NA World Services
Conference Report

The theme of WSC 2004 is *Moving Forward...Toward Our Vision*, and we are looking forward to our week discussing the work ahead. Let's work together for a future where "every addict in the world has the chance to experience our message in his or her own language and culture..."

In response to requests from delegates, we began, in 2000, to lay out the conference week in the March *Conference Report*. In addition to that overview of the conference, in the past, the March report would also have updates on routine services and projects. This time, we already reported on these items in the December *Conference Report*, leaving us free to devote this report to preparing for WSC 2004. We have structured this whole report in relation to the sessions and schedule at WSC 2004. If we have received feedback we want to address on a particular topic or we have additional food for thought to pass along about an issue, we have written about it within the context of the conference week.

In sum, we tried to make this truly a report *about* the conference. Inside, you will find a day-by-day overview of topics and sessions. Following that review of the conference week are reports about technology in NA, the issue discussion topics, a report from your Human Resource Panel, a paper from the California Mid-State Region, and a record number of regional reports. Thank you to all the regional delegates who took the time to send us your reports. We look forward to seeing all of you at the 27th World Service Conference!

WSC 2004

Moving Forward...Toward Our Vision

Table of Contents

In the pages that follow, we have tried to lay out the activities of the week as well as we can. But we are still planning even as this report is being written, and the schedule may change. The hours of the day are estimates, but this should give you a general idea of the outline of the week. Those of you who were at WSC 2002 will remember some of our innovations with room set-ups and session structures (more discussions, small groups at round tables, no standing lines for microphones, etc.). Most of you liked these changes and so did we, so you will see them repeated at this conference. We will, for example, split our space again this year so that we can use a room with round tables in addition to a more formal setup with stadium seating.

WORLD SERVICE CONFERENCE MISSION

The World Service Conference brings all elements of NA world services together to further the common welfare of NA. The WSC's mission is to unify NA worldwide by providing an event at which:

- Participants propose and gain fellowship consensus on initiatives that further the NA world services vision;

- The fellowship, through an exchange of experience, strength, and hope, collectively expresses itself on matters affecting Narcotics Anonymous as a whole;

- NA groups have a mechanism to guide and direct the activities of NA world services;

- Participants ensure that the various elements of NA world services are ultimately responsible to the groups they serve;

- Participants are inspired with the joy of selfless service, and the knowledge that our efforts make a difference.

Friday
23 April 2004

Registration Desk	5:00 pm–8:00 pm

CAR Workshops	*if desired*

For some conference participants, this is the day of arrival. Of course you'll spend some time getting settled into your hotel room, and perhaps meeting up with friends. If you get in early enough, you can register on Friday evening. All conference participants need to check in at the registration desk before the conference begins on Sunday. For all funded participants from outside of the US, expense money can be picked up beginning at 5 pm. Check with the registration desk for where to go. There will also be local members present to assist with those wishing to attend a nearby recovery meeting. In the past, we have held informal *CAR* workshops, in English and/or in Spanish, for delegates who were unable to attend a *CAR* workshop where world services was present. Since we were able to attend most zonal meetings this cycle, we only plan to schedule this if there are delegates who are interested and make a request.

Saturday – 24 April 2004

Registration Desk and WSC Office	10:00 am–5:30 pm
World Board Open Forum	10:00 am–noon
A Day of Unity	noon–5:00 pm
Dinner Break	5:00 pm–7:00 pm
Recovery Meeting	7:30 pm
World Market	10:00 pm
Dance	10:00 pm–1:00 am

While the conference doesn't officially begin until Sunday, there is plenty to keep you occupied on Saturday. The registration desk and the WSC office (the office that is set up at the hotel for the conference week) are both open from 10:00 am until 5:30 pm. Distribution of expense money for funded participants from outside of the US will also occur during these hours.

World Board Open Forum

Saturday morning begins with a World Board open forum where you can ask questions and share concerns and ideas with us. This is the only session that we will hold this week that is open to questions from any member. In keeping with the purpose of the week, the rest of our sessions during the conference week will have a question/comment portion that is limited to conference participants.

Recovery Events

The local area service committee, in cooperation with NAWS, has recovery events planned at the Marriott all afternoon and evening on Saturday. A Day of Unity will feature recovery workshops from noon until 5:00 pm. It should be a great way for all of us to prepare for the week ahead! After a dinner break, a meeting, the world market and dance close out the night. The recovery meeting will feature a number of different speakers to begin to set the tone for the week. Because we know so many of us love to shop at least as much as we like to dance, the evening will also feature the world market. This will be your first opportunity to pick up some great merchandise from around the world, the second will take place the following Saturday. If you wish to sell merchandise for your area or region, you need to register at the WSC office by 4:00 pm.

