

What's happening in NA World Services that you may want to know...

We hope you will continue to forward this page by email, or copy it for interested members, your ASCs, and your RSCs. We continue to encourage people to obtain e-subscriptions to *The NA Way* and *NAWS News*.

This helps us to communicate more effectively and control distribution costs.



New Recovery Literature after WSC 2012

The World Service Conference unanimously approved *Living Clean: The Journey Continues* as a book-length piece of Fellowship-approved recovery literature. This book illustrates experiences many of us have in recovery and offers spiritual principles, humor, and a sense of bonding through identification. We will produce a gift edition along with the book itself and aim to release them between October and December 2012.



The World Service Conference made changes to the policy for world conventions beginning 2018 which will alternate North American and non-North American locations, and the convention will be held every three years. The 2018 convention will be held in North America. However, the 2015 WCNA will be held in Latin America.



Service System: The Service System resolutions and proposals all garnered support at the WSC. That was very exciting as we are moving to a system of service. Over the next cycle, we will be developing a transition plan and providing details to the broad brush resolutions. We will continue with a webpage and we are looking forward to members' input and dialog. This is a "together we can" project and we hope you will embrace our partnership. At the end of the day, we want A Vision for NA Service to be embraced and brought to life. Updates will be posted online as they are available: www.na.org/servicesystem.



Upcoming Projects: A Traditions Book plan was approved for a two-cycle project. For the 2012-14 cycle, we will use technology to solicit input and ideas for this book to frame an approach for 2014. Additionally, we will take the current service pamphlet, *An Introduction to NA Meetings*, and develop it into an IP which will be reviewed by the fellowship and included in the 2014 *Conference Agenda Report*. We are aiming for a high level of participation from members and will be letting you know when the website is up for the Traditions Book and when the proposed SP revisions are ready for fellowship review.



PR News: Updated versions of the pamphlets *Membership Survey* and *Information about NA* will be available soon; we aspire to release these in July 2012. These items are being updated to reflect the 2011 membership survey results. This membership survey received the largest response to date since inception of the survey effort, with 17,492 members participating.



The WSC passed motions to give us the ability to make non-substantive corrections to Fellowship-approved literature; as well as bundle, excerpt, and repackage Fellowship-approved literature items without any changes to their texts; and create and approve enhanced electronic or digital versions of the texts that include supplemental materials or connections to other NA materials. None of this will be done without a minimum of 120 days' notice in advance of publication.



Financials: Each of us has a responsibility to support services whether in our home groups or in another country with addicts we have yet to meet. Financial contributions help us to give literature to emerging communities and assist in their service and fellowship development. Yet, we are unable to respond to many requests because we lack money. We need your financial support which helps in carrying the message worldwide. Please contribute at www.na.org/?ID=donation-external-index.

Go to *NAWS News* at www.na.org/?ID=reports-nawsnews-nawsmain



INSPIRED BY OUR PRIMARY PURPOSE

A NEW CONFERENCE CYCLE BEGINS

We experienced a productive, ambitious, and fulfilling World Service Conference 29 April – 5 May 2012 in Woodland Hills, California. Our diverse global fellowship came together at our biennial meeting with the theme Inspired by Our Primary Purpose. This theme was powerful for us all, since in essence it is how the message was carried to each and every one of us, and it is our privilege to carry the gift of recovery to others.

This *NAWS News* provides an overview of the conference week activities and decisions. This report does not reflect all the discussions that we had at the conference. The highlights reported here are merely synopses of the conference activities.

We are gratified by the decisions of the delegates and the direction we are moving. Our discussion-based decision-making “experiment” hit a few bumps yet overall we were successful and we will continue to build upon that direction for future conferences. We are elated that *Living Clean: The Journey Continues* had unanimous consent of the conference; we now have a book of many members’ recovery experience in areas such as relationships, our physical selves, etc. Even though the work ahead is daunting, we are enthused that the Service System resolutions and straw polls were supported; we are moving in the direction of a coordinated and collaborative service delivery model. We want to find more effective ways to hear from the fellowship; we are completely revamping the *NAWS* website and are looking at ways to make the discussion boards user-friendly and perhaps enhancing communication with a blog. We need and want members’ thoughts and ideas in many areas this conference cycle. We can be successful together!

We are enthusiastic about the 2012–2014 cycle, which asks us to remain open-minded, willing to change and plan effectively. We will be using technology to gather ideas and input for the Traditions Book in an effort to create an approach which reflects what members desire for this book, and the *SP An Introduction to NA Meetings* will be developed into an IP and put out for fellowship review. Additionally, we have essential services, Issue Discussion Topics, and the 35th World Convention in Philadelphia, PA to bring into being. Additional projects were approved yet need resources to implement. Our hope remains that we will be able to have Public Relations Roundtables. As usual there is so much we need to talk about together, yet the way we communicate continues to be our biggest and most overwhelming need. Nevertheless, we want you to know that staying responsible with the trust you gave to us is always at the forefront of all we do.

We continue to embrace our vision and be guided by our primary purpose.

AS LONG AS THE TIES THAT BIND US TOGETHER. . .

Before the World Service Conference officially begins, we bring together worldwide and local NA members in a Unity Day filled with recovery and sharing. On Saturday, 28 April, after a World Board open forum, we enjoyed a Unity Day that included an open house and lunch at the World Service Office, an afternoon of recovery workshops, and an evening panel of regional delegates followed by a dance and world market. These types of activities help to strengthen the bonds among conference participants in ways that unify our efforts and that last far beyond the business of the WSC.

Offering its unified efforts, the West End Area hosted hospitality efforts, coordinating volunteers from the West End and San Fernando Valley Areas, as well as other Southern California Region members. They provided airport transportation, rides to local meetings, and invaluable “insider” information on the best shops, restaurants, and other local resources. For their tireless efforts throughout the conference week, we send out a hearty and sincere “Thank You!”

Continuing in the Unity Day spirit, our first session (aptly named “First Things First”) marked the official opening of the 31st World Service Conference on Sunday, 29 April at 9:00 am sharp. First, we heard introductions and updates from the delegates of the Iran, Nepal, Tejas Bluebonnet, Brazil, and Sweden Regions. Our conference countdown followed, identifying conference newcomers and long-time conference veterans. As we circled up, our moment of silence was followed by the Serenity Prayer offered in each of the 24 languages spoken at the conference. There aren’t many WSC experiences that can rival the emotionally charged energy of this closing.

