200,000.

It is impossible to project the exact number of people who will attend a convention, as well as those who are not registered or those that plan to register onsite. We have traditionally attempted to plan a convention for everyone who wishes to attend, including those who are not paying and this has caused us to incur expenses on the chance that people will show up. This is obviously something that will have to be seriously reconsidered for the future.

Moving into the future, we hope that we will be able to change things to avoid this. The

most important thing we can do is plan the convention for those who will register, and not spend so much extra money on meeting facilities and transportation costs for people who do not register. This still leaves us with the dilemma of how much risk to take for those who choose to register onsite.

We can also plan a convention that is not so dependent on income from other events (like a concert) or merchandise sales to offset other costs. For Barcelona, this will pose a problem because the facilities and other related costs will be too great to be covered by registration alone, and we will be faced with the need to subsidize the costs with things like merchandise and events without putting ourselves at risk of additional loss. We contract for items like banquets and lunches because there is usually a drastic reduction in the rental costs for space if this occurs. This is certainly true in Barcelona. During the budget session at the WSC, we will discuss in more detail some of the observations regarding our experience in San Antonio, and some of the changes that may need to be tried to prevent a similar experience from occurring again.

Wednesday – 30 April 2008

Give Yourself a Break: NA meetings are held poolside at 7 am, as well as in the evening when the conference adjourns, each and every day!

Facilitation Training and Introduction to the Leadership Module 9:00 am – 12:30pm

Offsite Lunch and Recovery Meeting 12:30 – 5:00 pm

Zonal Forum Meetings rooms available from 5:30 pm

Deadline for New Business 6:00 pm

Facilitation Training and Introduction to the Leadership Module

Much of our direct interface with the fellowship is based on facilitating fellowship discussions. This has grown over the years for us, as well as for delegates, and the demand seems to continue to increase. We have had the advantage of having several facilitation trainings over the years provided to us by Jim DeLizia. Jim is a consultant we have used for setting up the facilitation for worldwide workshops and for our Strategic Planning Process. He also led the discussions we held this cycle with the HRP about leadership in NA.

He, along with a couple of board members, is going to provide us with facilitation training. This will be a challenge in a group of over 200 people, but we expect that it will be an interesting, fun, and productive session. He will cover some of the basics of facilitation before he gives participants the chance to practice some of these techniques.

The outcome of our years and years of discussions about leadership was a series of basic “modules” about leadership that are outlined in our Strategic Plan under Objective Nine. We prioritized a basic Leadership Module as our first endeavor. Jim will be presenting this module and taking us through it, as the people who will deliver it to the fellowship. It is intended to provide people at all levels of service with an introduction to the ideas, practices, and realities of assuming this role in NA service. Its outcome is ultimately intended to create a common perception about this important

issue in NA. It is not intended replace or be a specific orientation for a new treasurer or GSR, for example, but serve as more of a common foundation for all NA services. It represents the common experience from our years of fellowshipwide discussion.

Meanwhile, back at the Ranch

For two conferences in a row now, we have taken time one afternoon to break from the business of the conference and have an offsite afternoon at Calamigos Ranch. When we surveyed participants after the conference, 98 percent of them said that they appreciated this change in environment, and many let us



know that they felt the time to relax and come together in a space outside the hotel and away from business for an afternoon was “essential” or “brilliant.” We have received such overwhelmingly positive feedback about this event from the evaluations filled out after the conference, we would be foolish

not to take advantage of this mid-week respite once again.

A half-dozen buses, each “hosted” by a board member, will take all conference participants and alternate delegates to Calamigos Ranch, where we will have a barbeque lunch outside, buffet-style. Funded conference participants have already had \$20 deducted from their advances for the cost of this lunch. We are asking alternate delegates to contribute \$20 toward the cost as well.

After lunch, at 2:30, the ranch will be open to all who want to attend, regardless of whether they are conference participants.

Bring your sunscreen, your sneakers, and your camera. Football (soccer) anyone?

Deadlines

The new business deadline is at 6:00 pm upon our return from Calamigos Ranch.

Zonal Forum Meetings

After we return from the ranch, rooms will be available for zonal forums that wish to hold meetings. If you are planning to meet, or plan to give a report, please sign up at the WSC office by Monday so that we can make sure you have a room.

Thursday – 1 May 2008

***Just for Today:** NA meetings are held poolside at 7:00 am, as well as in the evening when the conference adjourns, each and every day!*

Our Service System	9:00 am – 10:30 am
Elections and Budget Approval	11: 00 am – 1:00 pm
Lunch	1:00 – 2:30 pm
World Board Open Forum	2:30 – 5:30 pm
Dinner	5:30 – 7:30 pm
Zonal Forum Reports	7:30 pm

Our Service System

We have talked about our service system for two conference cycles now as an issue discussion topic. (See page 46 for a more in-depth summary of the input we have received.) And for the most part, the results we have received are not surprising to many of us.

The input we received breaks down into three main categories: our structure, our resources, and our principles. We hear positive and negative reports on all three.

Much of the positive input on structure highlights improved communications (which are often between different bodies at the same level of the service structure, rather than between levels); better decision-making processes; the success of workshop-style sessions at area and regional meetings; and more rewarding and manageable service meetings. Conversely, we also hear about ineffective communications; a lack of understanding about what a commitment involves, along with no training or orientation; and overly long and frustrating service meetings. For many members, the guidelines and service material we have is overwhelming, unfocused, or inaccessible.

When we focus on our resources, we hear over and over again that not enough people,

especially experienced members, are involved in service; that we do not train or mentor our trusted servants; and that we lack leadership in crucial positions. Fund flow, particularly concerning events and conventions, remains a problem for many. Again, there is a lot of positive input from service bodies, groups and members. We hear of the value of GSRs attending and participating in area meetings; the effectiveness of mentorship; and the willingness of individual members to get involved. There are also reports of better fund flow and the usefulness of budgeting in our use of resources.

Input around the principles of service has changed little. We hear again and again that we lack a shared vision or set of principles (or choose to ignore them) to guide our actions in service; that we lack an understanding of (or fail to apply) our Twelve Traditions and Twelve Concepts; and that we are stuck in old ways of thinking and appear unwilling to change. In contrast, we also hear of enthusiastic, accountable trusted servants who work cooperatively with other members and committees to give back what was freely given to them. Leadership qualities like delegation, integrity, and open-mindedness come up frequently.

Area Planning Tool Input

We asked about the Area Planning Tool in the CAR, and we heard a fairly consistent response: Only about twenty percent of members and ten percent of committees who answered had used the APT. When asked “why not?,” the main answers were: a lack of interest; no knowledge of how to use it; and no knowledge of its existence. Those who did use it saw benefits in increased communication; unity; wider participation in the discussion process itself; and the interest, enthusiasm, and information it generated.

Suggested improvements were focused on simplifying the tool and relating it to something already familiar, like the inventory process. The main ways to promote its use were given as: stronger leadership, a “critical mass” of interested members, wider distribution, training, and an awareness of the benefits. Support from the regional body, and integrating it into the area structure, along with continued workshops at learning days were also mentioned, as was the importance of some follow-up strategy.

The Service System project proposed for the conference cycle ahead will give us the opportunity to make the most of these successes and begin to put together resources so that they make the experience of thriving NA communities more accessible to struggling communities. As we outline in the project plan, we will begin with a shared vision for all service efforts, and use that as a foundation from which to explore and compile our best practices.

More immediately during this session of the conference, we want to try to make progress in addressing our most persistent problem: communications. As delegates (and alternates), you are the critical communication link between world services and local NA communities and service bodies. How can we improve this link? Where else does the chain of communication break down?

We’ll begin with a fun dramatization of our obstacles. We plan a very brief skit of the “telephone game” as “normal” organizations or communities experience it, and then the telephone game as it happens in NA. By Thursday, we figure the humor will be appreciated.

Really what we most want to focus on here is your perception of what is and isn’t working, and how we can move forward together to make you all more effective in your roles. Are we unrealistic to expect to hear from delegates in between conferences? We discussed this at WSC 2006, and we left with a commitment from the World Board that

NAWS would communicate more regularly and completely with the delegates, and a commitment from the delegates to provide more feedback to the board. Our perception is that an almost unprecedented level of communication from NAWS has resulted from our best efforts to communicate with delegates before things are finalized. This has not, however, resulted in any increase in communications from delegates—in fact, we have actually seen a decrease, although we have heard from more general NA members on some issues like the membership and medallion survey and the service pamphlets. We are not looking to blame or to make anyone feel bad. What we want to discuss are real and practical ways to make this more effective and easier—but we need your ideas and input. It seems that delegates are willing to respond if we ask specific, definite questions. We sent out emails to delegates to get help correcting the 192 bad ASC addresses in our database, and we received an astonishing 84 percent response rate. How do we translate this ability into discussions about ongoing issues? How can we make that communication easier? How can we help to make communication within your region easier? How can we help?

Right now, we feel a bit stuck. We’ve tried an increasing number of methods to communicate: eblasts, better use of our website, more travel, and esubscriptions to reports. But it seems like these methods have not improved the two-way communication link. As we

mentioned above, we heard back from delegates when we asked them specific questions, and we heard in CAR workshops that delegates are receiving communication. Where is the communication breaking down? Perhaps delegates do not perceive a need to communicate with NAWS once information has been received. Then again, the difficulty may lie with the RCMs; if this is the case, we would ask how we can help strengthen their ability to communicate. In short, we need your help in figuring out how to strengthen the links of our communication chain. We anticipate a mixture of large and small group discussion in this session.

Budget and Project Approval & Elections

After the Service System session, we will move to the other side of the room to the risers to have elections and approve the budget and project plans for the 2008–10 conference cycle.

At the beginning of this session, ballots will be distributed to RDs, who will then hand them back to the HRP when they are filled out. Business will not start up again until 12:15 pm, and delegates who complete their ballots before the allotted time has expired are welcome to take a break in the meantime. We will give a five-minute warning for the final call for ballots, and then begin approving the projects. Projects are approved one-by-one, and a straw poll is taken to determine what priority the body would give each project. These priorities are not binding, as the order of work depends on what resources are available at any given time, but it does help world services a great deal to have a sense of what the conference considers most pressing or important, and what is less so.

After the projects are approved, the 2008–10 NA World Services budget is approved.

Election results are announced at the end of this session.

World Board Open Forum

This Board Forum is focused on new business motions. The board will discuss the motions slated for new business. We may elaborate on some of the thinking behind

the material included in the Conference Approval Track material, such as the recommendation for a moratorium on seating regions developed from a split. We will also discuss the impact of the conference sessions thus far on any new business. We will have had a session focused on the development and approval of NA material, for instance, on Monday night. That may affect how we all think about the changes proposed to GWSNA in the CAT material. We also may have had a chance to test out the proposed revisions to the conference rules—and, if so, we'll probably want to talk about how that seemed to go. We will also discuss and develop recommendations for motions from other conference participants. We want to note that, in the past, there has sometimes been pressure for each board member to state his or her opinion individually. If we were to take that approach at this conference, we would not have time for questions and answers. Instead, it's been our practice to discuss these issues as a board and present the board's collective opinion.

After our discussion as a board, we will open the floor to questions from conference participants. As with the session on Tuesday, we will use the question box to collect questions from participants prior to the open forum. That way, we can categorize and discuss them in a way that allows us to address as many questions as possible and reduce repetition. We used a question box for the first time at the last conference, and on your conference evaluations you let us know that you appreciated that approach, so we will use it again this time.

Zonal Forum Reports

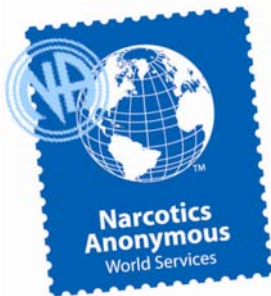
In the evening, each zone that wishes to can give a brief report. If your zone wants to report, you should let us know by the end of the day Sunday. Each zonal forum will have five minutes to report. Remember that conference participants will have a written copy of your report; the easiest way to keep people's attention and to make meaningful use of the short time to report is to talk through the highlights of your report and zonal activities. Reading off a piece of paper will not hold participants' interest nearly so well.

Friday – 2 May 2008

More Will Be Revealed: NA meetings are held poolside at 7 am, as well as in the evening when the conference adjourns, each and every day!