Throughout the day (and the week), volunteers from the local fellowship will be available to assist participants and share information about local meetings and the surrounding area. There will also be recovery meetings held each day at the hotel beginning on Sunday.

Sunday – 25 April 2004

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
Conference Opening & Introductions	9:00 am–10:15 am
Coming Together (Community Building)	10:30 am–12:30 pm
Lunch	12:30 pm–2:00 pm
Navigating the WSC: Orientation	2:00 pm–3:30 pm
Deadline for Amendments to Old Business Motions	4:00 pm
NA World Services Open House Reception and Refreshments	4:00 pm–6:30 pm
Nominations and Elections Session led by the WB Executive Committee	
and the Human Resource Panel	7:00 pm– 9:30 pm

Conference Opening & Introductions

Sunday marks the official opening of the conference. The conference begins promptly at nine in the morning when we will take our first roll call. Delegates will introduce themselves and their alternates to the rest of us during this session. We'll talk briefly about the layout of the days ahead and how we hope to move forward toward our vision during the week.

Coming Together

We're going to have a long week working together, so we will spend Sunday morning getting to know one another and beginning to build a common vision. Those of us who have been to previous conferences know that the WSC is a unique opportunity to experience the global nature of our fellowship. We would like to begin the week by getting to know each other as more than our positions but as members of the worldwide fellowship we serve.

Navigating the WSC: Orientation

Of course, we do come to the conference serving in particular positions, and as we ease into our responsibilities for the week, an orientation may be particularly helpful to conference newcomers. We know that many of you have never attended a WSC, and you are looking for concrete and practical information that will make the conference as productive as possible and help you to be as effective as you can be. In the past we have, at times, tried to make this a light session focused on coping and culture as much as anything else. But we heard your feedback, and this conference we will try to find the balance between these aspects and the practical advice about conference policy and

> **Want to know what's going on at the WSC?**
> Read and get familiar with conference policies and procedures *before* you get to WSC 2004.
> View the *Guide to World Services in NA* at www.na.org/wsc2004 today so you can be prepared.

practice that many of you are looking for. We will review the different types of sessions and procedures, and we, along with the HRP and WSC Cofacilitators will try to address the issues and practices that may be new or unfamiliar. Most of the issues about elections will be discussed later on Sunday or in other sessions during the week, but this session will provide you with an overview. You can ask questions during this session or you can choose to approach any member of the board, the HRP, NAWS staff, or the WSC Cofacilitators individually. There are no stupid questions!

NA World Services Open House

In the late afternoon, we hope you will all join us at the World Service Office where we can eat and chat together informally. We will be serving Mexican food and giving tours of the office—we know that some of you have never been to the office before. Even those of you who have visited in the past may be interested in the recent renovations and some of the new display items. Buses will take us to and from the office and hotel beginning at 3:45 pm. More information about transportation will be provided in the morning.

Deadlines

The time of the open house also marks the deadline for any proposed amendments to motions that appear in the *CAR*: 4:00 pm. We will print a list of all submitted motions for distribution before the close of the day. You can submit items for new business until the new business deadline at 4:00 pm on Wednesday.

Nominations & Election Session

Nominations and elections have always been a difficult area for world services. Many of us (the board, HRP, and delegates) have struggled with reaching a common vision of whether we need changes to our current process, and if so, what those changes should be. The conference asked us in 2002 to look at our nominations and election procedures, and we have discussed some part of this issue at every board meeting this cycle. In addition, the Executive Committee and the Human Resource Panel have had numerous discussions, we have surveyed all conference participants about this issue, and we have had numerous conversations with delegates and alternates. In response to specific requests from regions as well as our own sense that we need to talk about these issues well in advance of conference elections themselves, we have scheduled this session early in the conference week. The conference clearly stated its ideal in 1998, which was to create an *"election/selection process that will allow the World Service Conference to base trusted servant choices upon the principles of ability and experience, helps to allow members to be nominated from around the world without having to be present at the conference to receive due consideration, and create a more open opportunity for world services to benefit from our collective resources by providing an established and recognized process by which to do so."*

It seemed obvious that we have not yet reached these ideals. We have thus spent our time extensively discussing what we believe is preventing the conference from achieving these three ideals and what might move us closer to achieving them. We have discussed both the nomination and election process against these stated goals.