With that, we progressed in our community-building session, “Inspired by Our Primary Purpose.” This session allowed conference participants to become familiar in a small group setting and to share some of their hopes and fears for the week. The Fifth Tradition inspired discussion of the harmony of purpose that unites us when our service is inspired by our spiritual principles. Then, individual conference participants took time to personally reflect (in writing) on how their service would be inspired at the WSC by the spiritual principles of the Fifth Tradition: Integrity, Responsibility, Unity, and Anonymity.



HOW WE DID BUSINESS AT WSC 2012

At WSC 2010, participants unanimously decided to experiment for WSC 2012: Regions would make proposals rather than motions in old and new business. As the board discussed how that would work in practice during the conference, we determined that we would also refrain from making motions except for the old business motions that were in the *CAR*—including the resolutions, a motion to approve the record from WSC 2010, a motion to attempt this proposal “experiment,” and motions to pass the budget and project plans in new business.

Conference participants had a hand-out in their notebooks explaining the process the board was proposing to do business at this conference—how this “experiment” would play out realistically during old and new business sessions. We devoted an extra orientation session on the opening day of the conference to discussing the proposed decision-making procedure, and the first motion on the floor during old business, which passed by two-thirds, was to adopt the process.

In addition to making proposals rather than main motions, the conference decided to offer changes to motions and proposals through a similar, less formal process. Rather than making formal amendments in business, participants would propose changes during discussion. The changes would be straw-pollled and adopted or not based on the results of that straw poll. Proposals with strong conference support could be brought up again during the Moving Forward session of the conference on Saturday to ensure there was conference agreement on the next steps for those proposals.

The WSC Rules of Order lists 16 different kinds of motions, and the experiment was limited to main motions and amendments, but because the intention was to handle as much decision-making as possible through discussion rather than *Robert’s Rules*, participants were encouraged to discuss motions such as divide the question or commit during the discussion session. The hope for this discussion was some of those decisions could be reached outside of formal business.

It may be fair to say the experiment was a bit rocky at first. As most of us have said or heard said, addicts are not known for their skill in handling change, and it took us all some time to acclimate to this new process. For the first time in over a decade, we did not finish old business by the end of the day, and had to complete old business Tuesday. But our cofacilitators put their heads together

with some board members and began new business on Friday with some suggestions. They eliminated the use of “yellow cards” during business discussion. These cards are used to make privileged motions (e.g., concerning adjournment or recess, point of personal privilege, order of the day) during business sessions, and we had tried to use them in a similar sense during old business discussion, but they seemed to slow the discussion down more than actually help. The cofacilitators also suggested time limits for speakers during discussion and reminded all participants to be mindful of the cost of the conference and the amount of resources consumed each time a participant speaks to an issue.

Participants seemed to heed the cofacilitators’ suggestions because new business took much less time than old business. During the Moving Forward session, we straw polled participants and they strongly supported the idea of continuing the experiment using proposals rather than motions for regional motions in the *CAR* and new business at WSC 2014. We will continue to discuss ways to move toward a consensus-based conference and we hope to have some proposed revisions to the WSC Rules of Order to reflect some of these new practices ready for discussion and decision at WSC 2014.

LIVING CLEAN: THE JOURNEY CONTINUES & ADDITIONAL BUSINESS MOTIONS

Conference participants at WSC 2012 had the responsibility of expressing our fellowship’s conscience on a number of old business motions. The first of these motions, which passed by unanimous consent, was to approve *Living Clean: The Journey Continues* as our newest book-length piece of NA Fellowship-approved recovery literature. This book has been in development since WSC 2008 and involved the hard work and input from countless members all around the world. The Living Clean Project made great strides in the use of technology to involve members in development from the very beginning, which we believe has had wonderful results.

Other motions that were approved at this conference included those related to the *Fellowship Intellectual Property Trust*. There were three motions related to the *FIPT*, each of which allows the World Board a specific ability with regard to NA Fellowship-approved literature. The first of these allows the board to make non-substantive corrections to literature—changes that do not alter the original meaning of the text. We cited examples in the *CAR* essay yet for this report an example is removing references to *Meeting by Mail* in IP#21. The second motion allows the board to bundle, excerpt, and repackage NA literature—the common example for this is the idea of a “Fourth Step drive” pre-loaded with material for working the Fourth Step from a variety of Fellowship-approved literature sources. The third motion allows the board to create and approve enhanced electronic or digital versions of NA literature. An example of this would be an ebook version of the Basic Text that includes links to sound or image files to supplement the material.



One of the most consistently-voiced concerns with these FIPT motions was the lack of a specified timeframe for the World Board to make announcements about these types of items going into publication. Based on old business discussions, the conference ultimately agreed that the way to address this concern was to change the final sentence in each motion to read “not less than 120 days in advance of publication,” rather than simply “in advance of publication.” Guaranteeing these 120 days of prior notice will help to ensure that the board can refrain from publishing anything to which the fellowship might have objections.

The final old business motion approved at WSC 2012 concerned the rotation plan for the World Convention of NA. Prior to WSC 2012, the rotation plan included holding WCNA every two years, twice in North America for each time it is held outside of North America. We have seen a leveling off in the growth of the WCNA attendance, as well as a continually growing number of area and regional conventions that members have an opportunity to attend. Based on those realities, the conference approved a motion to alter the WCNA rotation plan in order to hold a world convention every three years, alternating each time between North American and non-North American zones. (A map of these zones can be found in *A Guide to World Services in Narcotics Anonymous*.)

We expect *Living Clean: The Journey Continues* to be available for purchase later in 2012. We would also encourage you to watch our Product Updates for announcements regarding bundled or enhanced electronic versions of NA literature.