Public Relations	9:00 – 10:30 am
2008–2010 Issue Discussion Topics	11:00 am – 12:30 pm
Lunch	12:30 – 2:00 pm
WSC 2008 New Business Session	2:00 – 5:30 pm
Dinner	5:30 – 7:00 pm

Public Relations



As many of you may recall, the change in our approach to public relations started prior to WSC 2006. Information regarding our public image with professionals came to the forefront with the Public Relations Roundtable discussions. Many professionals who refer clients to ongoing recovery support had misperceptions of Narcotics Anonymous, including that NA was only for heroin addicts, and that NA had no long-term recovery. The recently completed 2007 Membership Survey clearly illustrates that we have long-term recovery, with the average clean time of 9.9 years and 91 percent of our members reported that they drank alcohol on a regular basis while they were using. This survey, which was administered at WCNA-32 and was available online/mail/fax, will be graphically illustrated in the PR session during the conference. Implementation of the *Public Relations Handbook*, approved at WSC 2006, was the focus of several workshops this conference cycle and is viewed as a vehicle to offer practical solutions for the ways our services can work together to create a more positive public image for Narcotics Anonymous.

If our service efforts are to mature, we will need to work together to implement the approaches contained within the handbook. As we have learned this conference cycle, the handbook contains experiential information about criminal justice, phonelines, Internet technology, and fellowship development as well as interacting with professionals and media relations. The handbook also offers practical tips for planning and preparation, as well as training for presentations and phoneline volunteers. This resource contains a wealth of experience, and becoming familiar with the handbook takes time and dedication to improving our public relations—and, hence, our ability to more effectively carry the NA message of recovery.

Our theme for the 2008–10 conference cycle is “Our Freedom, Our Responsibility.” If we consider our hard-won freedom from active addiction as a change from a life dominated by guilt and remorse, we may be willing to accept our responsibility with freely carrying our message in a manner that is attractive to professionals, the general public and potential members. The change that is asked of us with public relations service involves a shift in how we approach service. We need to be willing to engage with others, to plan for services, to form cooperative relationships and to listen to how we can improve services. Planning for service means we take a proactive approach; we consider what services are needed for our community, and we review our financial and human resources. Collectively, we look at what may serve NA best in a particular community, rather than what a specific committee wants. That is an example of public relations in action. Planning, preparation, and training all help NA to be seen as a reliable, credible program of recovery. In the summary from the “Who is Missing, and Why?” discussion topic, it was noted that a lack of planning and poor public relations undermined our efforts to attract members to our meetings, where they might hear the NA message of recovery. These long-sought goals require

2008 Conference Report

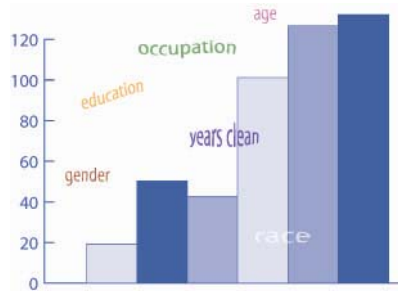
sustained efforts, along with the recognition that public relations work doesn't offer immediate results. We continue our service efforts to attract those who may be missing from our meetings, realizing that we may not have the opportunity to hug that member. Performing service in this manner helps us to responsibly ensure that addicts seeking recovery can find the same freedom that we have found.

In this session, through the use of pictures and graphs, we will highlight public relation activities throughout the past conference cycle, illustrate information from the Membership Survey, and offer our thoughts on challenges and possible approaches to solutions. We anticipate that *Public Relations Handbook* workshops will continue in the upcoming cycle; understanding the principles contained within the handbook and applying the service approaches involves a shift in the ways we provide services and a commitment to change.

Cooperative Public Relations Efforts

At WSC 2006, we made regions aware that NAWS would like to partner with them for public relations events that were taking place within their region/zone. We had limited success during the 2004–06 cycle and felt that one way to reach professionals worldwide and provide information to these persons who can refer potential members to NA was through partnering with regions for professional conferences. NAWS has partnered with more than forty regions in this conference cycle to inform professionals about the NA program of recovery and to provide these professionals with samples of recovery literature. These conferences were held throughout the US and Canada, Columbia, Europe, UK, and Egypt. During WSC 2008, we will offer a collage of pictures and comments from the members who participated in these conferences. Many members stated that these events sparked enthusiasm for service in their area or region and planned to return the following year for these professionals' annual conference. At most conferences, the professionals expressed their gratitude to NA members for being present and appreciated the literature that was given to them. The professionals found value in our literature for their clients, offering positive comments toward many pieces, including *In Times of Illness*. We recognize that this booklet needs revision, yet it is a practical resource for potential members.

2007 Membership Survey



As we mentioned, we will be highlighting the membership survey in the conference session on public relations. We received 4,038 responses from the world convention and 9,451 online/mail/fax responses from members following the world convention. Even though we thought that the world convention might have skewed the results of past surveys, it was interesting to see that our assumption was false. In actuality, there was only a percentage point or two difference from onsite at the convention compared to the online/mail/fax responses.

We are gratified with the online/mail/fax response from our members. As you may recall, this is the first time that we have offered a survey in this manner. We did learn from online/mail/fax survey responses that many members do not know their region's name, but they do seem to know their area's name. When we asked members to identify the region in which they reside, many provided answers that were not the names of NA regions; though some gave names of NA areas. We are thinking of rewording that question for future surveys.

Even though we stated in *NAWS News* and *CAR* workshops that we would provide regional survey information to delegates who requested it following the conference, we realize that many regions had too few members who responded. Providing delegates with such a small sample doesn't seem responsible; there is no sound data with those numbers that would be useful with public relations efforts. The question becomes: How we can achieve improved regional results with subsequent surveys? In a sense, this may be a component of our communication shortcoming, yet this was our initial attempt to ask members who did not attend the world convention to participate in the

membership survey. We are grateful for the 2007 survey results as the survey continues to provide information to professionals who refer potential members to Narcotics Anonymous.

2008-10 Issue Discussion Topics

We have not yet finalized the issue discussion topics for the 2008–10 cycle, but we are talking about discussing something related to the theme of this conference cycle: “Our Freedom, Our Responsibility.”

Over the years, the IDTs have grown into useful fodder for the development of tools like the Building Strong Home Groups worksheet and the *Disruptive Behavior in Meetings* service pamphlet, to name just two. We plan to continue using fellowship input in this way, in some form or another. The exact nature of the process may depend, of course, on the results of the conference discussions, and on decisions about the development and approval of NA materials. Regardless, we hope to make use of what we can.

At the same time, we do not want to lose sight of the most important purpose of the issue discussion topics, and that is not necessarily to provide grist for the tool-making mill. These topics are, first and foremost, for fellowshipwide discussion. If we learn nothing else in NA, we learn the power of talking together about the things with which we struggle and the areas in which we prevail. When we began thinking about the topic that might help us the most to discuss, as individuals and as a fellowship, “Our Freedom, Our Responsibility” suggested itself as a strong possibility.

We talked about a number of possible approaches to the topic during our last World Board meeting. On a personal level, we discussed that transformation we all go through, from desperation to passionate recovery. How do we keep that feeling of passion alive? What are the things that keep some members engaged and involved in NA and their own recovery, while others drift away? As a member, what is my responsibility for the gift of freedom, and how do I put that responsibility into action? We talked about the fact that both freedom and responsibility are gifts of recovery, and that maybe we should focus some of our discussion on the vision of what our fellowship might look like in the future if everyone in the fellowship shouldered the weight of her or his responsibility. How do we support each other in those efforts?

Those are just some of the questions we are starting to think about. We’ve talked a lot in our board meetings lately about the “culture of NA.” Fundamentally, NA is a member-driven organization. We get our strength from a Higher Power not from other people or professionals. On a practical level, *we* are NA. No one else makes this program happen except us—no outside organization or professionals. We hold our meetings, we let the public know about our program, we write our literature, we make our decisions, we answer our helplines, we put on our events, we communicate with professionals, we make the coffee, we take the message into prisons, and so on. Our future as an organization depends on us—each one of us. We talked in our board meeting about the beauty of that, and how it is a big part of what makes NA so special for us and why we’ve all gotten involved to the degree that we have. We hope that we can have some kind of discussion about each member’s personal responsibility, as well as touching on our common welfare, in this upcoming cycle.

Nonetheless, we are still formulating our ideas. It’s still possible we may end up taking a different approach altogether, but we wanted to share with you what we are thinking about right now.

By the time the conference is upon us, we will have formulated our ideas, and this session of the conference will give us an opportunity to talk together about the topics and possibly workshop some possible questions to see whether they seem fruitful or whether they need to be revised. If you have any thoughts about IDTs in the meantime, please don’t hesitate to let us know.

New Business

As with the old business session, we will begin new business with a discussion session where we group motions by topic for a less formal discussion to prepare us for business. Again, as with old business, we will conduct straw polls on motions to get a sense of where the body stands on items before we move into a formal business session.

If we determined to test the proposed rules in the old business session, we may be getting used to them by now. In any case, the proposed rules are one of the many things participants will vote on during this session, which will be facilitated by Jimi S.

Saturday — 3 May 2008

Keep Coming Back: *The last poolside meeting of the conference will be held at 7:00 am.*

Session on Money and Spirituality	9:00 – 10:30 am
Moving Forward with a Common Vision	11:00 am – 12:30 pm
Deadline to Turn in Expenses	12:30 – 1:00 pm
Conference Lunch and Closing	1:00 – 3:30 pm
Recovery Meeting	7:30 – 9:30 pm
World Market and Coffee House	10:00 pm

Money and Spirituality

We will begin the last day of our conference with a session focused on the Seventh Tradition and the spirit of generosity. We're calling this session "money and spirituality," in part, because we hope this will make people raise their eyebrows a bit. Most people do not associate the two—but, of course, many of us have learned in NA that the phrase, "you've got to give it away to keep it," pertains to more than just sharing in a meeting. For a lot of us, generosity seems to go hand-in-hand with a sense of personal satisfaction and financial security. That's not to say that putting more money in the basket means we will get a raise at work, or that buying another addict coffee after the meeting means we'll find a bag of money on the ground—but we do find that the more generously we behave, the less poor, deprived, or underprivileged we feel. In this way, our relationship to money isn't that much different than our relationship to anything else we value; when we hold onto things too tightly, we suffer.

But all of that is easy to say. What we want to talk together about is how to initiate more of a conversation about these issues with the fellowship at large. We've published articles in *The NA Way* about the Seventh Tradition and contributions, and we have plans to revise the

IPs on self-support, but we know that this discussion is only happening in a spotty and occasional way throughout the fellowship. How do we encourage the discussion and foster a desire to contribute on the part of our members? This isn't just about funding world services, though certainly we look forward to a day when a larger percentage of the NAWS budget comes from contributions. This is really about encouraging a sense of ownership on the part of our members at all levels of service. We see this session as primarily an information gathering and brainstorming session.

Moving Forward with a Common Vision

Before our gratitude-filled hugfest of a closing lunch, we will try to wrap up the work of the conference in this afternoon session. This session functions as a sort of conclusion for the 2006-08 conference cycle and a beginning to the two years ahead. As such, we'll review the progress we've made in the course of the last cycle, and the discussions we've had and decisions we've made during the conference week itself. And we'll talk about how we can best move forward to continue making progress over the course of 2008-10. We hope to continue gathering your ideas about how to improve communications in the cycle ahead.

Conference Luncheon and Closing

The conference closes with a lunch together. After we break bread together, we will acknowledge world service trusted servants whose terms conclude with this conference (World Board and Human Resource Panel members, and Cofacilitators). Bring tissues! The cost of lunch for funded participants has already been deducted from your per diem money. Alternate delegates can purchase tickets at the onsite office until Friday.

Evening Activities

After spending so much time discussing how to make service more attractive, we can hardly close the week without a celebration of some kind. After a break, we will have a recovery meeting in the evening where a number of participants will share their experience, strength, and hope with us. In the evening, there will be another world market and a coffee house with some of our local talent performing for us. If you want to sell merchandise at the market, you must register by Friday at the onsite office.