One of the motivating factors behind creating both the HRP and the World Pool was to broaden the pool of potential nominees—to bring potential nominees closer to the conference, even ones who might normally have little to no access. We have always known that there is more talent and skills in the fellowship than ever reach the World Service Conference. Six years into our restructuring, rather than broadening access, our procedures

often operate like a narrow funnel distancing or excluding many potential nominees. We have worked very hard to expand the list of people that we have used for projects, but this has required a concerted proactive effort and reaching out beyond the World Pool in many cases. As we have reported for several years, when we identify someone who might be able to serve on a project, we ask them to fill out a resume. This has expanded the pool for potential workgroup members but is not something that we can currently do for potential board, HRP, or Cofacilitator nominees. We do not believe that the conference will expand its ability to benefit from the resources available in the fellowship without cultivation and solicitation of members.

There seems to be an impression that our current system is better served by being "blind." The appeal of this process seems to be a sense that by nominating resumes rather than people, we will remove personalities, personal preferences and biases. We see nothing from that experience of the past six years that shows that this is actually true and we know of no place else in NA service where this works. What this has created is a system where candidates must self nominate by completing a World Pool Information Form more than six months prior to each conference and are then initially evaluated solely by their resume. This creates the initial list of potential nominees. Then there is a somewhat complex system of contact to create the next list and begin the rest of the nomination and reference process. This process again does not expand the conferences choices; it further limits them.

Regardless of our opinions stated above, if these practices actually helped allow the conference to make choices based on the principles of ability and experience, we would not find ourselves having this discussion. When we arrive at the conference, participants often feel they do not have enough of a sense of a candidate and the World Board is not able to provide any information that we might have. We are not electing a higher percentage of nominees today than we did when nominations came from world service boards and committees, conference participants, and regions. So where do we go from here?

We know that part of the reason that the system was created was fear of having a single world service entity (the World Board) and the influence that it would have on the system. There has long been an impression by some of a "good old boy" system in world services. While we may be much more male dominated than the fellowship as a whole, we do not believe that a "good old boy" system can or does exist. We are, and have been, a widely diverse group of people rather than a close knit group of friends. We think this is reflected in our choice of workgroup members. Because of this issue, we have tried to focus our discussions on the system that will serve the conference rather than our varied beliefs about who should implement that system.

We believe that there are some changes to conference election procedures that may assist us in minor ways. Some of our ideas are pictures of nominees, the ability to cast ballots over several days so that participants can ask for help if needed and information directly from the candidate about what they might bring to the board. The HRP has agreed to try some of our ideas this cycle.

The EC and HRP will lead us in a session where we can share our thoughts, ask questions, and discuss the nominations and elections process. Some of the questions we may want to discuss include:

- What would allow us to base our choices on the ability and experience of the nominee?
- Do we need to personally know a nominee to vote for him or her?

- Can a resume or profile give us confidence in a nominee? Do you gain confidence in a nominee because of the current HRP process?

- What methods of nomination could be used in addition to self-nomination?

- Should being in the pool be a requirement to be considered for nomination, or should the pool simply function as a wider net to get people involved?

Later in the week, we will have a session about the philosophical issues surrounding leadership cultivation and identification in NA. We believe that the difficulties with nominations and elections need to be viewed in the context of these larger issues, and this discussion is a necessary part of any evaluation of our current system.

Monday – 26 April 2004

We Do Recover: 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 Conference Forum	9:00 am–noon
HRP Conference Forum	10:00 am– noon
Lunch	noon–1:30 pm
Old Business Discussion Session	1:30 pm–3:00 pm
Old Business	3:30 pm–7:00 pm
Dinner	7:00 pm–9:00 pm
Old Business Continued	9:00 pm–until ?
Deadline: Zonal Forum Meeting Room Requests	End of Business Day

World Board Conference Forum

This morning begins with a World Board forum where we as a board will discuss the old business motions and amendments that will be introduced later in the day. Because we want to get through old business by the end of the day, this forum will end promptly at noon. This is not a formal session of the conference but an opportunity for dialogue.

Having traveled to a number of workshops, we have had the opportunity to talk with many of you about the *CAR*. This is our chance to come together and answer some of the questions that we have heard since the *CAR* was released. We know that if a couple of you have a question about something, others may also benefit from this additional information. Our comments will be followed by an open forum for questions from delegates. We especially encourage delegates who have proposed amendments for old business motions to come to this meeting.