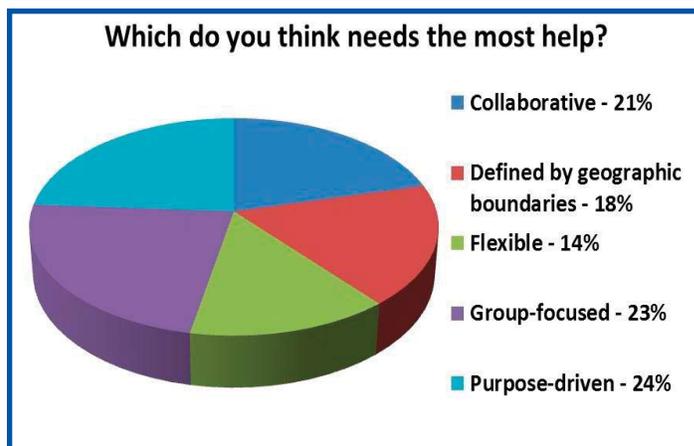
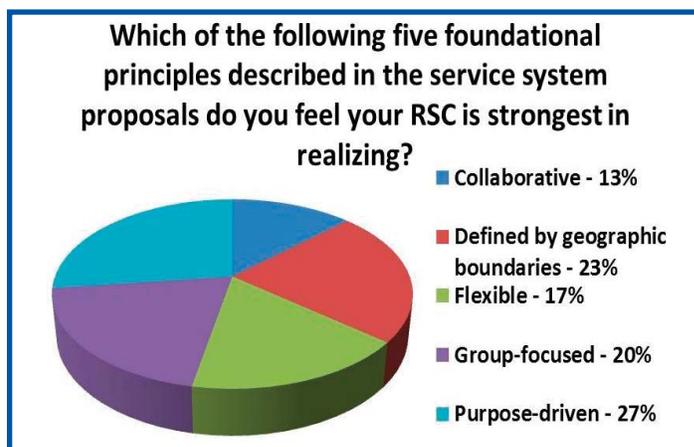
SERVICE SYSTEM

One of the major topics at this conference was the Service System Project. Leading up to the conference, the Service System Project was one of the matters we discussed the most at CAR workshops and zonal forums. We answered many questions—over the phone, via email, and face-to-face. While we have been working on this project for years and done our best to communicate the ideas as broadly as possible, it seemed clear that many members had only just found out about the project when confronted with voting on the resolutions and straw polls in the *Conference Agenda Report*. Some members were critical, others excited; perhaps most were confused. This project has only served to reinforce what has become almost a mantra at world services: Communication is our number one challenge.

We knew that we needed to have an opportunity at the conference to answer questions about the project and proposals outside of the business sessions—to talk about how we can improve our service delivery without having to debate specific resolutions.

In preparation for that discussion, prior to the conference, we surveyed delegates about some questions related to the service system, questions about the region and areas’ effectiveness as well as which of the Service System Project’s foundational principles they were strongest in and which seemed to need the most help. We also asked about RCM training and the definition of RD and AD roles. We devoted a session Monday morning, before business, to reviewing the results of this survey and answering questions from delegates and alternates about the project ideas.

The survey results didn’t seem to point clearly toward one aspect of service delivery or one foundational principle that needs particular attention above the rest. For instance, purpose-driven was the principle most frequently reported as strong in regions and also the one most often reported as needing the most improvement!



It does seem clear that we continue to struggle with some of the same challenges that you have heard us reporting on over the years—only about half of the regions responding had RCM training, and many reported on apathy, poor communication, a lack of planning or collaboration, and rural areas feeling isolated. While many regions and areas report improvements in planning or service delivery, we clearly have a ways to go.

When we opened up the session for questions, one thing that came up repeatedly is that members are struggling to understand the ideas in the proposals. The proposals

are complicated and delegates were challenged to present the material to their regions in ways that people could understand. One delegate expressed her concern that the conscience she was carrying might not be truly representative of the way her region feels. Some delegates brought up the need for more training materials, better ideas about implementation, and simpler explanations of and more time to try the ideas being proposed. We will begin discussing how to help answer some of those concerns at our July board meeting.

Of course, as most of you know, this conference wasn't just a chance to discuss the ideas in the Service System proposals. At this conference, participants made some decisions in terms of the project's future direction. The Service System resolutions and straw polls as well as the project plan for 2012-2014 were voted on at WSC 2012. All of the resolutions as well as the project plan passed, and all of the straw polls had support, but in some instances, the votes were close (see the WSC 2012 Summary of Decisions www.na.org/conference for the vote counts for each item). In particular, Resolutions 7 and 8 and most of the straw polls passed by a simple majority, rather than the two-thirds threshold which would be required to change policy. While it's true that resolutions only require a simple majority because they set a future direction for work rather than calling for specific action at this time, we are aware that at the next conference we will need to reach broader agreement since we will be voting on motions rather than resolutions.

What that means is that we will continue to move forward with the project, but we need to work together—world services, delegates, and interested members—to build consensus around the ideas related to the project.

The project plan passed at the conference explains:

Pending decisions and discussions at WSC 2012, what we hope to present to WSC 2014 is a better description and definition of components of the proposed system as well as a transition plan that describes ways to get from where we are to this new system – one that is accomplished in stages to allow for continuity of services

This project is at the point that to move forward will require partnership and dialogue between the WB and the delegates. To move these ideas forward will require all of us to be informed resources for our members, particularly those who are just beginning to realize that we are actively working to improve our service system.

Our hope is that we can continue to hold people's attention over the course of the cycle ahead because we'll be asking for your help. We speak of partnership and moving forward thus we will need to embrace "working together." Clarifying and improving the ideas in the proposals will be important to all. We also recognize the need for developing a clear transition plan that will serve all of us and improve the way we deliver services and our ability to carry the message to the addict who still suffers.

FIELD TESTING

One of the things we've talked about as important at this stage of the project is "field testing" some of the ideas. We'd like to work closely with a few communities who are willing to put some of the Service System proposal ideas into practice to see how some of the components of the system actually might operate, not just how they look on the drawing board. We know some communities are already forming group forums of some kind, and others are shifting from their established practices as an ASC and adopting some of the aspects of a local service unit as described in the proposals. Still others are talking about what regional reunification might look like.

We would like to be in better communication with the communities who are already trying some of the ideas in the proposals so that we work together on a kind of field test. We will be talking more about this at our July meeting and discussing what tools we can develop and how else we can help some of these local experiments. If you are from a region or area that is trying out some of the ideas proposed by the Service System Project or you are discussing how it might work and you desire to try some of the ideas, we encourage you to contact world services if you haven't already done so and let us know what you are trying and how it is going. We look forward to hearing from you.

WSC SEATING

One aspect of being "in-progress" in terms of the Service System Project is that we continue to be in transition in terms of developing an approach to WSC seating. WSC 2008 adopted a motion that created a moratorium on the consideration of regions resulting from a regional split. Participants at WSC 2012 decided, through straw poll, to continue the spirit of that moratorium for one more cycle. When the body was straw polled about whether they support the board's recommendation to not consider any region for seating at WSC 2014 (not just those regions that didn't result from a split), the body was divided.