Building Strong Home Groups

Building Strong Home Groups is an issue discussion topic that grew out of the Atmosphere of Recovery discussion from 2002-2006. In the course of those discussions, we learned that we would benefit from focused discussion to strengthen our home groups. The discussions in the 2002-2004 conference cycle primarily centered on difficult issues that groups struggled to resolve—disruptive behavior, differences of opinion about the meaning of “complete abstinence,” and how to handle issues related to having children in meetings were among the challenges that groups confronted. The fellowship wanted to continue the discussions of the topic for the 2004-06 conference cycle which led to the two topics for this cycle, Who Is Missing from Our Meetings and Why? as well as this discussion on Building Strong Home Groups. In the 2004-2006 conference cycle members informed us of the value of Atmosphere of Recovery discussions; these group level discussions formed a picture for what a recovery atmosphere looks and feels like. There appeared to be a need for resources for groups to use to create and maintain this recovery atmosphere and to continue discussion. Building Strong Home Groups was probably the most popular of all of the Issue Discussion Topics from this most recent cycle, and members engaged in the discussions with enthusiasm and candor. After all, our home groups are near and dear to us as members. We talked together about possible solutions, and as a result of input from this topic world services created a resource to help strengthen home groups.

It seems clear that groups with a good atmosphere of recovery are ones we may come to consider as our home groups. These are the groups that members choose to accept commitments and help to foster a recovery atmosphere. How can we strengthen our meetings? We began with seven questions that covered:

- ◆ the definition of a home group;
- ◆ how we behave there and what our responsibilities are;
- ◆ the benefits of a strong home group to us as individuals and as a community;
- ◆ service and leadership roles in the home group;
- ◆ how to build strong home groups and attract members;
- ◆ our responsibility to keep meetings open, attractive, and welcoming; and
- ◆ applying the principle of “giving it away to keep it” to our personal contributions.

For this topic, we asked workshop participants about the distinctions between meetings, groups, and home groups. We also asked about the strengths of home groups and how strong home groups benefit personal recovery, the atmosphere of recovery, and the local NA community. Members sent a clear message that we all have some very specific ideas about what a home group should be. Many members shared about the challenges their groups face as they try to reach these ideals. It seems that we know how we want our home groups to look and feel, but we can’t always see how to get there.

The Definition and Benefits of a Home Group

All of our input identified a higher level of commitment to a home group than to a meeting we may attend on a more casual basis. We demonstrate this by having a service commitment at our home group and being involved in the running of the meeting. Many members spoke of a sense of ownership, responsibility (personal and financial), participation, and gratitude. On a more personal level, we identify our home groups as the places where we celebrate our recovery birthdays (or anniversaries as they are called in some communities), carry a message of hope, learn about NA and recovery, and are more likely to share on a more intimate level. In short, they are where we feel at home.

The benefits of a strong home group to us personally are:

- ◆ Consistency—a group we can belong to and rely on for love, strength, and hope on an ongoing basis
- ◆ A clear message of personal recovery
- ◆ Relationships with other members which makes us more comfortable and honest
- ◆ A feeling of acceptance of who we are regardless of how we may see ourselves
- ◆ Personal growth—self worth and self esteem
- ◆ New service opportunities

The benefits for newcomers were identified as:

- ◆ Experience and guidance from more experienced members
- ◆ A welcoming, secure atmosphere
- ◆ A connection with other addicts, including phone numbers
- ◆ Encouragement and hope

Our Common Welfare

When asked how a strong home group contributes to our common welfare, many of the responses focused on service. Home groups are identified as the places where we begin to be of service and learn about applying our traditions, with experienced members serving as role models for newer members. Participation teaches members about the structure and principles of NA and serves as a demonstration of our inclusiveness. We grow and learn new ways to live as we become accountable to a group, rather than just ourselves, which in turn strengthens the group. We also learn about responsibility when our groups involve members in the regular business affairs of a meeting.

The connection between strong home groups and a strong area structure was made many times. Financial and human resources flow from groups to area service committees, hopefully throughout the service structure. Well supported and informed trusted servants are a key part of any success we may have in carrying the message outside our own meetings. The process of a group conscience was identified several times as something we learn first in our home groups and then practice at other service bodies. This was related to the principle of unity we speak about in our First Tradition in the sense that we come to a common consensus and focus on our primary purpose together.

Building Strong Home Groups

The actions of a good home group were identified as:

- ◆ Welcoming and loving to both newcomers and established members
- ◆ Involvement at area
- ◆ Service positions that rotate regularly
- ◆ A healthy fund flow to other levels of service
- ◆ Conducting regular business meetings
- ◆ Having a core of committed members who attend "no matter what"
- ◆ Fellowship before and after the meeting
- ◆ Taking care of the meeting facility and paying the rent on time
- ◆ Regularly inventory how the group is functioning
- ◆ Celebrations for clean time anniversaries
- ◆ Starting and finishing on time
- ◆ Acknowledging trusted servants
- ◆ Having a good supply of literature
- ◆ Having greeters

We try to maintain strong groups by:

- ◆ Having creative and interesting meetings formats and topics
- ◆ Solution-focused sharing

- ◆ Sharing phone numbers and calling missing members
- ◆ Creating smoke free entryways
- ◆ Behaving appropriately with newcomers, particularly with women
- ◆ Addressing any negative behaviors that affect the group
- ◆ Encouraging everyone to share
- ◆ Welcoming diverse populations
- ◆ Selecting trusted servants carefully
- ◆ Keeping meeting directories updated
- ◆ Ensuring our meetings are accessible to everyone and easy to find
- ◆ Soliciting support from experienced members

Giving It Away—Our Personal Contributions

When asked about personally applying the principle of “giving it away to keep it” we heard about general principles and some specific practices. The commonly agreed principles we see expressed in many of our discussions are again seen here. By working the steps and traditions and involving ourselves in the operation of our home group, we are making a personal contribution to NA. We also do this by showing up, taking responsibility, and sharing with our primary purpose in mind. Placing principles before personalities and practicing attraction rather than promotion are ways for us to contribute as well.

Suggestions for specific ways to give it away are:

- ◆ Make our Seventh Tradition contributions proportional to our earnings
- ◆ Make the amount of our birthday contributions match the number of years clean we have
- ◆ Give what we want to receive
- ◆ Give without expectations

Much of the above input could be expressed by simply saying “apply the principles in our steps and traditions,” but how do we do that? How do we bring our principles into action at the group level? It is encouraging to find that we all have a common vision, but the challenge remains to find concrete ways to move toward that vision.

The Next Step

We took the input we received from events around the world and used the common elements to create the Building Strong Home Groups worksheet. This is designed to help us, at a group level, move towards the ideal of stronger home groups. The qualities of a strong group fall into three main categories:

- ◆ Ideals—principles demonstrated by the group and its members
- ◆ Practices—how the group operates
- ◆ Roles—how a group interacts with NA and the wider community

Each category has a list of commonly agreed points gathered from the input. The worksheet asks us to choose issues from each category and brainstorm specific solutions to each one, including the “who” and the “how.” Many of the sessions we received notes from seemed to consist solely of a list of “issues” and “solutions.” This is an invaluable part of the process; however, the most useful sessions are the ones where we reach the “action” stage and detail how we will reach those solutions and who is responsible for what tasks. We also seem to struggle to identify specific issues to focus on and seem to be more comfortable with the broader issues like “consistency and commitment” with “consistently show up at meetings” as a solution. It requires a focused effort to get us into specifics.

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Below are some examples of the stages of the complete process, selected from a wealth of input.

Area for improvement	Issue	Solution (Prioritized)	Action	Who
Ideals - Intimacy and a Sense of Home	Welcoming newcomers	Give meeting list with phone numbers to all newcomers	Keep inventory of directories and pens	Secretary/GSR
			Put in meeting format	Group
			Current list of home group names, numbers and clean dates	Secretary/GSR
Practices - Encourage diversity	Not reaching native population	Contact community leaders of native communities	Form an outreach committee	Experienced members with willingness
			Plan and facilitate events in the communities	
			Use art and entertainment to make the message more attractive	Members with identified skills and qualifications
Practices - Effective communication	Members are not getting info from GSR	Share information obtained at ASC meeting with all group members	Create an email discussion group	Secretary
			Email GSR reports to home group members	GSR

As we have done for the past couple of cycles, we included questions in the CAR that related to the Issue Discussion Topics. The CAR questions asked if the Building Strong Home Groups worksheet had been used and what outcomes had been reached, did members find it helpful, etc. What suggestions, if any, did they have to improve the tool? If the worksheet had not been utilized, participants were asked what would help them to use it.

The CAR workshops that NAWS participated in spent some time focusing on those questions. Several other communities also spent time focusing on the questions and shared their input with us; to all who participated in the process we would like to say 'thank you'. We learned from eight workshops that discussed this topic, only four workshops reported use of the Building Strong Home Groups worksheet. Of the online responses slightly more than 15% of the respondents said they had used, or attempted to use, the worksheet. There were comments regarding the perceived complexity of the worksheet and suggestions for making it more "bite-sized" as ways of increasing its usability.

One of the more obvious facts revealed in our discussions is that many members don't even know this worksheet exists. Including copies in literature orders, adding to every group starter kit and to include with *The Group Booklet* were offered as suggestions to increase the awareness of the resource. Some input emphasized practicing patience as information trickles out to more members.

Some felt that there was a need for more explanation of the tool and possibly training to help members understand how to use the worksheet. It was commented that a crisis in the group could lead to using the tool as a method for coming to some decisions regarding how a group operates. Seeing the benefits of conducting a regular group inventory could also aid groups in their use of this recently created resource.

We look forward to working with the fellowship to develop this worksheet into a widely used resource to support our efforts at better carrying the message. We welcome ongoing input and suggestions for the worksheet; we so often hear at our meetings "we can do together, what we cannot do alone."

Our Service System

For the last four years, we have focused on our service system as an issue discussion topic. In 2004–2006 we discussed Infrastructure and Leadership, and in 2006–2008, we talked about Our Service System. Over these years of discussion, we have been gathering best practices and identifying the successes and challenges with our current service delivery. In most NA communities we are using a system designed in the 1980s to serve a fellowship that no longer looks anything like it did then. Our fellowship has experienced tremendous growth; and, the needs of our members and communities have changed drastically as well.

We have heard repeatedly in workshops around the globe that we have common challenges. Many, many communities have shared about the issues that come from a lack of trusted servants and ineffective service efforts, and we have published examples of these over the years—calling local helplines and getting no response, trusted servants who have no idea what is expected of them, etc.—we certainly are not shy about exposing our shortcomings.

We have heard the concerns about a lack of purpose and focus and developed the Area Planning Tool to help to address this. Just as a personal inventory can provide us with invaluable insights to move forward in our recovery, putting the Area Planning Tool into practice can provide a similar level of insight regarding our service efforts. We asked how we could improve the APT in this year's *Conference Agenda Report* and we have heard the need to make the resource simpler and more user-friendly which we plan to do in this upcoming conference cycle.

We can also point to communities who have effective service efforts. We obviously have some good experience;—we need to collect those ideas and practices and better share them with each other. To help in that effort world services created the local resource page on www.na.org in this cycle—directly in response to this discussion.

These discussions began the process of critically examining our successes and our shortcomings so that we could start to develop a service system that meets our needs in our current global reality. Taking action on that examination and implementing some of the new and creative ideas could reinvigorate our service efforts and energize our members; the next step is described in a project plan for consideration at WSC 2008 titled “Service System”. Given the broad scope of such a project will require a two-conference-cycle effort; we will compile the information gathered from these past discussions, describe service system models, and develop tools that reflect current practices. Some of the material might be ready for conference consideration in 2010, but the complete work more likely will be presented for approval in 2012.

Input from the Issue Discussion Topics

Discussion on Our Service System began shortly after the 2006 WSC with a list of seven questions covering issues like:

- ◆ Personal recovery principles;
- ◆ New approaches;
- ◆ Changes to the system;
- ◆ Ways to evaluate our efforts;
- ◆ Increasing resources (human, material, and financial) in our service efforts; and
- ◆ Making the whole process of service more rewarding on a personal level.

We continued to attempt to focus on solutions to our ongoing challenges within our service structure. All of these efforts are based on the desire to more effectively carry out our primary purpose in a rapidly growing and changing fellowship.

Midway through the conference cycle the topic questions were refocused in response to input received from fellowship events around the world, concentrating on the specific areas of

atmosphere of recovery in our service meetings, leadership, and planning and self-support. As we have previously found, we all agree on our goals, but we still have work to do to find ways to make our service system one that delivers results in an efficient and fulfilling manner.

