Service System

Purpose and scope:

This project will be offered pending results of Motions 4–6 in the 2014 *CAR*. Those motions agree in principle to move in the direction of a service system with group support forums, local service conferences, and local service boards. This project is about how World Service can support that effort. As well as supporting transition efforts at a local level, we will continue to develop the ideas related to the rest of the service system—state/nation/province bodies, zones, and seating. Regardless of our decision on this project plan, we know we need to continue discussion on WSC seating.

As the 2014 *Conference Agenda Report* makes clear, "World Services has no ability to mandate or enforce how structures, processes, people, or resources are set up on a local level, nor do we desire such ability." *A Guide to World Services*, explains, "The basic purposes of our World Services are communication, coordination, information, and guidance. . . . Although all parts of our service structure affect and are affected by NA as a whole, only at this level do we find service bodies designed to deal with problems that involve our entire fellowship." (*GWSNA*, pg. 2). World Services has a crucial role, therefore, in any systemic changes to NA services.

This project is about how we can support communities in the transition to a new system as well as those that are still fact-finding and contemplating implementing some of these ideas. In this cycle:

- We plan to continue to develop tools and resources for local implementation of the service system ideas—planning, mentorship, group support, consensus-based decision making, project-based services, etc.

- We need to continue to collect input about how local communities are adapting the ideas that have come from the service system project to best meet their particular needs.

- We need to create opportunities for communities to share their struggles and successes with each other.

- And we need to collect those experiences and those best practices so that we can draft some general ideas to help communities with a transition to a new system.

Many communities feel like they do not know how to start; putting together some basics about how to phase in a transition will help those communities to not feel overwhelmed as they think about a transition from an area service committee to a local service conference and board along with group support forums. In all of this, we must try to leave enough room to allow for inevitable variation. Our guiding question is: How can we help the fellowship create its own future?

Of course, local services are only part of a service system as a whole. We also need to work to refine the ideas related to state/nation/province service bodies. This is a more challenging prospect, in some respects, than the field test for local services because for some regions, transition to an SNP body may involve reunifying with a neighboring region or regions. We need to come up with a plan for how to field test SNPs even if we are unable to find regions that are reunifying within the conference cycle.

We also need to continue fostering the discussion about the role of zones and future of World Service Conference seating. Discussions at WSC 2014 will help to frame what our focus will be with SNP's, WSC Seating, and the Role of Zones in the upcoming cycle.

As was the case in the last conference cycle, the World Board will maintain overall responsibility for the work of this project. We will not be creating another workgroup, but we may use focus groups to review tools and materials or try to leverage the experience from the communities that have field tested the ideas so that experienced members can take a more active role in helping communities new to these ideas. We plan to use webinars for at least the beginning phases of this support and sharing in order to maximize the potential audience and minimize the expense. We believe this may involve more face-to-face interaction later in the cycle. Most of the face to face interaction this cycle will involve more than simply service system so we have also increased the Fellowship Support line item in the 2014–2016 NAWS budget.

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The objectives, outcomes, and approaches which led to this project plan are:

Issue: **Support for the Transition from a Service "Structure" to a Service "System"**

Objective J: Transition from a service "structure" to a service "system" that is driven by unity in fulfilling our primary purpose and that is flexible in meeting the diverse service needs and goals of NA communities.

Preliminary Outcomes by 2016
- Members better understand the opportunities, benefits, and spiritual underpinnings of the service system model, generating enthusiasm and support during the transition.
- NA communities are using some form of group support forum to facilitate discussions around group issues.
- Local communities are using a plan-driven approach for appropriate services.
- NA communities are adapting ideas from the Service System Proposals to meet their specific local service delivery needs and challenges.
- Preparation is complete to test the state/nation/province component of the service system model.

Approaches
1. Develop and implement a new communications approach focused on the foundational aspects and spiritual principles of the Service System proposals.
2. Develop a means for NA communities to regularly share their experience in implementing ideas from the Service System Project. Capture adaptations and locally developed tools and make available as resources to others.
3. Collect those experiences and best practices from NA communities and use them to help put together some basics to help communities phase in a transition to group support forums and a local service conference and board.
4. Develop simple, translatable, and easily adaptable tools to support local implementation of the Service System models.

5. Develop the plan to field test the state/nation/province component/level of the System.
6. Advance the discussion on the role of zones, based on the outcome of the 2014 WSC discussion.
7. Advance the discussion on WSC seating.

Direct expense items:

$ 70,000

Direct project expenses: **$ 70,000**