In terms of specific seating requests, only one region not resulting from a split applied for seating prior to the 1 April 2011 deadline, the Siberia/Far East Region. As we explained in the seating memo included in the Conference Approval Track material, we were challenged in responding to the request. On the one hand, the experience and circumstances of the region are somewhat extraordinary and having them attend the conference may benefit both the WSC and the region. On the other hand, we are in a transition period in terms of seating and it seems ill-advised to seat any new regions until we gain more clarity on what direction the conference wants to take related to seating. For those reasons, we did not recommend seating the Siberia/Far East Region. A motion was nonetheless made at the conference to seat the region and it did not pass.

The conference did approve Resolution 8, "To approve in principle: State/national/province boundaries are the

primary criterion for seating consideration at the World Service Conference,” and the board will work on seating criteria during the cycle ahead. We will report on our discussions in *NAWS News* and we look forward to hearing your ideas.

PROJECTS FOR 2012-2014

All of the projects proposed at WSC 2012 were supported by the conference. At each conference, we offer project plans with a defined scope, and yet some of those are ongoing every cycle, such as the Fellowship Issue Discussions. The Service System Project is not a direct carryover from what was done in the 2008–2010 and 2010–2012 cycles, but represents moving forward with the ideas agreed upon at WSC 2012, to begin discussing implementation of the proposed changes. The Traditions Book Project is a response to both the WSC 2010 action requiring the World Board to present a project plan as well as the literature survey which identified this as a priority item for our next book-length project. The project plan for *An Introduction to NA Meetings* is recognition of the fact that this piece—developed for the first batch of board-approved service pamphlets—seems to be a better fit as a recovery literature item than as service material. The Public Relations Roundtable Project has been carried over since 2008 with no action due to financial constraints. We are hopeful that we will be able to hold a roundtable this cycle. Finally, the Trusted Servant Support and Development plan stems from our ongoing desire to provide more and better resources for helping trusted servants achieve their full potential and improve as leaders in our fellowship. We hope to be able to develop service materials during this conference cycle to support those efforts.

Fellowship Issue Discussions

This ongoing project will be carried out by producing session profiles to help discuss topics including: delegation, accountability, and group conscience; principles before personalities; and a continuation of discussions on the topics of self-support and A Vision for NA Service.

Service System

To move forward with this work will require partnership and dialogue between the World Board and delegates. Being well-informed will help to inform and involve all NA members, especially those who have only recently learned about the project. This cycle will not require a workgroup, but we may utilize focus groups as needed. At WSC 2014, we hope to present a better description and definition of components of the proposed system, as well as a transition plan that describes ways to get from where we are to this new system—one that is accomplished in stages to allow for continuity of services.

Traditions Book

This book is a two cycle project plan. Initially, we will use technology to capture input from our members which will help us develop an approach for this

book-length piece which will be presented at WSC 2014.

Public Relations

Much of what we call Public Relations is already captured under essential services in the NAWS budget. This project calls for conducting focus groups for medical and research professionals, creating material targeted to these professions, and discussing a PR campaign aimed at putting a face on NA.

An Introduction to NA Meetings

This project will involve conducting a fellowship review-and-input period for the existing service pamphlet, making any necessary revisions, and then releasing an approval version with the 2014 *Conference Agenda Report* so that it can become an NA Fellowship-approved IP.

Trusted Servant Support and Development

This project is a continuation of discussions from past cycles about leadership development, and we know that supporting our trusted servants is a necessary part of an effective service system. By developing some of the “basics” resources for this topic, using information we have gathered during past cycles, we can help improve local efforts to support trusted servants and service leaders.

These projects represent a fair amount of work, and there are still ongoing responsibilities for reporting and gathering feedback, fellowship development and travel, along with the other ongoing NAWS work. Our ability to achieve these tasks, as we frequently report, is contingent on the available staff and financial resources.

Our members are a very valuable resource in helping us complete conference-related projects. If you are interested in participating or you know someone who may have a desire to help, please submit (or update) a World Pool Information Form at www.na.org/hrp. We are also interested in hearing from delegates why you think someone might be a good candidate for a project. You can always send this information to us. At this time, we plan to assign new members to the ongoing editorial workgroup for *Reaching Out*, and for *The NA Way* workgroup. Later in the cycle, we will form a workgroup for WCNA 35.

THE ROLE OF ZONES

This session was created as a way to encourage discussion about the role of zones and the possibility of collaborating with zones to hold workshops. One aspect of zones that remains fairly consistent for us at NAWS, even as we have found it necessary to greatly reduce our travel budget, is that we continue to make good use of the zonal meetings as an opportunity to interact and communicate with RD teams from many regions in a single setting.

We hope to build on that success in the cycle ahead. With our diminished capacity for holding larger workshops to reach broader portions of the fellowship, we want to

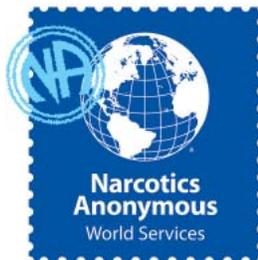
explore greater partnerships with zones as a way to reach more local members. During this session at the conference, we asked RD teams to sit with others from their zones and talk about some of these possibilities. Participants were asked to discuss several questions, including “What needs and objectives could NAWS workshops in your zone help to fill?” and “What would your zone be willing to do to help this happen?”

We did our best to give participants from each zone an opportunity to respond, and we collected their worksheets for reference. Ten of the zones who reported back said they wanted more information about the future of our service system, including planning, public relations, fellowship development, and social media/IT. Three shared that they needed translations workshops and/or assistance from NAWS. A couple of the participants stated that multi-zonal workshops may be beneficial and others offered the possibility of helping NAWS to defray costs, looking at alternate venues such as a movie theatre, and communicating with local members about attendance.

While the session generated a lot of positive energy and useful ideas—having larger fellowship-oriented workshops on Friday evening and all day Saturday, for example, and using Sunday for a more formal meeting of the zone—this was really just the beginning of the discussion. At this point, we do not have a concrete suggestion to offer to zones about how we can move forward; we need to continue in the discussion with you about our participation at your zonal meetings. At the time of this writing, we’ve received an unusually low number of requests for us to travel to zonal meetings. Perhaps, regions are still disseminating conference information and zones will be meeting to discuss how to plan for NAWS participation. The lack of participation requests is of some concern as we are looking forward to working together this cycle. Please send us your thoughts and ideas about workshops, and send us your participation requests.