Practicing Principles in Service Meetings

When asked in what ways can we personally bring the recovery we experience in our groups into a service meeting, we heard about many of the basic principles of this program, including:

- ◆ Honesty
- ◆ Open-mindedness
- ◆ Willingness
- ◆ Humility
- ◆ Acceptance
- ◆ Tolerance
- ◆ Responsibility
- ◆ Accountability
- ◆ Integrity
- ◆ The importance of group conscience versus personal opinion

Coupled with input like working steps, traditions, and concepts; being fully informed; leading by example; contributing personal time to service; and passing on what we've been taught, we are left with the conclusion that something happens between leaving a recovery meeting and entering a service meeting. Clearly, we do not lose our spiritual principles on the way, so how can our service bodies encourage an atmosphere of recovery?

Many of the answers we received are very simple:

- ◆ A prayer before (or during) a meeting
- ◆ Regular service meetings that start and finish on time
- ◆ Welcoming everyone, including those who are "different"
- ◆ Having an agenda (and sticking to it)
- ◆ Acknowledging clean time
- ◆ Reading or discussing concepts and traditions as part of the meeting
- ◆ Ensuring everyone participates and is listened to
- ◆ Supporting our trusted servants

The importance of continued involvement by members with extended clean time came up many times, with both the value of their experience and the mentorship role they can fulfill being stressed. Many members thought that part of sponsorship was guiding and encouraging sponsees into service positions, which clearly connects service with personal recovery.

Ideas and Approaches for a More Responsive & Productive Service Structure

Concrete suggestions for service bodies include:

- ◆ Firm guidelines for procedure and behavior
- ◆ Rotation of trusted servants
- ◆ Regular workshops and learning days
- ◆ Regular inventories
- ◆ Communicating with (and asking for help from) each other and other NA communities
- ◆ Consensus-based decisions and small group discussions rather than restrictive parliamentary style procedure
- ◆ Orientating new trusted servants
- ◆ Outreach to isolated groups
- ◆ Setting aside fifteen minutes for brainstorming during service meetings
- ◆ Mission and vision statements

Many members suggested cooperative events between different groups and service bodies outside our service meetings to foster unity and communication, which would directly impact how we treat each other during a service meeting. Email and area/regional websites were both suggested as good ways to communicate. Practices like an inter-area liaison commitment, an exchange program between service bodies, a subcommittee with the purpose of inviting newcomers into service, and refreshments after service meetings were also suggested.

Most of these ideas are not new. The challenge is to gather them all in the same place at the same time and create a system that ensures their continuity. Much as each member of NA has a distinct and individual life that he or she deals with by working a set of principles common to us all, so does each NA community face specific challenges that can be overcome by practicing similar commonly agreed upon values within an effective structure.

Evaluating the success of our efforts to engender positive change is a key element of a responsive service structure. Suggestions for this include:

- ◆ Checking to make sure the same people aren't doing all the work
- ◆ Using the Area Planning Tool and conducting regular inventories
- ◆ Looking for fellowship growth—both in number of meetings and newcomers in attendance
- ◆ Seeing how many people come to group business meetings
- ◆ Using interactive sessions with members to ask if we are meeting the needs of individual meetings

Leadership

It is clear that the most efficient system in the world will fail without skilled and trained people to implement it. Again and again, when discussing this topic, we have agreed on what makes a good leader in Narcotics Anonymous, but how do we cultivate them and what do we expect from them? These questions seem harder for us to answer. Strong leadership can be both a cause and a result of shifting attitudes toward service. Leaders have many roles in our fellowship and our service efforts, some of which include ensuring the viability of our message and forging a path for the development of other leaders. Our leaders call upon other members to stand up and be a contributing part of the fellowship of NA and its service system. We encourage each other to give time and resources freely.

The need for clear definitions for the roles and responsibilities of trusted servants in the form of widely distributed written guidelines, which could include required skills to fulfill any given commitment, along with guidance from mentors and sponsors came up repeatedly. Translating our service literature was also a priority for many communities, as was creating new service material for members just starting out in service positions. Events like tradition and concept workshops, learning days, and practices like outreach, service based topics and sharing at meetings, funding members to attend service events, and a broader group conscience were all suggested as ways to widen our net in gathering leaders.

Clearly, we want to train, mentor, and support our leaders, but how do we achieve these goals? The input on how to support trusted servants will come as no surprise. Goodwill, love, respect, trust, tolerance, delegation, honest and caring feedback when mistakes are made are among our commonly held principles. With principles as a foundation, how can we better train and mentor our leaders? All too often the response is “train and mentor our leaders,” which underlines much of what we have learned—we know what we want but are not sure of the route towards it. Other than this, the input focused on:

- ◆ Alternate and overlapping service positions
- ◆ Sticking to clean time requirements
- ◆ Holding training events and follow-up to gauge effectiveness
- ◆ Training and orientation sessions before regular service meetings
- ◆ Self-assessment tools for trusted servants

- ◆ Training videos on how to facilitate a meeting, encouraging respectful dialogue, and following a format
- ◆ A buddy system for new and experienced trusted servants
- ◆ Requiring attendance at committee meetings before taking on a leadership position
- ◆ Asking for references when filling service positions
- ◆ Allowing positions to remain vacant if there is no suitable candidate
- ◆ Archiving previous work and passing it on

Using the experience of other NA communities and long-term members is an obvious suggestion, but in what form? We can share our experience and archive our actions for others to learn from via email communication and websites, but what actually happens at an NA training event? Many areas and regions around the fellowship hold events and training sessions so a possible next step would be to gather and synthesize these into a series of suggested models with definite steps and aims.

Again, none of the above is a new idea in Narcotics Anonymous. The discussion topic of Leadership from the last conference produced much of the same input. We know what we want, but struggle with how to get it.

Planning and Self-Support

Planning has become a more accepted part of our service efforts over recent years, with more and more communities using the Area Planning Tool to evaluate need and allocate our resources. Discussing how we deliver our services, moving towards task-oriented service, and better defining problems were all suggested as ways to move forward.

Current practices that are working for some of us are:

- ◆ Using demographic surveys to guide our PR efforts
- ◆ Using our websites to publicize agendas and minutes from service meetings
- ◆ Basing budgets on needs assessments from previous years
- ◆ Reducing the number of standing sub-committees and focusing on specific tasks instead
- ◆ Allocating resources to aid the flow of information back to groups
- ◆ More effectively summarizing information
- ◆ Planning home group business meetings
- ◆ Utilizing area and regional calendars so events don't conflict
- ◆ Taking area inventories

As we become more comfortable with the idea of planning what we want to do, we are then faced with the issue of finding the resources to achieve our goals. Obviously the more we have, the more we can do. So how can we expand our personal, physical, and financial resources? Simple ideas and practices include:

- ◆ Distributing event flyers to neighboring areas
- ◆ Seeking out members with the required skills
- ◆ Combined area activities
- ◆ Suggested service commitments from sponsors
- ◆ Leading by example – positive sharing about service, an attitude of gratitude
- ◆ Utilizing clear and consistent guidelines
- ◆ Providing food and refreshments after service meetings
- ◆ Widely announcing area meetings in groups
- ◆ Delegating responsibility to our trusted servants
- ◆ Inviting newcomers to service committees
- ◆ Area and regional committees should visit each other, as well as going out to groups
- ◆ More PI and H&I—more addicts in recovery equals more trusted servants
- ◆ Outreach to non-attending groups and geographically isolated groups
- ◆ Highlight results of service efforts at group level and create awareness of financial need

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Conducting learning days and workshops was an almost universal response to this question; Chapter 11 of the *Public Relations Handbook* gives a good foundation for planning what we may hope to achieve. Suggested workshop themes from the input received were focused on the personal and financial aspects of the Seventh Tradition, the principle of responsibility found in the Eleventh Concept, and our First Tradition's ideal of fellowship unity. Many groups talked about sharing what we have among ourselves, whether it is experience, information, or service material, and repeatedly suggested the Internet as the best way to do this. One group had the idea for a fellowship wide unity week as a way to inspire and connect our membership. Outside the US, legal registration and the associated recognition continues to be an issue of importance for many local communities as they translate more of our literature into their own languages and seek to build relationships that will enable them to carry our message into new areas of their communities.

The financial aspect of increasing our available resources produced the following suggestions:

- ◆ Greater generosity when the basket is passed
- ◆ Having the Seventh Tradition as a meeting topic
- ◆ More activities to raise money (and foster unity)
- ◆ Merchandizing
- ◆ Prioritizing and planning expenditure by using budgets
- ◆ Finding cheaper venues for meetings and events
- ◆ Both using guilt, and not using guilt, to increase contributions
- ◆ Clear and open financial reporting

In conclusion, we have a wealth of input on how we are expected to personally behave in service, how our service relationships with each other should be conducted, desired qualities of our trusted servants and how to nurture and support them, and how to fund our efforts, but little in the way of actual practices. It would appear that the way to move forward is by taking a series of small steps, each of which reveals the next step on the path to our eventual goal. None of us possess the final picture of a universally applicable service system for Narcotics Anonymous, but between us we have enough of the pieces to start building the puzzle.

Response to Conference Agenda Report Questions

In the CAR we rounded out the service system topic by asking what's working and what isn't in your local service structures. The input on these questions can be a challenge to sum up succinctly as it is far more diverse in content, and comes from a wide range of members, service events, and groups worldwide. It falls into three main categories; structure, resources, and principles. It's also worth mentioning that much of it reflects what we heard in the previous two years of the service system issue discussion topic.

Structure

Our most basic level of service, a strong meeting with a consistent message of recovery, appears to be one of our strong points, even when there are no others to highlight. We continue to have regularly scheduled meetings where addicts seeking recovery are welcomed. Some input focused on having a good relationship with the management of the meeting venue, speakers on the Traditions or a service topic, focused business meetings, and simply welcoming newcomers with a copy of the basic text, some phone numbers and a hug. This isn't a universal picture of NA – there are still reports of meetings that lack trusted servants and committed regular members, do not engage in the group conscience process, and do not always create a welcoming and attractive atmosphere of recovery. Finding time during a meeting for a GSR report that members pay attention to is a concern, as is the lack of guidance from experienced members.

Communication is another persistent thread of this discussion. We hear good things about contact between every level of the service structure, and across the same level as well, whether it is from region to region, group to group, or between subcommittees. Events like regional assemblies

and area workshops can be very successful in increasing communication, especially when we use the small group discussion format. A sense of involvement and ownership seem to be a key motivator towards effective communications, along with a proactive commitment to the task by key trusted servants.

The internet seems to be an increasingly essential service tool. We email reports and literature order forms before ASC meetings so we can be better prepared and we can save time, and have online committee meetings. We use the internet to provide inexpensive phone services; post our meeting schedules online; create area and regional websites that are both a PR and service resource; and provide a space where information can be readily and widely shared.

We also continue to hear a lot of negative feedback about communications. There seems to be a breakdown in the long chain of communication between regions and the groups. Sometimes this is caused by the complexity and number of layers in the existing service structure, and sometimes by the failure of a crucial link in the chain. GSRs not succeeding in getting the information to groups, whether because of some shortcoming on their part or because the amount of information and the meeting structure itself doesn't allow it, was the most commonly identified problem. The large geographical distances involved for many of us, particularly in rural areas, can be a real challenge for some.

The internet is an obvious solution, but only works when we all have access; therefore, the internet is not a universal solution. We also seem to suffer from our practice of not communicating between our service meetings, but instead saving it all up for the brief period of time that we are in a committee room together.

Sometimes we fail with the manner of our communications. Conveying information in a spirit of service and not government can be a challenge even for the most experienced of us. This may have more to do with principles than our actual structure, but is nevertheless an integral part of successful communication.

How we actually structure our service meetings created a lot of input. The benefits of consensus based decision making versus the limitations of the voting and motion system came up several times. Some input complained of long service meetings that lack clear guidelines and a sense of purpose. Of course, we also hear of positive, enthusiastic, focused service meetings that have definite goals and plans. Attempts to welcome and orient new trusted servants were mentioned a heartening number of times by both service committees and individuals. A lack of alternates or mentors, and no system of training and orientation leaves many of us feeling frustrated and overwhelmed. Rotation came up several times as a positive ideal, and as a negative influence as well, when trusted servants rotate off, we tend to lose their valuable experience and knowledge. This is probably the most common service conflict we experience. How we continue to bring in new members and new ways of doing service without having to constantly reinvent the wheel is an ongoing challenge. We also heard about the challenges caused with waving clean time requirements and not following guidelines along with the issue of confronting trusted servants who do not fulfill the responsibilities of their positions.