Sponsorship

One of the things we heard at *CAR* workshops is that some members thought the sponsorship literature would have more of a "how to" feel to it. Others have raised the concern that the entire book was not sent out for review and input. Both the tone

and development process for the *Sponsorship* book and IP were discussed and approved at WSC 2002. We have also reported on both of these aspects of the project at length, so we will only mention them briefly here. We aimed with this book to reflect the various ways that sponsorship relationships are actually working in our fellowship today rather than to outline some "ideal" set of guidelines, as we quickly discovered through fellowship input that the ideals we hold about sponsorship differ greatly. And so, we set about to reflect the experience, strength, and hope of the fellowship about this fundamental of recovery. As for the development process for the piece, we did send out a detailed outline of the book as a whole along with the first chapter. The outline covered all of the concepts we hoped to address in each section of each chapter of the book, and the input we received helped shape the entire text. In fact, we found this conceptual input, in many cases, more useful than the line-by-line editing of the first chapter. Both the book and IP grew from members' input at the outset, and we feel these texts are truly the product of our efforts together as a fellowship.

At our March board meeting, we discussed whether to include an index and a table of contents in the sponsorship book, if it passes. In response to requests from the fellowship, if the book is published, it will contain a table of contents. We have not, however, made a decision about an index. We are currently researching what creating an index would entail, including questions related to indexing an experiential book, and will discuss this issue with you further at the conference.

Revising Just for Today

Some of you have expressed concerns about the motion in the *CAR* to revise *Just for Today*. Our revisions of the *Sponsorship* IP were guided by fellowship input and not by the need to preserve the lines quoted in *JFT*. We do see the need to maintain consistency in our literature, and thus the need for a motion to revise *Just for Today* if the Sponsorship IP passes. (Such a revision would create a book titled *Just for Today, Revised*.) But we know that many members have a special copy of *Just for Today* that they hold dear because of inscriptions or notes. Given this personal use of *Just for Today* and the minor character of the proposed revisions, we are considering printing stickers that you could apply to the three affected pages in your current version of the book if this motion passes. If we did so, we would offer the stickers at the lowest possible price to recoup the production costs; that is, it would not be our intention to make a profit off of the stickers. Nor would this set a precedent. We will discuss the possibility of stickers further at the conference to see if there is interest.

One common misconception about revising *Just for Today* (or any NA literature, in fact) is the impact on translations. Language communities choose which texts to translate in which order. If *Just for Today* is revised in English, other language communities could continue to use their current versions until they choose to translate the revisions.

Basic Text

One of the things we have talked about as a board, and that we urge delegates to begin considering, is how the principle of anonymity relates to composing a book of personal stories. In some respects, the word "personal" is misleading. Surely the

reason to publish such a book is that these are *our* stories. Submitting a story for inclusion in a piece of recovery literature is giving a gift to the fellowship.

At many *CAR* workshops we fielded questions about the process of compiling personal stories: How can they be edited? How can they be reviewed? They can't be changed; these are someone's story. You wouldn't cut so-and-so's story would you?

We want to be clear: The motion we have offered in the *CAR* involves replacing some or all of the personal stories. In undertaking such an endeavor, we do not look at the stories as coming from particular individuals; rather, we see them as pieces of recovery literature that belong to the fellowship as a whole. It may be that, when looking at the existing stories alongside submissions for new stories, we propose keeping some of the current stories, or it may be that we propose replacing all of the stories with new ones. Whatever decision is made, it will be based on principle and not personality. Similarly, the stories themselves may need editing to be most effective. Many of our most powerful stories belong to members who need help finding the language to express those stories so that we can all appreciate them. We anticipate the need to work closely with some of the members who submit stories to revise and shape them.

Compiling this book and making it truly reflective of our fellowship will require all of us working closely together. If the WSC approves the Basic Text motion and project, one of the first jobs ahead of us will be soliciting input on what the fellowship wants to see in the personal stories section of the book. The sponsorship project taught us that input at the very beginning of a project can have the most impact because instead of refining an existing draft, such input is more instrumental in shaping the scope and focus of the piece.

HRP Conference Forum

For those of you who did not get to ask your questions last night at the EC/HRP session or those of you who have new questions, the morning also offers another opportunity to discuss nominations and elections with the HRP. Be aware that this session runs concurrently with the World Board Forum so conference participants will have to decide which session will best benefit them. We are sorry to have to run these two forums at the same time, but the tightness of the conference week schedule did not permit the time to schedule these sessions separately. We have expanded the opportunities to interact with the HRP at this conference, in response to participants' requests.