PUBLIC RELATIONS

As we have done in previous conferences, we had a session devoted to public relations at WSC 2012. This session highlighted activity during the 2010 – 2012 conference cycle, beginning with the results from the 2011 Membership Survey. We had a record 17,492 members respond, either at WCNA 34, online or through mail/fax responses. The data collected indicates that our average clean time is 10.87 years, information that will certainly help dispel any misconception we sometimes hear from professionals that “there is no recovery in NA.” We are glad to report that this survey indicated women are in recovery, representing 47% of the respondents which is a 5% increase from 2009 and a 2% increase from 2007. We were somewhat surprised to see that the average weekly meeting attendance dropped to 3.24 where respondents in 2009 indicated 4.7 meet-



ings per week and in 2007 it was 4.2 meetings per week. We learned that 70% of our members hold a service position; however, meeting and area service commitments dropped by more than 10%. In the sponsorship question responses, we found that 38% who report having a sponsor do not sponsor anyone; and, 20% of those who sponsor others do not have a sponsor themselves. We wonder whether there may be a correlation between lack of sponsor, decrease in service commitments and decrease in meetings attended per week. We will be able to compare and learn more with the 2013 survey. The 2011 survey again featured a question regarding quality of life prior to recovery in NA. Of the respondents, 45% reported that, prior to recovery, they were unable to maintain employment, residence, support their family, or maintain familial and interpersonal relationships. In contrast, our members reported that they experienced greater than a 90% improvement in the areas of family relationships and social connectedness, and in the areas of employment and housing stability more than 75% of members indicated improvement. The diminished living and relationship skills associated with active addiction are well known among professionals who work with addicts. Reporting on the areas of improvement that are reflected in our membership survey strongly convey value and credibility of NA as a program of recovery. Area and regional committees that interact with professionals in criminal justice, treatment, and healthcare through phonelines, H&I, and public information/relations may find this survey helpful. We aim to have the *Membership Survey 2011* pamphlet available July 2012.

Spain, which had a concerted PR focus in 2011 (prior to and during WCNA 33 Barcelona), appears to be benefiting from that effort; Spain’s fellowship continues to grow. Trusted servant follow-up with professionals including political leaders has helped their credibility. The Spanish members presented at a national addiction conference and NA has been viewed in favorable light. These accomplishments helped dispel the fear many members had with being public about NA; now, the members are “on fire” for PR and are doing work in places where NA hadn’t been previously. The positive relationships being fostered with political leaders may be helpful toward their thriving H&I efforts. The Spanish fellowship is willing to share their experience with other NA communities who have not experienced much growth in their fellowship and are looking for ways to attract more addicts seeking recovery.

In this session, we highlighted national, international and fellowship PR activities. Conference participants viewed several locally developed Public Service Announcements during this session. These are available to any NA community whose public relations plan includes PSAs and can be obtained from the shared resource site at www.na.org/?ID=local_resource_area. Additionally, PR slides illustrated members’ efforts at conferences in the US and worldwide that inform the addiction professionals about NA, and showcased billboards and posters developed by NA communities around the globe.

One country which we continue to highlight is Iran whose tireless and ongoing public relations efforts are directly tied to their growth. Their efforts initially started with cooperative governmental relations and the perseverance of members reaching out and continuing public relations efforts has their membership in the hundreds of thousands. The Iranians appear to have taken to heart and action “Inspired by our Primary Purpose.”

We spoke of the WCNA 34 professional panels with a panelist who is currently the Undersecretary for California Department of Corrections. This woman made it possible for 33 California institutions to hear the Unity Day message of recovery; those efforts with cooperation and follow-through from the Northern California H&I Committee have resulted in three regional conventions holding these professional panels for members. Members who provide services and members who may want to become involved in this service are able to interact with wardens, probation and parole officers, fire camp captains, and California jail staff. These professional panels seemed mutually beneficial. In fact, for WCNA 35 Philadelphia, in addition to the 33 California prisons on the Unity Day call, all jails in California will also be on that call. Forming cooperative relationships with professionals certainly seems to be helping incarcerated addicts hear a message of recovery.

FELLOWSHIP DEVELOPMENT

As at previous World Service Conferences, the Fellowship Development session seemed to inspire and move those in attendance. We opened the session with a review of the basic elements that we have found necessary to achieve success in fellowship development:

1. Planning and communication.
2. NA message in the local language and culture.
3. Public relations – relationships with treatment, healthcare, and government.
4. Ongoing support in the form of face-to-face interactions, whether by board members, staff, world pool members, or local trusted servants.
5. Presence of a loving Higher Power.

As we reported to the 2010 WSC, the ongoing downturn in the global economic climate continues to restrict the resources available for FD, although we remain committed to the development of our fellowship. In fact almost everything we do at NAWS includes FD. With over 61,800 meetings worldwide in 129 countries and 77 languages, we are faced with both evidence of our success as a fellowship, and a considerable challenge for the upcoming cycle. The larger we grow as a fellowship, the larger our responsibilities become to nurture and guide that growth.

We have tried to answer this responsibility in a number of ways:

- We continue to promote the idea of better planning in our service delivery through workshops, the

material in the Service System Project, and publications like *Planning Basics*.

- To ensure our message is available to addicts, we have continued to distribute free and subsidized literature worldwide, worked to ensure a stable supply for emerging communities by printing and distributing locally, and continued in the never-ending effort to translate NA material.
- The last conference cycle has seen us participate in less PR activities than previous cycles, but we are guardedly optimistic that we may be able to add a PR effort this cycle. Our efforts have been supplemented by NA communities around the world who are diligently embarking upon PR activities in their respective communities.
- Requests for face-to-face interactions often mean having to say “No” because of resource shortages. Yet, we continue to prioritize attendance at events, like zonal forums, as these offer us an opportunity to meet with members from a large geographic area.



A review of the map showing the growth of NA communities reveals two main themes. First, we continue to be faced with two geographic areas where almost no NA exists: China and much of Africa. Second, we are aware of the apparent fact that many parts of the US are not growing or even seeing a decline in the number of meetings. We are hopeful that we can continue to nurture the fledgling communities

in Africa, but are at times challenged by how to help support development in established communities. Our hope is that our ideas to revitalize our service system, renewed PR efforts, and stronger home groups will all play a part.

Much of the session was focused on reporting the 2010-12 FD trips. This session had the benefit of having a World Pool member let us know about some of the work taking place in the Swahili speaking communities of eastern Africa. NAWS was able to partially fund his participation in several local translations workshops that resulted in an agreement from several different communities on Swahili versions of IPs number 1, 7, 16, and 22. With over 100 million people speaking Swahili, this is a significant step forward.

In the Latin American Zone, NAWS attended one service event, the Latin American Zonal Forum (LAZF), and five conventions. In this zone, we were able to maintain the number of developmental visits in these communities. One of the highlights was the FD work of the LAZF in Cuba, an effort that we were privileged to support with supplies of literature.