There were many positive points shared however. Simple practices like acknowledging NA birthdays at ASC meetings, ensuring there is a chance for groups to report what is happening at their meetings, providing a "long-form" agenda to every attendee at an ASC which has enough room to take notes under each agenda item, and stating the expected way to behave during the meeting were all suggested. Unity, coordination, and a strong sense of purpose among area sub-committees were also reported. Of course, we also heard about uncooperative, dysfunctional, inexperienced sub-committees too, so we have areas for improvement.

Trusted servant resources remain one of our biggest challenges. The single most common piece of input was that we lack enough members willing to be of service. This came up repeatedly no matter who we heard from. It does raise the question as to whether the problem is just one of apathy, or is it also that we have an unrealistic number of service commitments to fill?

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Experienced members willing to mentor those new to service is a key resource. A lot of input focused on the value of these members, whether in the negative sense of them being missing from our service meetings, or the positive aspect of having them there. We also hear good and bad things about attendance at our service meetings. In some areas there is a high proportion of attendance by GSRs who stay for the whole meeting, while in others the reverse is true.

Our financial resources again have high and low points. Some members report good fund flow with responsible handling and planning. Others tell us of funds being hoarded, particularly for conventions, poor planning, and a simple lack of hard cash going into the basket at meetings.

The input on principles is very similar to what we heard from the issue discussion topics. We can all agree that there is an absolute necessity to practice the principles of our program in our service affairs as much as we practice them in our recovery. The most commonly mentioned principles were: praise for a job well done; cooperation between members and committees; and accountability of trusted servants.

Specific Areas

Some of the input mentioned specific areas of service. H&I was the most frequently named success, whether it was from zonal forums or individual members. The passion aroused by this particular form of service seems enduring, regardless of which community the input came from, which reflects the number of members willing to give their time to this service.

PI and PR was a close second, with some members specifically mentioning the work we do with professionals, and others the change to a wider focus of public relations and the use of the *Public Relations Handbook*. Conversely, this also seems to be the area where input leads us to believe we fail to fulfill our goals on a regular and consistent basis. The reasons cited for this vary from a lack of willing members to poor planning and inconsistency.

Other identified successes included: literature distribution; websites; phonelines; meeting schedules; and activities at all levels. Outreach was the most commonly identified challenge area behind PI and PR.

Conclusion

We are left with a picture of a patchy service system, with progress in some areas of service, and persistent challenges in others. No single community has all the answers. The proposed "Service System" project plan will need to focus on the reasons why we serve, as well as the way we carry the message in our service work. With a solid foundation of principles, we can move ahead to create a dynamic structure that fulfills our needs, and those of our future members. A re-examination of our old ways can only serve to improve the way we fulfill our responsibility to carry a message of freedom from active addiction for addicts everywhere.

Who Is Missing from Our Meetings and Why?

This topic grew from both the previous Issue Discussion Topics (IDTs) of Atmosphere of Recovery and Our Public Image. We have heard through numerous workshops and professional events that many populations; particularly young people, professionals, and the gay and lesbian population often feel more welcome in fellowships other than NA. The input from the fellowship this cycle supported what we have heard and reported at WSC 2006. The purpose of this IDT was to see what ideas and experience in the fellowship have helped this issue. While we do not think that every potential member will find a home in NA, there is much we can and have done to help these populations identify and find recovery in some local NA communities. In other communities, however, we have offered little to reach missing populations. Clearly, while we are not in competition with other fellowships or other organizations, we want to know that at the end of the day, we have done all that we can to make our message of recovery available to all who may need us.

We were aware that this is an issue that has a history of being controversial in NA, and, we proposed ideas to try to see if we could make any progress. We published articles in *The NA Way*, held targeted workshops at the world convention for the first time in twenty years, and we developed our first targeted IPs in decades. We have done all of this in the spirit of inclusion: We are aiming to demonstrate to these potential members that they are welcome in NA. At the same time, as a fellowship, we are beginning to deal with some of our old fears about this being something that detracts from our unity.

We have made a beginning and we do not think we have resolved this issue. Our challenge now will be to continue to keep this idea alive in the hearts and minds of service committees, groups and individual members to see if we can be more successful in our ability to carry our message to 'missing' populations.

To address the issue of who is missing from our meetings, we have to look in two main directions. Our local meetings are where newcomers either feel welcome or don't, and our service committees which are the bodies responsible for informing potential members about NA. Our ideal is to carry our message to each and every part of our communities; the goal is to ensure that when new members arrive at our meetings they find a warm, welcoming atmosphere of recovery. To this end, we began our discussions by asking questions about how we address this issue in our groups and how we try to keep the members we have. We also asked what we can do to publicize our meetings and how groups and areas can cooperate and target their efforts to reach our missing members.

Our Responsibility

We received very little input to the question "Do your groups identify who is missing and discuss their responsibility to carry the message?" A few groups stated that they only have the time for the week-by-week business of conducting a recovery meeting itself. We seem to talk about this after the meeting among ourselves but don't regard 'who's missing' as a meeting's concern. Some communities reported having group inventories, ASC discussions, and attempts to invite the "missing members" to business meetings so they can give their thoughts.

Making newcomers and experienced members feel welcome produced more ideas and actual practices, suggesting that we are more accustomed to dealing with members when they arrive at our meetings than we are at getting them there. The most common response was to make them feel welcome, whether it is by having greeters, giving them phone numbers, fellowshiping together, or just being friendly.

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The most common specific tactic suggested was to phone and to invite our missing members to meetings, whether this is part of making a newcomer feel welcome or bringing back a long-time member. We are also enthusiastic about the idea of ensuring everyone participates, either during or after the meeting, or at special activities. Setting up chairs, reading, and handing out keytags were all suggested as simple ways for new members to be a part of meetings.

How we behave during the meeting was seen as important as well. Leading by example, sharing our experience strength and hope, and taking a personal interest in newcomers were all mentioned several times.

Midway through the conference cycle the session profile questions were refocused on what our service bodies can do to reach missing populations and what we can do as members and groups to make them feel welcome. We asked attendees at workshops to make a list of missing subgroups, prioritize them and then focus their suggestions on the top two.

Following is a list of the most frequently identified groups of people mentioned during the workshops:

Frequency	Missing population
11	Youth
9	Professionals
8	Oldtimers (Long term NA members)
6	Women; Disabled (Deaf/Blind/Physical challenges)
5	Gay/Lesbian (GLBT)
4	Elderly; Native peoples (American Indians, Aboriginal people, etc); Mentally ill
3	Single parents; African American; Homeless
1	Celebrities; Pregnant women; Gang members; HIV +; Prescription medication users; Steroid users; Soft drug users; NA members with 5-8 years clean; Military personnel; Spanish speakers; Housewives; Methadone users; Law enforcement personnel

Our Solutions

Outreach to those missing from our meetings was the most commonly identified solution for attracting missing populations. There are a variety of approaches to reaching out to specific groups; some of those approaches are formal in nature (public relations/information) and others are less formal involving more one-on-one interaction.

Many of our ongoing informal practices center on making people feel welcome in our meetings. Having greeters, sharing a hug, remembering to practice the principles with those different from ourselves, fellowshiping after meetings, sharing our experience strength and hope—all are informal, member-to-member ways of attracting newcomers to our meetings. Sponsoring others, also mentioned frequently, is one of the more direct and effective methods of reaching across the issues that may appear to divide us. Personally inviting someone to attend meetings or events can also aid in this type of outreach. Asking a long-term member with past experience in service to mentor a newer member in service could be a way to attract someone back to NA meetings.

More formally there are a variety of ways to attract people to our meetings; our groups and service committees can foster a sense of inclusiveness for newcomers or disaffected members through those efforts. It was reported that groups' enhance the sense of unity and inclusiveness when they have diverse speakers who reflect a variety of experience levels and focus clearly on the NA message. Conducting our recovery meetings to encourage participation of all and following clearly laid out formats are some other methods ensuring the message—that any addict can stop using

and lose the desire to use—is carried to those seeking recovery while also reinforcing that everyone is welcome in NA. Having speakers with whom a missing population may identify was one suggested way of increasing the effectiveness of these efforts.

Our service committees, through the efforts of public relations/public information, can help to attract missing populations to our meetings in a variety of ways. Interacting with professionals in the community who come into contact with members and potential members, explaining to them that NA desires to be inclusive of all populations is but one way of approaching this issue. Effective public relations focused on specific audiences takes effort—sustained effort—sometimes over several years in order to yield results. Such efforts have not been our strong suit; clearly focusing on our goals and planning on how to follow up on past actions can aid us in changing that reputation

Inclusive Meetings

To be sure, public relations is only a part of the solution of attracting people to our meetings; as we discussed in the Building Strong Home Groups sessions it is vitally important to have meetings that are welcoming and that provide a consistent, clear message that we offer our program to everyone. Creating an atmosphere of acceptance and mutual respect is one of the hallmarks of a strong home group; yet, there may be times when the issues that a new member faces (age, occupation, etc) may inhibit them from appreciating that welcoming atmosphere.

Personal application of NA principles was the most often cited source of how to develop a spirit of unity and inclusivity in our meetings. Most often the comment was to treat everyone with a sense of equality and respect irrespective of our differences. Working to create bridges in our understanding of those different from ourselves and to expand our group's unity through reaching out are also seen as potential solutions to making people feel welcome in our meetings.

Some felt that having meetings with a specific focus was yet another way to let people know that they are welcome to practice recovery through NA. Some communities reported having real and considerable progress in both attracting and keeping more young people involved in NA by having youth meetings and activities. There even have been conventions focused toward young members of NA.

At WCNA-32 common needs workshops were held to see if there would be a positive impact among those communities who are sometimes underrepresented in our meetings. Most of the workshops were filled to capacity and those in attendance expressed their appreciation for having the opportunity to gather with other NA members like themselves. We saw this as an opportunity to better include rather than exclude these populations by acknowledging that there are common issues, cultures, and needs that make these meetings attractive to many. We did not find holding these workshops to be something divisive or causing separation. We plan to continue these efforts as well as look for other ways to try different approaches.

These discussions have reminded us of our desire to ensure that the NA message of recovery is available to everyone and that it is all about carrying that message. It goes without saying that not everyone who comes to an NA meeting, or several meetings for that matter, will choose to recover in NA but our goal is to welcome them all.

Challenges

We continued our discussion on Who Is Missing by asking questions in the *Conference Agenda Report* focused on the topic. We began by asking what the challenges were to identifying who is missing and attracting them to NA. For some of us this question raises the fundamental question of where attraction ends and promotion begins. Some members believe that it is not our responsibility to go and find those who are missing, while some of the service committees we heard from recognized that this attitude was a barrier to finding the missing. Does our responsibility end at the doors of our meetings or somewhere in our wider communities?

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The challenges to determining who is missing from our meetings often seemed to focus on our own personal limitations. The largest challenge we face also appears to be our most common issue wherever we look—a lack of willing members to devote the necessary time and resources. This lack is most often felt in our PI and PR sub-committees. Keeping the doors of a meeting open seems to be a full time job in many cases. We also lack the experienced members in our meetings to both guide the new member and ensure that we have a welcoming, stable environment for them to feel at home.

All too often we hear of our limitations as recovering addicts, and human beings, as being the stumbling block. We tend to place personalities before principles; we behave badly at meetings; some perceive us to be prejudiced; some of us are predators and take advantage of newer members—the list could go on. On a meeting level, we sometimes fail to focus on our Third and Fifth Traditions and forget that there is only one requirement for membership and that we have only one primary purpose. Unity is another common theme. We are either complacent with the way things are and tend to stick with the way we've always done things, or are simply uncomfortable with the idea of a diverse membership. At times we struggle to make those 'different' from us feel welcome.

The stigma of the 'addict' label came up many times, with some members reporting that AA was a more comfortable home for the 'better class' of addict, while others report that addicts may not even want to attend NA meetings in the first place.

Some of us struggle to work out how to carry a message to a diverse group as still using addicts, with the most common challenge being the cultural and language barriers we face. Even when we do get as far as taking some form of inventory or engaging in a planning process to determine who's missing, we can be stopped from taking the next step by not having members who speak the language of the community we are trying to reach, not having literature available in their language, or not having meetings in locations accessible to using addicts, for example.