In the Asia Pacific Zone, we maintained our commitment to attend the Asia Pacific Forum, this cycle visiting Bahrain and Bangladesh. Where possible, we combined

attendance at multiple events into single trips which helped us with attendance at conventions in Bangladesh and Nepal, two regional meetings and a regional workshop in India, a regional assembly in New Zealand, and to organize a FD workshop in Malaysia. We continue to support our literature distribution center in Bangalore and have managed to slowly decrease our visits to the facility, as it becomes more established.



The Middle East was the site of a long overdue meeting of the Arabic-speaking Literature Translation Committee (ALTC) to further facilitate the translation process among these communities. This process realized the release of the Arabic Basic Text in the last conference cycle, which may contribute to more growth in these communities. In conjunction with the translation meeting, we organized a workshop in Kuwait and witnessed significant strides in their PR efforts. At WSC 2012 we had the opportunity to watch an Iranian video which illustrated their service and recovery efforts. Among these was a fellowship development trip to addicts in Afghanistan.

In Canada, we continued to attend the Canadian Assembly meeting, which is their yearly zonal meeting. We facilitated workshops during their convention which follows their zonal meeting. CANA is moving forward with a national PSA and continues its translations efforts of NA literature for the indigenous people of Canada. We are grateful for the opportunity to participate in their service efforts.

In the United States, we attended nine zonal forum meetings, six service events, and three conventions. We also held five large-scale workshops devoted to the Service System Project across the US. WCNA 34 was held in San Diego, CA and we welcomed 13,000 members to the world convention. In the course of four days, we handed out 900 newcomer registrations, held 84 meetings and workshops, shared a Unity Day phone hook up with all 33 of California's state prisons, and shared the whole experience with over 2,000 volunteers.

We closed the FD session with a look at events in Europe. We continue to attend the EDM winter and summer meetings, along with service events in Italy and Sweden, and a convention in the Netherlands. We also attended a multi-regional event in Siberia. We were, again, grateful to have the participation of a World Pool member from the Western Russia Region in this session, who reviewed the progress and process, of FD in Eastern Europe. This part of

the session detailed how successful FD consists of a series of events, and can result in the strengthened communities having the ability to take on FD tasks of their own with neighboring communities.

RD SHARING ON LOCAL ISSUES – THINK GLOBALLY, PLAN LOCALLY

This session, RD Sharing on Local Issues received a great evaluation in 2010; we offered this session again with a focus toward planning which was illuminated as a need and a challenge in many regional reports. Delegates, who had experience with planning, had the ability to share their experience, strength, and hope with one another. The session was facilitated by Caleb (RD Minnesota) and Liz (RD UK).

Based on regional reports and feedback received over the course of the conference cycle, a repeated challenge was the lack of planning, lack of understanding the process and/or inability to continue planning throughout a cycle and implant the process at the area level. Planning for services tends to be critical for a successful outcome; we benefit from knowing what is most needed in our communities, whether we have the financial and human resources to accomplish our goal or not, and making sure we have communicated to others. For far too long, we have heard that we didn't meet our goals because projects fell down half way through for reasons such as members lost interest, there were too many other NA things happening, or lack of funds. Adopting planning as a way to provide service usually has benefits for all involved.

The facilitators shared some of the successes their regions have experienced in these areas, For example, Minnesota functions effectively by basing all their service delivery on a planning cycle, and the UK has a 5-year PI plan which is evaluated and revised yearly. They are able to determine efforts that are successful and ones that may have missed the mark. Additionally, as opportunities present, UKPI is able to integrate goals and reprioritize. These are some of the benefits of planning which were shared by the delegates who facilitated this session.

The facilitators reviewed the planning steps from *Planning Basics* and shared their experience with each of the steps. Conference participants in small groups were asked to identify two steps that challenged them with planning implementation and to develop action plans to resolve those challenges.



COMMUNICATION & COLLABORATION

The two sessions on Thursday morning focused on communication and collaboration. These sessions were facilitated by Jim Delizia, who is a NAWS consultant and who has previously facilitated sessions at WSC.

In the first session, the discussion was focused toward effective communication which contains six components: content, perspective, word choice, tone, integrity, and non-verbal. The conference participants were guided through a small group exercise about the process of sharing highlights from the NAWS Environmental Scan 2012 and the 2012-2014 Strategic Plan at a regional assembly.

A couple of RDs who reported good working communication in their region were invited to share their experience. Among the experience shared was a benefit from making extensive use of technology to facilitate ongoing, regular communication between all points of the service structure in between the face-to-face meetings.

This session also addressed some of the common challenges in communicating during times of change. The following keys to success in these circumstances were stressed: timeliness, involvement, engagement, sensitivity, clarity, and connection.

The second session Thursday morning moved from communication in general to specific communications, as conference participants helped shape the key messages of the Issue Discussion Topics for the 2012-2014 conference cycle. Participants discussed both in small groups and altogether why “principles before personalities” and “collaboration” are issues needing discussion at this time and how we can talk about these issues as a fellowship.

In this session, Jim stressed the importance of finding key messages for talking about the IDTs. Key messages were defined as communication tools that trusted servant leaders use to link concepts, using language that makes sense to the various audiences; in other words, one message size does not fit all. Carefully choosing words to convey key messages will help members to have a greater understanding or inspire them to take action in some way. “Key messages move people from where they are to where they need to go.” In small groups, conference participants discussed the core concepts of the IDTs, and wrote down thoughts that related to these concepts. The work in this session was aimed towards helping NAWS craft the key messages used for the IDTs in this conference cycle.



WEBSITES, MOBILE APPS, BLOGS ...

As we reported at the conference, there are many changes in the offing for NAWS' technology. We are finishing beta testing the revised website at www.na.org. Simultaneously, we are having in-depth discussions about mobile apps and ebooks, about what to develop and when to develop, etc. Additionally, we are still in the discussion stage about rolling out a private Facebook page which will push information but will not allow comments or posts except by the page administrators. We are in the final stages of revising our meeting search and figuring ways to make our shopping carts more user-friendly. And last, but certainly not least, we are busy exploring ways to better communicate with our membership and various service communities.

These upcoming, sweeping changes can seem overwhelming but we believe they are exciting and have high potential for serving the fellowship. For up-to-date news about what is happening in our technology corner, we invite you to visit NAWS IT blog at www.naws.org/IT/. This is a blog maintained by NAWS Information Technology staff and contains information about IT projects, as well as other items of interest to the fellowship's webmasters and those who follow NA technology closely.

ELECTION RESULTS

The conference elected two Cofacilitators, eleven World Board members, and two Human Resource Panel members.

WSC Cofacilitators

Dickie D	Louisiana Region
Marc G	Wisconsin Region

World Board

Tana A	Greater New York Region
Paul C	Canada Atlantic Region
Irene C	Ireland Region
Paul F	Egypt Region
Bob G	Florida Region
Arne H-G	British Columbia Region
Mark H	Wisconsin Region
Franney J	Washington/N Idaho Region
Tali M	Hawaii Region
Tonia N	Greece Region
MaryEllen P	Central California Region

Human Resource Panel

Lib E	Aotearoa/New Zealand Region
David J	UK Region

WORLD CONVENTION UPDATE

WCNA 35 – 29 August – 1 September 2013

Philadelphia, Pennsylvania

We are looking forward to celebrating our freedom from active addiction in Philadelphia which is the home of the Liberty Bell, an iconic symbol of American Independence. In addition to the US history found throughout Philadelphia, members planning vacations may find that an hour train ride to New York City, NY or Washington, DC is enticing. We realize that attending the world convention requires planning ahead; we are in our early stages of planning as well, and one of our objectives is pre-registration. San Diego WCNA 34 was a registration-only convention; Philadelphia will be following the same pre-registration protocol. Pre-registration with the event in San Diego helped us to be more responsible with meeting space, which in turn helped us to realize a small profit. Philadelphia with its proximity to many cities in the northeast should be a celebration for thousands of addicts. We encourage you to register early and to make your travel arrangements early. In our planning we are looking at various hotel venues which offer mid-range hotel rates; we did experience hotel attrition in San Diego and we learned from that the hotels that attract members. We are striving to offer the same for Philadelphia. We aim to make registration flyers and accommodation information available as soon as possible and anticipate having registration available late in 2012. Watch your email for updates and visit www.na.org/wcna for the latest WCNA 35 information.

We believe Philadelphia is truly a fantastic setting to *celebrate 60 years* of freedom and hope you will join us.

INSPIRED BY OUR PRIMARY PURPOSE

We are inspired with a full board complement, upcoming cycle work and look forward to our first board meeting of the new cycle 11-14 July 2012. At that board meeting we will be reviewing recommendations from the Business Plan Group which will have met June 2012, moving forward with WCNA 35 planning, and spending a day focused toward “rebooting the board.” This seemed practical and logical with a full board (a first) and six newly elected board members. We all need to work together as a board and work efficiently in the upcoming cycle. We will recap the Service System resolutions and proposals and begin to consider our workplan for that project this cycle. In addition to the Service System Project, we will develop plans for the Traditions Book Project input phase for this cycle, consider next steps with the Issue Discussion Topics for this cycle and elect our leadership; additionally, as we mentioned at the conference, the newly elected board members (11) will draw term lengths. We used this practice with the first board of eighteen in 1998 and we have the opportunity to implement it again. This is only a sampling of the agenda for our first meeting of the cycle. We are energized and enthused about our fellowship growing into what it is today, and laying the

groundwork for what it will be tomorrow. We are eagerly looking forward to the opportunity to serve for this coming cycle.

We are grateful that Paul C, Arne H-G, Mark H, Franney J, and Tonia N were re-elected to serve our fellowship and that we are welcoming Tana A, Irene C, Paul F, Bob G, Tali M, and MaryEllen P who were elected to the board. We thank you for the trust that you have placed in us.

Also, we want to express our gratitude to the trusted servants who completed their service at WSC 2012. Two members of the HRP, Margaret H-M from Texas and Valerie D from North Carolina fulfilled their terms at this conference. We also thanked Jack H, Washington/N Idaho for his competent facilitation over the last two conference cycles. No words can adequately convey our gratitude to three board members whose terms ended at this conference. Ron H from New Mexico and Tom M both served the board for twelve years; Piet D’B, a third valuable member of the board, made a decision to complete his service at this conference. All departing trusted servants were given an opportunity to offer their outgoing thoughts at our final session of the WSC. These members have spent countless hours over the years serving the fellowship and we are confident that somehow, somewhere, they will continue to be involved in service at some level. Thank you Ron, Piet and Tom, from the entire board and the staff at NA World Services.

The World Service Conference of today could not happen without the hard work and dedication of translators. We want to thank Jay M for his assistance with the Japanese, Kayvon M for his time and commitment to Farsi translations, and José Luis from Puerto Rico for his help with the Spanish.

FROM THE HUMAN RESOURCE PANEL

Greetings from the Human Resource Panel! First we would like to thank Margaret H-M and Valerie D for their service. As they complete their 4-year term, their leadership and participation added great value to the panel. They will be missed. We also look forward to working with our newly elected HRP members Lib E and David J.

WSC 2012 will go down as an historical conference for many reasons, and not the least of which is being the first time in the 14 year history of the World Board that the conference seated a full board. We are grateful to have been a part of the effort, and thank you for your participation and confidence in the process and the nominees.

Looking forward, we intend to continue to look for ways to strengthen the nominations process. We welcome your ideas and encourage you to stay current with our work by reading these *NAWS News* updates throughout the cycle.

CALENDAR FOR 2012-2014

Travel requests (considered by quarter)