A lack of planning, unfocused or inadequate PR efforts, poor cooperation between sub-committees (particularly H&I and PI) and a misguided attention to conventions and activities were also identified.

External factors like drug replacement programs and restrictive rules in treatment facilities and sober living environments also affect our efforts.

Successes

We also asked members to share some of their experiences and successes with this topic. Not surprisingly, the most prevalent responses related to improved Public Relations leading to a greater awareness of the existence and value of the NA program. The main suggestions for PR areas to focus on were:

- ◆ Outreach to specific targeted groups
- ◆ PI booths at street and county fairs, as well as more unconventional events like rap concerts
- ◆ Presentations to professionals such as healthcare, jails and probation, as well as an invite to an open meeting or recovery event
- ◆ Poster campaigns on bus benches and facilities where addicts may see them
- ◆ Presentations to schools by younger members

Meeting, area or regional achievements included:

- ◆ Starting minority language meetings and having literature available in other languages at regular meetings
- ◆ Child friendly meetings and meetings with child care provided
- ◆ Fully staffed phonelines
- ◆ More common needs meetings, particularly youth and specific language meetings
- ◆ Increased participation in PI and H&I sub-committees

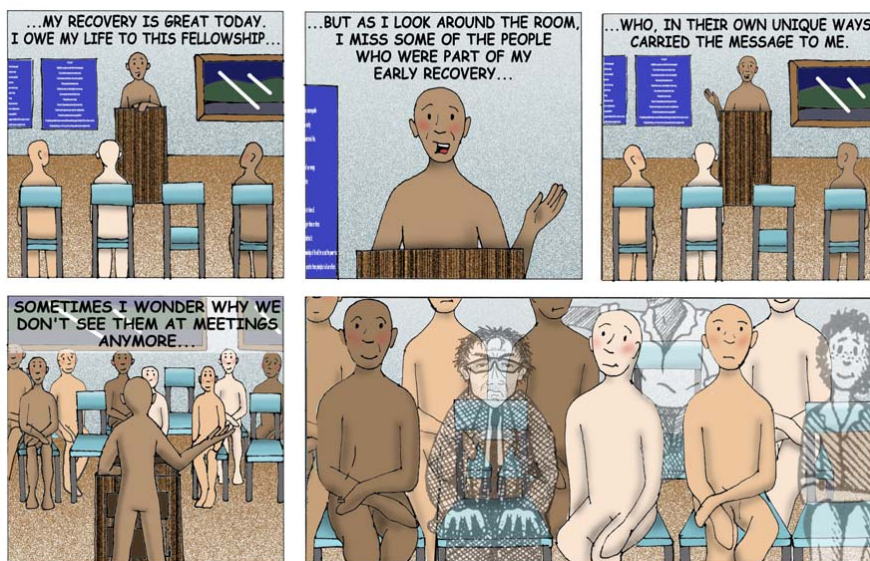
- ◆ CBDM at committee meetings
- ◆ Cooperation between area and regional committees
- ◆ Diverse speakers and varied meeting formats so that there's something for everyone
- ◆ Workshops to discuss issues at committee meetings and events
- ◆ A 24-hour helpline

Several of the successful ideas focused on new members:

- ◆ Offering them rides to and from meetings, either through a list at the phonenumber, at a meeting, or online
- ◆ Asking them to introduce themselves and then remembering their names
- ◆ Giving them a welcome pack
- ◆ Listening to them

Our individual actions, although deceptively simple, can have a profound impact. Respecting and accepting diverse members, taking personal responsibility for the atmosphere of recovery in a meeting, sharing a clear message of recovery, and reaching out to attract new members and welcome back older members were all suggested.

In conclusion, we seem to have an array of challenges when we consider how to reach out to the members who are not present in our meetings or who are not successful in finding a home here, but we also have a wealth of solutions, whether they be on a personal level or on the level of our service committees. By applying principles and making well planned changes to the way we carry our message we can surely make progress.



Reprint of the Service Pamphlets Cover Memo from January 2008

Greetings to conference participants.

We are sending you this material about service pamphlets in preparation for discussion at the upcoming conference. While these items are being sent along with the Conference Approval Track material in order to save mailing costs, they should not be considered CAT material. These pieces are *not* up for approval at the conference; they are included here to help conference participants think concretely about the issues related to the development, content, and approval of service pamphlets. We look forward to hearing your thoughts at WSC 2008.

The Origin of “Service Pamphlets”

As most of you know, the distinct category of service pamphlets came into being after the last World Service Conference. Among the many things discussed at the conference was the lack of flexibility in our literature development process, that it can take as long to develop a short pamphlet on a service related topic as it does to produce a lengthy piece on a recovery topic (years). In an effort to create a more nimble process, the conference passed a motion “to allow the World Board to develop and approve service-related information pamphlets and tools for distribution to the fellowship.” This new process gives world services a more timely way to disseminate material generated from fellowship discussions and to meet the needs of groups and committees looking for information and resources to help them with their more immediate challenges. Ideally, the development of these pamphlets is collaborative and ongoing. Fellowship need and discussion can lead to the creation or revision of a piece at any time. The 2008 CAR reports on our early efforts to produce service pamphlets and some of the questions that were raised as a result.

The Difficulty Defining “Service” Material

Perhaps the biggest question that has come up for us has to do with the category itself: What makes a “service pamphlet” a “service pamphlet”? We found it difficult at times to draw a clear line between recovery literature or topics and service literature or topics. We grappled with this distinction and found ourselves “stuck” repeatedly. We weren’t sure how we’d categorize some pieces (recovery material? service material? some other name?) or what would be the most fitting approach for their development and approval.

Many items seem relatively easy to categorize, but for each item that seems clear, there are other items that seem to fall into a grey area. Some things are clearly “service” materials. *Group Trusted Servants: Roles and Responsibilities* and *Group Business Meetings*, for instance, two of the service pamphlets we released in 2007, were both intended to be used by groups to help their meetings and business meetings run more smoothly. Other items, however, can be more ambiguous, or harder to define. Another of those first five service pamphlets, *An Introduction to NA Meetings*, was also intended to help groups function more effectively, particularly when facing challenges such as an influx of court-ordered attendees. The use of this pamphlet is, in this way, service-related, but the audience or intended reader is not the group as a whole. The pamphlet is really geared toward a newcomer or potential member of NA.

However, we found in our discussions that consideration of intended use and/or audience—for whom the pamphlet is written—is not always helpful when trying to distinguish between “service” and “recovery” material. Things relating to the traditions on a group level, for instance, could be thought of as service material, since they are addressed to the group and intended to help meetings or committees, but historically texts dealing with traditions have been treated as “recovery” literature and are developed through that process. In this case, it seems that there is a useful distinction to be made

between writing that outlines basic principles and philosophy, such as the chapters in *It Works: How and Why*, and writing that details how to put those principles into practice, such as *PI and the NA Member*. We generally found that looking at service material from this perspective—philosophy versus practice—was more helpful than focusing on intended use and audience.

Moving Forward Together

We have had extensive discussions about this subject at almost every board meeting. We are trying to provide you with as much information as possible about where these discussions have brought us so that we can continue this discussion with you at the conference. We hope this memo helps to frame the issues for you and that our discussions at WSC 2008 are as productive as possible. We are sending this material to you ninety days before the conference in draft form, and have not attempted to publish these particular pieces as service pamphlets so that we can have this conversation about the future of these items and the larger issues. We believe it is our common goal to provide the fellowship with helpful and usable tools in their efforts to carry the message.

Contents of the Mailing

All three of the pamphlets following this cover letter illustrate the hazy boundary between service and recovery literature. Two of the three are new pieces we are working on. *Benefits of Service* is another piece addressing a service-related issue, but written for the individual member. *Leadership and Principles in NA* was initially drafted for the individual member, but has been revised with a service committee audience in mind. We are enclosing both drafts here so that you can see the evolution of the ideas as this piece changed from one targeted to a member to one targeted to a group or committee.

Changes to An Introduction to NA Meetings

The third pamphlet enclosed is *An Introduction to NA Meetings*, mentioned above. This was one of the first five service pamphlets we released, but we stopped distributing it after hearing concern from members over the description of “clean” in the pamphlet. We are including it here for the purposes of discussion, with the definition of “clean” omitted, and additional language added. The additional language tells members on medication or drug replacement that they are welcome in NA and that our philosophy of complete abstinence can best be conveyed to them by reading NA literature and by talking to NA members.

The controversy that arose as a result of distributing *An Introduction to NA Meetings* illustrated the fact that we don’t have a written definition of “clean” agreed upon by the fellowship as a whole. It was never the point of this pamphlet to resolve the issue of what it means to be “clean” or to define that term for the membership; to do so would be an example of text that establishes NA principle or philosophy, which is the sort of text that we don’t believe should fall under WB Approved material. We believe that the piece as revised simply conveys already understood NA practice.

The list of terms in An Introduction to NA Meetings

As an aside, another question that has arisen about this piece has to do with its use of a glossary altogether. It seems some members are under the impression that including definitions of terms in the piece is contrary to the will of the conference because the 2006 conference voted down a motion to create a project plan, timeline, and budget for the creation of a recovery glossary. We do not see the brief list of terms explaining NA language to potential members in the enclosed service pamphlet as the same sort of endeavor as a project to create a recovery glossary. The list of terms in *An Introduction to NA Meetings* is comparable to the lists at the end of *A Guide to Local Services in NA* or the CAR; it’s meant to explain some of our terminology to those new to NA or NA service.

The Benefits of the Board-Approved Process

Our experience with *An Introduction to NA Meetings* demonstrated one of the best things about this new development track—its responsiveness. Because these service pamphlets are board-approved, they can be pulled or revised promptly as a result of fellowship input. The impetus for creating the service pamphlet track was to get material to the fellowship in a timely way, widely distributed,

and to be able to adapt it as needed. These things all seem to be working well. WCNA-32 gave us an opportunity to distribute the service pamphlets in an unprecedented way; bulletins are not distributed nearly so widely. Nonetheless, it may be that the service pamphlet process could be improved. Perhaps we should have some sort of limited review or do a mailing to conference participants before general distribution to the fellowship. We would like to talk to participants at the conference about these questions of process as well.

Other Revisions Ahead

Another service pamphlet we would like to revise is *NA Groups and Medication*. We plan to have those revisions ready for your review and comment at WSC 2008. We plan to add material to this pamphlet from our existing bulletin on Methadone. Our goal is to end up with one piece that helps groups discuss and deal with this issue, rather than two pieces with overlapping and possibly even contradictory content.

Revisions of the Approval Process Policy

In the meantime, the Conference Approval Track material itself outlines new language we are proposing to describe the literature approval process. The motion that passed at the 2006 WSC prompted us to rewrite the policy, and we realized it made sense to do more than just tweak the policy but to devise a policy that works better and is easier to understand. We could have “piecemealed” a revision to policy and simply added a description of the new approval track created by the motion at WSC 2006, but it didn’t make sense to us to do that because even without a new development track to codify as policy, the distinctions outlined in the existing policy aren’t always clear. It made more sense to us to look at the policy as a whole and propose a revision that encompassed all of the literature and service material development tracks.

Honestly, we struggled in our discussions to try to come up with accurate and descriptive names for NA’s different types of literature, but again, we found ourselves getting “stuck” at times. What makes an “informational” pamphlet “informational”? Is *Am I an Addict* or *Self-Acceptance* the same category or type of literature as *H&I Service and the NA Member*, for example? Both are treated as “recovery literature” in terms of the approval process, but one could easily argue that the latter is “service or informational material.” There seemed to be no way to describe the different categories of texts other than using names to indicate the way they are approved: Fellowship approved, conference approved, and board approved. (The specific details of development and approval for each particular project would still be spelled out in the project plans.) Nonetheless, we have put together the policy that makes the most sense to us at this time, and we are open to the possibility that discussions at this conference may further refine and clarify that policy.

In Closing

Above and beyond the nuts and bolts of the policy, however, we look forward to discussing the broad issues that have been raised through the development of these service pamphlets. It is worth noting that the materials developed thus far have used the input from the Issue Discussion Topics as source material. The ability to revise or adapt these service pamphlets is much easier under this new process, and hopefully allows us to be more responsive to fellowship needs and concerns.