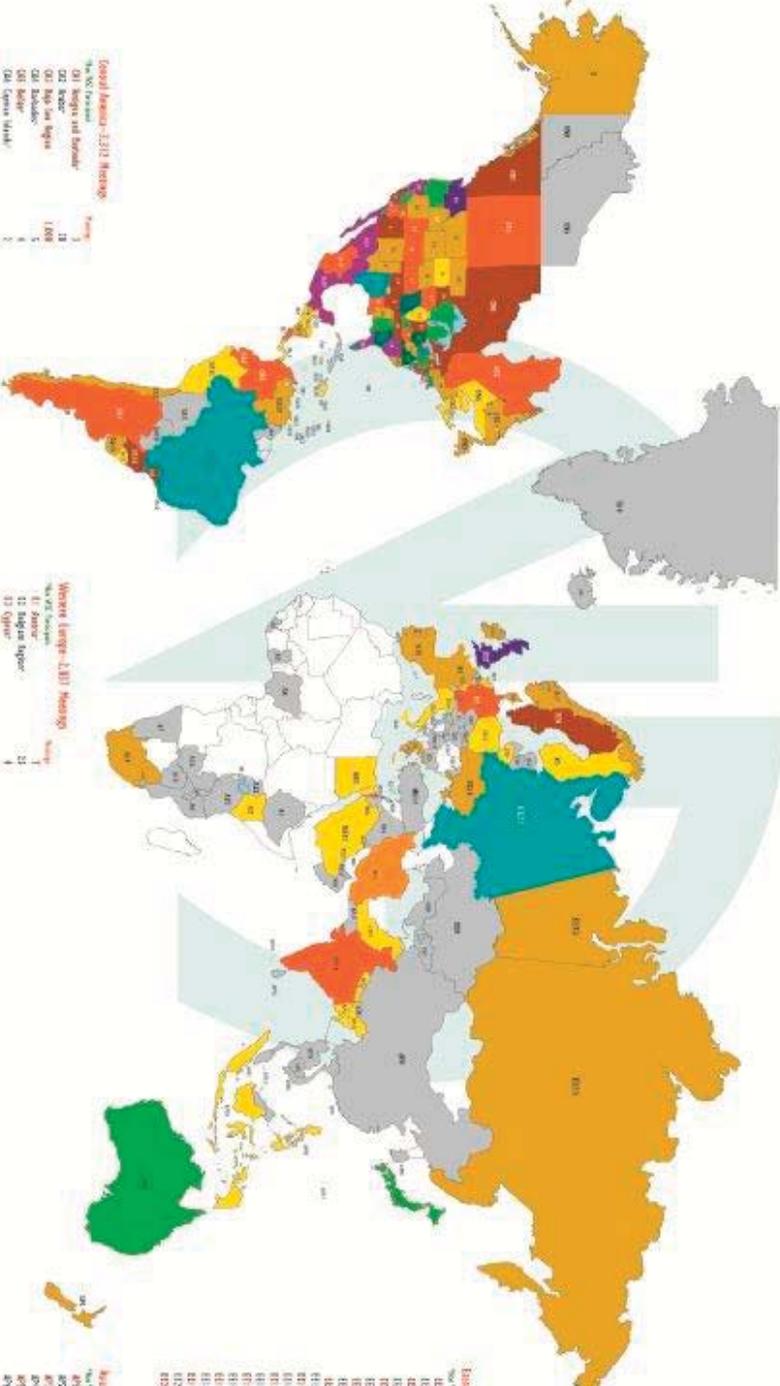
15 August for October–December

15 November for January–March

WCNA 35 29 August-1 September 2012 Philadelphia, PA

Regions Around the World

Over 61,800 Weekly Meetings Worldwide (May 2012)



Central Asia Meeting

Region	No. of Meetings
011 Kazakhstan Region	170
012 Kyrgyzstan Region	130
013 Uzbekistan Region	190
014 Turkmenistan Region	296
015 Tajikistan Region	287
016 Afghanistan Region	140
017 Pakistan Region	380
018 India Region	211
019 China Region	238
020 Southeast Asia Region	400
021 South Asia Region	1,000
022 East Asia Region	598
023 North America Region	401
024 South America Region	405
025 Europe Region	299
026 Africa Region	284
027 Oceania Region	189
028 Middle East Region	129
029 Pacific Region	1,205
030 Other Region	775
031 Unassigned Region	86
032 Unassigned Region	295
033 Unassigned Region	265
034 Unassigned Region	280
035 Unassigned Region	281
036 Unassigned Region	404
037 Unassigned Region	215
038 Unassigned Region	402
039 Unassigned Region	466
040 Unassigned Region	380
041 Unassigned Region	440
042 Unassigned Region	440
043 Unassigned Region	190
044 Unassigned Region	186
045 Unassigned Region	190
046 Unassigned Region	190
047 Unassigned Region	190
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059 Unassigned Region	190
060 Unassigned Region	190

South America Meeting

Region	No. of Meetings
061 Argentina Region	168
062 Brazil Region	142
063 Chile Region	142
064 Colombia Region	217
065 Ecuador Region	515
066 Peru Region	225
067 Venezuela Region	4
068 Unassigned Region	4
069 Unassigned Region	4
070 Unassigned Region	4
071 Unassigned Region	4
072 Unassigned Region	4
073 Unassigned Region	4
074 Unassigned Region	4
075 Unassigned Region	4
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100 Unassigned Region	4

Western Europe Meeting

Region	No. of Meetings
101 Austria Region	1
102 Belgium Region	1
103 Denmark Region	1
104 France Region	1
105 Germany Region	1
106 Greece Region	1
107 Ireland Region	1
108 Italy Region	1
109 Netherlands Region	1
110 Norway Region	1
111 Portugal Region	1
112 Spain Region	1
113 Sweden Region	1
114 Switzerland Region	1
115 United Kingdom Region	1
116 Unassigned Region	1
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149 Unassigned Region	1
150 Unassigned Region	1

North America Meeting

Region	No. of Meetings
151 Alaska Region	384
152 Canada Region	218
153 Mexico Region	218
154 United States Region	218
155 Unassigned Region	218
156 Unassigned Region	218
157 Unassigned Region	218
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189 Unassigned Region	218
190 Unassigned Region	218

Asia Pacific Meeting

Region	No. of Meetings
191 Australia Region	1
192 Bangladesh Region	1
193 Cambodia Region	1
194 China Region	1
195 Hong Kong Region	1
196 India Region	1
197 Indonesia Region	1
198 Japan Region	1
199 Korea Region	1
200 Malaysia Region	1
201 New Zealand Region	1
202 Philippines Region	1
203 Singapore Region	1
204 South Korea Region	1
205 Taiwan Region	1
206 Thailand Region	1
207 Vietnam Region	1
208 Unassigned Region	1
209 Unassigned Region	1
210 Unassigned Region	1
211 Unassigned Region	1
212 Unassigned Region	1
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225 Unassigned Region	1
226 Unassigned Region	1
227 Unassigned Region	1
228 Unassigned Region	1
229 Unassigned Region	1
230 Unassigned Region	1

Eastern Europe Meeting

Region	No. of Meetings
231 Armenia Region	2
232 Azerbaijan Region	2
233 Belarus Region	2
234 Bulgaria Region	2
235 Czech Republic Region	2
236 Estonia Region	2
237 Georgia Region	2
238 Hungary Region	2
239 Latvia Region	2
240 Lithuania Region	2
241 Moldova Region	2
242 Montenegro Region	2
243 North Macedonia Region	2
244 Poland Region	2
245 Romania Region	2
246 Serbia Region	2
247 Slovakia Region	2
248 Slovenia Region	2
249 Switzerland Region	2
250 Ukraine Region	2
251 Unassigned Region	2
252 Unassigned Region	2
253 Unassigned Region	2
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