We believe that the following pieces would fall under board approval status because they do not seek to establish any new ideas or philosophy. Again, we are only distributing them to conference participants at this time to allow delegates time to reflect on the pieces before our discussions at WSC 2008. We will forward the revisions to *NA Groups and Medication* prior to the conference.

Please bring your thoughts to WSC 2008.

NAWS Product Update

Afrikaans

- ◆ IP No. 1: *Who, What, How, and Why*

Arabic

- ◆ *An Introductory Guide to NA*
- ◆ P No. 5, 6, 8, 11, 14, 16, 19, and 23
- ◆ Group Reading (5-Card Set)

Brazilian

- ◆ *Just for Today, Revised*
- ◆ *An Introductory Guide to NA, Revised*

Chinese

- ◆ Keytags: 30 Days – Multiple Years

Danish

- ◆ Basic Text

English

- ◆ Basic Text, Pocket-Sized Softcover
- ◆ *It Works*, Audio CD Set
- ◆ *It Works*, Pocket-Sized Printed-Case
- ◆ *Just for Today*, Pocket-Sized Softcover
- ◆ White Booklet, ASL DVD

- ◆ *Public Relations Handbook* with addendum (standard US and international formats)
- ◆ *PR Handbook Resource Material* (standard US and international formats)
- ◆ *Group Business Meeting* (SP)
- ◆ *Group Trusted Servants: Roles & Responsibilities* (SP)
- ◆ *Disruptive & Violent Behavior* (SP)
- ◆ *NA Groups & Medication* (SP)
- ◆ *Twelve Steps, Traditions, and Concepts* Posters Set

Estonian

- ◆ Keytags: Welcome – Multiple Years

Farsi

- ◆ Basic Text, pocket-sized version
- ◆ *Just for Today*
- ◆ *The NA Step Working Guides*
- ◆ *Sponsorship*
- ◆ IP No. 10: *Working Step Four in NA*



Filipino

- White Booklet
- IP No. 22: *Welcome to NA*
- Keytags: Welcome – Multiple Years

French

-  *An Introductory Guide to NA, Revised*
-  *IP No. 11: Sponsorship, Revised*
-  Twelve Concepts Poster
-  Six-Poster Set, Revised

German

-  *Sponsorship*
-  *The Group Booklet*
-  *A Guide to Local Services in NA*
-  *Group Reading (7-Card Set)*
-  *Poster Set of Six*

Hebrew

-  *Just for Today, Revised*

Hindi

- White Booklet
- IP No. 11: *Sponsorship*

Hungarian

-  Group Reading (7-Card Set)

Icelandic

-  Group Reading (7-Card Set)

Indonesian

-  IP No. 7, 11, and 22
-  Group Reading (7-Card Set)
-  Keytags: Welcome – Multiple Years

Italian

- ✦ *It Works: How and Why*
- ✦ *IP No. 26: Accessibility for Those with Additional Needs*

Japanese

- IP No. 6: *Recovery and Relapse*
- Group Reading (7-Card Set)

Lithuanian

-  *An Introductory Guide to NA*
-  *The Group Booklet*
-  *NA: A Resource in Your Community*
-  *IP No. 15: PI & the NA Member*

Nepali

-  IP No. 1, 7, and 22



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Norwegian

- ◆ *It Works: How and Why*
- ◆ *The NA Step Working Guides*

Polish

- ◆ IP No. 16: *For the Newcomer*

Portuguese

- ◆ *The NA Step Working Guides*

Russian

- ◆ Basic Text, Revised
- ◆ *Just for Today*
- ◆ White Booklet
- ◆ IP No. 8, 11, 12, 13, 14, 19, 17, 21, 23, and 24

Slovak

- ◆ IP No. 12: *The Triangle of Self-Obsession*

Swahili

- ◆ Keytags: Welcome – Multiple Years

Spanish/Castilian

- ◆ White Booklet, Revised
- ◆ *Group Treasurer's Workbook*

Swedish

- ◆ Basic Text, Pocket-Sized Hardcover
- ◆ *An Introductory Guide to NA, Revised*

Thai

- ◆ IP No. 1: *Who, What, How, and Why*

Turkish

- ◆ Basic Text



Status of Project Ideas Submitted

Submitted by	Idea Submitted	Decision
Service Material All ideas and material submitted for service and recovery material are kept on file. They are used both for ideas and as a resource if and when the topic is prioritized.		
Tom F	Service Work IP	This is already in our project plans.
County Line Area & Aleen F	IP "NA Service-What, Why & How?"	Currently working on basic service IP, this will be kept for future consideration.
David M, S. Fl. RD	Audio — <i>Conference Agenda Report</i>	Not intending to pursue.
Shawn M	GSR Handbook	Will keep idea for future service literature projects consideration and will pass on to the proposed Service System project plan if it is adopted.
Recovery Literature and Related Ideas As stated above, all ideas for recovery literature are kept for future consideration.		
So Florida Region and Rhonda C	Traditions Workbook	Not intending to pursue. Suggested that submitter write an article for <i>The NA Way</i> .
Scott A	Basic Text Steps and Traditions Study Questions	
Bill O	Step instruction guide	
Tony C	IP NA and the Native American	
Ohio Region	IP Clear NA Message	
Venezuela	New material on the Twelve Steps of NA	
George P	New Meditation Book	
Anonymous submission	Information pamphlet on "Moving in Recovery"	
Translation Related Ideas		
Rochelle D. M	Videotapes of the Basic Text, <i>Just for Today</i> , IPS, etc for the hearing impaired.	Working on ASL version of White Book and of WCNA speakers. Keep ideas for future development.
Venezuela	More Spanish audio material	Investigating feasibility of expanding Spanish audio materials
Existing Material in Alternative Formats or Technologies		
Devin T	Just for Today email list daily meditation for subscribed members	Pursued idea and material was made available at no cost by subscription on 1 Dec 2007.
James H	Electronic JFT	Not intending to pursue at this time.
James R	<i>Just for Today</i> on Tape and CD	
David N	Produce <i>JFT</i> cell phone recordings	Will keep idea on file but implementing the <i>JFT</i> email list at this time. Given the limited number of other line numbered material distributed we are not intending to pursue.
Lory L & Jim N	Line numbered <i>It Works How & Why</i>	
Patrick B	NA Basic Text E-book format	We are currently investigating a variety of alternative technologies.

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Submitted by	Idea Submitted	Decision
Miscellaneous		
John S	Email Travelogue	Unable to make this commitment for all WS trips
Steve Dakota	Topic Box: topic generator cards Logo for WCAN	Will keep idea on file as we look at other ideas for groups. Not intending to pursue.

Regional and Zonal Reports

Regional Reports Data Overview

The information in this summary was taken directly from regional reports submitted online and, when provided by the region, data were also extracted from reports submitted in formats other than the online form. Some of the numbers (such as area or regional convention attendance) may have been the delegates' estimations. In addition, dollar amounts may not be completely accurate in every case because they may have been estimated or converted from other currencies (such as Euros, Yen, etc.). Because of these estimations and because data were not submitted by every region, this summary is simply meant to provide a cursory overview of what's occurring in many regions throughout the fellowship. Each entry should be considered with the qualification that it is a result of the regions that provided information. We hope you find this information helpful and of interest.

Summary of Data from Regional Reports

Total number of regions submitting reports	93
Number of delegates who have attended a WSC before	64
Number of alternate delegates who have attended a WSC before	20
Number of areas according to reports submitted	843
Number of groups according to reports submitted	19,069*
Number of groups from the SAME regions according to NAWS database	20,427
Meetings per week according to reports submitted	42,144*
Number of meetings from the SAME regions according to NAWS database.....	31,838
Number of H&I panels per week	4,644

* These data include 2,564 groups and 11,256 meetings from the Iran Region, figures that have never been included in this summary before. We purposefully do not keep Iran figures in our database, which explains most of the difference between meeting totals according to regional reports and the number of meetings in our database. The other key difference is the areas' and regions' improvement in providing current information for the database.

Contributions and Literature Distribution

Annual contributions from groups and areas to reporting regions in 2007	\$1,369,617.22
Total annual expenses for all reporting regions in 2007	\$1,824,543.57

Regional Service Structure, Activities, and Growth

Number of regional service offices	35
Number of regions incorporated or with legal status as a part of regional structure.....	55
Regional corporations that paid taxes or duties	26
Regions with tax-exempt or duty-free status	47
Number of regions that participate in a zonal forum	89
Regions that have any type of helpline.....	59
Regions with areas that have their own helplines	48

2008 *Conference Report*

Number of regions that have regional conventions	80
Total number of regional convention attendees.....	78,997
Average number regional convention attendees.....	988
Number of area conventions.....	355
Total number of area convention attendees.....	30,493
Average number of area convention attendees.....	86
Regions that participated in any public relations efforts	78
Regions that hosted IDT workshops or discussions	81
Number of regions that hosted CAR workshops	71
Regions whose membership is growing.	72
Regions whose membership is staying the same	13
Regions whose membership is decreasing	2

While many of these fellowshipwide numbers have remained close to what was reported in the 2006 *Conference Report*, there are several significant changes reflected here. We believe these figures represent increased activity, but that delegates are also doing a better job of tracking and reporting data. The figures reported are as close as they have ever been to the numbers in our database, so thank you for your efforts to provide the conference with more accurate and current information.

- The total number of areas identified in 2006 was 328, but just two years later, that has more than doubled to 843 areas.
- H&I panels also increased with 1,766 panels reported in 2006, and 4,644 reported this year.
- The total annual financial donations from groups and areas to regions in 2005 were reported as \$357,029 which grew to \$1,369,617 in 2007. Expenses also increased, with total annual expenses of reporting regions accounting for \$495,322 in 2005 and \$1,824,543 in 2007.
- The number of area conventions held increased an amazing 250%, from 89 to 355; however, attendance at area conventions seems to have increased only by approximately 50%, moving from 12,460 to 30,493 attendees. The Iranian NA community's conventions attract tens of thousands, but these numbers were not included in their report.
- Membership growth is also reported on the rise, with 72 regions reporting growth in 2006, compared to 36 in 2008.

Regional Report Summary

Given the volume and diversity of material contained in the regional reports, this is neither a comprehensive, nor a statistically accurate, summary of all the issues we have spent the last two years talking about. Different communities face different challenges, at times unique to themselves, but we also face many common difficulties and experience many common successes. What follows is an attempt to capture some of these common themes. [Note: The bullet points below come from the regional reports. For the most part, we have quoted directly from the reports without editing them in any way.]

Successes and Challenges

Regions reported many successes. Some wrote of progress made in communications and outreach, including efforts to reach targeted populations. Others shared information about successful events, use of the Area Planning Tool, and leadership cultivation and selection.

- ◆ Effective communication about the SPs, understanding them and applying them in business meetings.
- ◆ We have strengthened the chain of communication RD-RCM-GSR by holding workshops on the role of the RCM in region. Some RCMs have used the adapted material to hold workshops on the role of the GSRs in the areas. This will continue!
- ◆ We have created a nice online web form for getting feedback from all groups and areas within our region and have sponsored area CAR workshops as well. We hope the online form will help assist us in getting greater feedback for the upcoming WSC.
- ◆ We are seeing an effort into Out Reach happening. We are working on providing more NA meetings on reservations. This in the past had been a struggle but we are seeing professionals being more open minded to NA as a whole.
- ◆ Over the years, this home group had difficulty attracting women. To address this problem, the group decided to split into a women's group and a men's group on the third week of every month. The home Group later decided to host a gay and lesbian meeting on the fourth week of the month. This seems to have had the effect of attracting more women and more gay and lesbian addicts.
- ◆ The fact that after all these years we feel financially secure enough to host our first Region Convention.
- ◆ We had a steps campout and we spend a night in front of a fire and we shared our strength and hope under the moonlight and the stars.
- ◆ The APT was shared and used by four areas, one which was created by using the APT as a tool.
- ◆ RCM Orientation Package.
- ◆ What has worked well is having access to a wealth of experienced members and service mentors. Everything I know, I have been fortunate enough to learn from others.
- ◆ We have struggled with filling positions with the warm body and currently this is not happening. We would rather see a position sit empty then see people voted in on one meeting and maybe never seeing them again.

Many of the challenges reported centered on resources, either issues related to money such as growing expenses or theft, or even more commonly, issues related to a lack of participation. Another common set of challenges were those dealing with communications, including

translations. Among the other responses were conflicting definitions of “clean,” troubles with border crossings, and lack of trusted servant rotation.

- ◆ The lack of money and service.
- ◆ Insurance issues and the growing expense of our 1-800 phoneline help number.
- ◆ We had a big theft at our Legal Office in 2006 (US\$ 120,000.00). That caused a big problem with the confidence of our office. It wasn't a NA member that extracted the money (was a special worker) but the new board had a major challenge to overcome the crisis of mistrust. With hard work between the new board of the Legal Office and the board of Regional Services we are much better now than in the past.
- ◆ Unfortunately, addicts with significant amounts of clean time rarely attended these [IDT] workshops.
- ◆ It is hard to motivate attendance to workshops, unless they happen in the context of a convention.
- ◆ Disconnect regarding communication from the Region to the Areas, and the lack of communication from the Areas to the Region. What has worked well- Ongoing Communication from WSO to the RD, and ongoing communication from the Regions to the Zonal Forum and from the Zonal Forum to the Region.
- ◆ There is a general lack of knowledge of the issue discussion topics. The information is not getting to the home groups.”
- ◆ The big challenge for our Region [may be] the translation [of the proposed] 6^a edition Basic Text.
- ◆ Not clear on what is clean.
- ◆ The challenge of crossing the Canada/US border to get to RSC meetings as well as regional events.
- ◆ Presently the region of Guatemala has stopped providing essential services due to the lack of rotation in the service positions. It is very important to have rotation so you can maintain balance in the service structure.

The Issue Discussion Process and Topics

We heard mostly positive input about the issue discussion topics and process. We all seem to enjoy the actual process of gathering together and talking in this structured manner. Getting members, particularly those with experience, to attend is a problem for some communities, but others report increasing turnout. Some of the highlights from the regional reports were:

- ◆ Members seemed to enjoy the opportunity to participate in the small group discussions. Opportunity for those with various amounts of clean time/service experience to fully participate.
- ◆ We then, via zonal experience and then back to region, did the updated versions of the "Building Strong Home Groups" Worksheet and "Area Planning Tool" The effect has been great. Our region has 2 new areas so the "Area Planning Tool" is not something that is new and unusual. We did get the "Why do we need this response" from some in our more established areas.
- ◆ Suggest revamping Building a strong home group worksheet. Members learned and enjoyed the interaction. Session profiles very helpful.
- ◆ There is much discussion. It's good to see people concerned with what goes on in the fellowship. Most were unaware of the area planning tool and home group worksheet. Much concern over medication issues and WSO wishy-washy stance on abstinence.

- ◆ We noted that few NA members had knowledge regarding worldwide services. But we noted that all people that participated in the workshop had interest in the subject and continued to talk about that.
- ◆ We let all the areas know what CAR workshops were available and the Region paid any expenses, but the invites and hosting of event was done by the areas. There was a good uptake on this.
- ◆ Once we locate the solution we need to spend more time in nurturing the answer and not just talking about the answers.
- ◆ [In workshoping the CAR] We had some resistance to covering the IDTs one more time. However, when we shared how these discussions contribute to our ability to better carry the conscience of our Region, most people came on board. We also shared the fact that we had more focused questions for them in this our last discussion on these topics. We held regional workshops hosted by 4 of the eight areas. The RCMs felt that we would have more participation if we went to Areas rather than one Regional event.

Subjects that Seemed to Generate the Most Discussion

Apart from the Issue Discussion Topics of “Building Strong Home Groups” and “Who’s Missing from Our Meetings and Why?” the subject that generated the most interest in regions was how to attract, retain, and train trusted servants. This was also the main concern expressed when we asked what wasn’t working in your local service structure, so it comes as no surprise.

- ◆ The challenges of getting members involved in leadership roles.
- ◆ The need to attract new members to service positions and the need to increase the contributions to the groups and region.
- ◆ I am sorry to report a strong sense of apathy from our member groups. Once again, these discussions are mostly left to a small number of concerned addicts, not enough to truly establish a consensus.
- ◆ The RD and the AD attended the Florida Service Symposium - a trusted servant learning conference to develop effective leadership in our fellowship.
- ◆ We continue to improve on our ability to choose trusted servants. As a result, we have better trained trusted servants, and we have moved away from the “warm body” syndrome.
- ◆ Our areas are struggling with attracting addicts willing to serve on the area level, and the region is doing what we can to help make service attractive to those with clean time that have stepped out of the service structure for whatever reason.

Literature related issues were another major topic of discussion. The main focus was the new Service Pamphlets, the literature creation and approval process, and the Sixth Edition of the Basic Text.

- ◆ Service material vs. recovery literature and its approval process.
- ◆ Several groups expressed concern over the World Board Approved IP's that came out without fellowship approval.
- ◆ The process by which the Service Pamphlets were created/approved. Of course lack of knowledge of the history of how this approval process came to be was a big factor in people's concern but shock and disapproval on "clean definitions" this was what we heard at workshops.
- ◆ The service pamphlets, North Central Area workshoped them and the entire region was represented, it was awesome.
- ◆ There was a workshop on the Basic Text Project, which attracted a lot of member involvement.

Common needs literature, particularly medication (including drug replacement therapy) gay and lesbian issues, translations, and the new youth IPs were also mentioned several times.

- ◆ Medication in recovery and Methadone maintenance and other substances.
- ◆ Now our goal is to revise more translations so that we can have more approved literature. At the same time the fellowship feels a great need for the translation of literature about service, as we don't have much. WSO offered us help to do it...

We also heard a lot from you about local structural issues. Several regions are making changes to the way they organize their service provision; implementing planning efforts with the Area Planning Tool; working towards some form of legal identity; and trying to obtain liability insurance (which also featured several times when we asked what you wanted to talk about at the conference.)

- ◆ Region is slowly shifting to a "project based" system for delivering Regional services. So far, we have utilized this method twice. Instead of using a seated subcommittee, we created work groups with the goal of accomplishing a specific task and then disbanding.
- ◆ We are in the end stage of considering a new service structure for our regional service. The motion reads: To change the current RSC structure from "Sub-Committee/Reporting/Motion based to Project/Roundtable/Consensus Based" We would cease sub-committees and begin using the project format along with a Human Resource Panel similar to the WSC format.
- ◆ The change from PI to PR has given our Region a broader perspective and attention to public relations efforts. We believe that these efforts have given us a higher profile and will increase our credibility as a recovery option.
- ◆ Planning process in service on all levels. The APT has been a source for inspiration if not used fully.
- ◆ Insurance was a big topic this conference cycle and also the issues concerning the lawsuit in one of our Areas and how it served as a catalyst for promoting unity throughout the region.
- ◆ Incorporation vs. non profit corporation, what are other Regions doing, what is working for them?

The other two topics that came up several times were the atmosphere in our meetings and whether it's safe for everyone, and issues around conventions.

- ◆ Inappropriate behavior in meetings.
- ◆ I have experienced some difficulty as the only woman on the RSC and sometimes feel that I am not taken seriously.
- ◆ A couple of people asked about predators in the rooms and the general safety of people from predators.
- ◆ Conventions, the money generated from these Conventions, whether or not we should have Conventions and what to do with the excess money generated from these events.
- ◆ We fell way below reserves frequently, because we had relied on convention income to boost our reserves.
- ◆ Theft of NA funds from our Convention Committee by a trusted servant. It caused us to look at greater methods to protect our money, taught us compassion for the still suffering addict and patience in developing and receiving a payment plan without taking the addict to court. Yes the money has been paid back in full. The fellowship suffered some trust issues, resentment issues and forgiveness.

Public Relations

Public relations in all its forms continues to be one of the highest priorities for most regions.

- ◆ In the past 2 years we have focused on 3 different aspects in our PI activities. PI activities for Government officials and Society at large, holding workshops for member of PI committee from all over the country, and PI stalls in Seminars. We have a total of 1500 to 1600 members active in PI committees all over Iran.
- ◆ We purchased an 8' x 10' professional display booth with matching display materials.
- ◆ We asked for the NA phone number and regional website address to be broadcast at the end of two different TV programs about cocaine use in Ireland, which were shown on the national TV station. This led to several PR opportunities, with several positive media reports about NA taking place in different parts of the country. We also attended a courtesy meeting with the Board of Directors of A.A. in Ireland to discuss any issues of mutual concern. This is likely to become a yearly event.
- ◆ We attended a probation officer convention in Bloomington/Normal, IL. It was a three day event, and we had a booth setup for the duration. We looked very professional because we had a ton of material from NAWS delivered beforehand. The probation officers were grateful for the material and impressed by the quality of literature and information we provided them. It was a huge success for NA as a whole.
- ◆ The movie "Just for Today" was translated and screened it at our last convention in Eilat and other forums.
- ◆ The Region participated in a six month giant billboard campaign in the heart of people, places, and things; although costly the message was carried to save the suffering addict.
- ◆ Putting a copy of the Basic Text in all the libraries in our region.
- ◆ 1120 calls. 70% from addicts asking about meetings and addresses. 24% relatives asking about the NA program. The rest from professionals, media and social workers.
- ◆ Our region developed a Public Relations statement recently and we have expressed to our areas if they need any help, the region would be willing to be involved.
- ◆ We do presentations every week for professionals, officials and various types of hospitals and institutions. Often it consists of four parts: 1) Intro, 2) Power point presentation, 3) Recovery story, 4) Questions and answers.

Issues Delegates Would Like to Talk about at WSC 2008

Perhaps not surprisingly, the main issue you reported wanting to talk about at WSC 2008 was literature: the development and approval process, the distinction between service and recovery literature, and some specific types of literature. In terms of literature topics or focuses, only one was mentioned more than once, which was medication in recovery.

- ◆ Also there seems to be a sense of detachment from the actual NAWS process. We seem to be less involved or engaged even though there is more information. We are also wondering about how much the Board is actually using working groups to perform specific projects. There were also concerns expressed about the fine line between Service Pamphlets (CAT) and Fellowship approved literature with some holding the view that the new material should have gone to the Fellowship.
- ◆ If motion 12 does not pass our region would like to present a motion to allow SP to be distributed to RDs for a 90 day review and input process prior to them being distributed.
- ◆ Turning Issue Discussion Topics into Service IP's to allow an informal method of fellowship input into those IP's.

- ◆ That we are considered more in the review process of the Spanish Basic Text with the personal stories.
- ◆ A better way to deal with the issue of medication and the controversy this issue has caused throughout the fellowship.

We also heard a lot about communications: how to better facilitate them and how to reach all the parts of the fellowship.

- ◆ The big challenge is to get all information from NAWS and translate to a singular language for our groups member.
- ◆ Effective communication between trusted servants is now facilitated by use of online discussion boards, which has gained broad acceptance and usage by various service bodies within the fellowship.
- ◆ The delegate team has continued to raise the level of service delivery in the Region. During this past cycle, we conducted 34 workshops (ten on the changing stories in the Basic Text; three on the new Youth IPs; eight on the IDTs; six on the CAR; three on “Consensus Based Decision Making;” one on the PR Handbook; and three on “How to be an Effective GSR”), and we attended 26 ASCs. Additionally, the team hosted two Regional Assemblies.
- ◆ Challenges - Disconnect regarding communication from the Region to the Areas, and the lack of communication from the Areas to the Region.
- ◆ What has worked well- Ongoing communication from WSO to the RD, and ongoing communication from the Regions to the Zonal Forum and from the Zonal Forum to the Region.
- ◆ If we could just find a way to reach to more of the fellowship.
- ◆ I have found that the majority of our RCMs either are not passing on the info and/or unsure what to do with it once they get it.
- ◆ Simple tools, easy to translate, to pass on in the service structure for improving communications.

The contradiction between a growing fellowship and fewer trusted servants, as well as training those we have, was also something mentioned several times.

- ◆ Our general membership and number of meetings has grown while our service structure experiences losses at every level.
- ◆ How to begin providing Effective Leadership training and skill development
- ◆ Service structure and leadership development is an area of importance and concern, as all of our areas are experiencing difficulty with attracting, nurturing, and keeping members in service. It is not uncommon for positions to remain unfilled, and members in service to wear multiple hats.

The last topic that featured frequently was the seating of new regions at the WSC.

- ◆ The members in our region are particularly concerned about the seating criteria for both new and “split off” regions. Many believe that if we need a new policy, then the World Board should provide a project plan for developing the new criteria.
- ◆ We would like to see a forum for open discussion about the “proposed moratorium” and include the voices of “un-seated” regions.