Old Business/Discussion Session

After lunch, the conference will get ready to enter a business session for the first time. We will discuss any motions or amendments we need to talk about first to help business run smoothly.

When we begin the formal business session, we will take a roll call and adopt the minutes from WSC 2002. Conference veterans will recall that this used to be the time when we would formally adopt Conference Rules of Order and Election Procedures. Since their inclusion in *A Guide to World Services in NA*, however, they are now standing conference policy. This session will take place in the more formal room reserved for business sessions. Participants can sit wherever they like, but, as at WSC 2002, no one can set up camp or claim a seat for the week.

At WSC 2002 we experimented with a number of changes to the old business session, notable among them, the substitution of pink and yellow cards and using a list rather than the former standing microphone lines. We are still discussing ways to improve this process. The Cofacilitators will walk us all through the processes that will be used long before we are into a formal business session. They will also take the conference through a discussion of the motions for old business before we are in the more formal business session. We will continue the practice of using a combination of straw polls and discussions to assist the conference prior to voting. If we truly want to move toward a more discussion based conference, we all need to learn to use this time effectively and minimize the time spent in formal business sessions with *Robert's Rules of Order*.

Old Business Session

We hope to move through all of old business on Monday, with the help of our Cofacilitators, Tim S and Mark H. Mark and Tim have met once already with our parliamentarian, Don Cameron, and staff. They came out again in March to meet with us, as well as staff and the HRP, for more discussion about facilitating the conference's business sessions.

Deadlines

Zonal forums that wish to meet Thursday night, should request a room from the WSC office by the end of today.

Tuesday – 27 April 2004

What Can I Do?: NA meetings are held poolside at 7:00 am, as well as in the evening when the conference adjourns, each and every day!

Strategic Plan Overview	9:00 am–10:30 am
NA World Services Report	11:00 am–12:30 pm
Lunch	12:30 pm–2:00 pm
HRP Report	2:00 pm–3:30 pm
Nomination and Resume **Deadline**	4:00 pm
Cultivating Leadership	4:00 pm–5:30 pm
Dinner	5:30 pm-7:00 pm
Making the New System Work	7:30 pm

Strategic Plan Overview

This morning begins with the first session about the strategic plan. In keeping with the theme of this year's conference, *Moving Forward…Toward Our Vision*, this session will introduce and talk about the planning process and the ways in which the NAWS 2004 Strategic Plan can help us realize our vision. In many respects, it is misleading to have a separate session (or sessions) titled "strategic planning"—as if there are sessions about planning and then everything else. The strategic plan outlines most of the improvements we would like to make in our services and processes. It then goes into detail in the

approaches and project plans to identify what we think we may be able to address over the next two years. While the majority of work we do at world services is ongoing work related to production, fellowship development and support, conference support, shipping, and so on, most of what we discuss at the conference has to do with improvements and change. And so, much of what we will talk about and decide upon this week is related to our strategic plan; the projects proposed for this upcoming cycle, as well as most of the sessions at the conference itself, stem from that plan. And yet, because the planning process is a relatively new beast for us, we feel it is necessary to have sessions specifically focused on the plan itself. At future conferences, knowledge of the planning process may become enough of a part of world service culture that we do not need to have specific sessions to talk about the process, but until then…

This session will cover the basics of the plan and the planning process. We have worked quite a bit since the last conference on the planning process, and one of our major goals for this conference is to forge a more effective partnership with delegates in that process. We hope that you will leave this session with a better understanding of the plan, its components, and why it is important to all levels of NA service. In reviewing the information contained in the regional reports that were submitted, we see that the issues we face are similar in many parts of the fellowship and echo much of what is contained in our plan. Later in the week, we will be discussing most of the general sections of the plan, as well as the details contained in the project plans, but this session has a more general focus.

NAWS Report

Of course, most of what we do in world services is not strategic planning, making motions, drawing up project plans, and so on. This is our chance to showcase some of the latest improvements and ideas that we are excited about. During this session, we will discuss our online shopping cart and donations portal, new medallion designs, changes in regional reports to the conference, a new group reading card, and the ongoing improvements to our website, among other topics.

Many of the conversations we have had as a board this last conference cycle have pointed to the need for a broader discussion with delegates about technology. We talk about just two of the issues that have come up for us in the Technology in NA report that follows on page 19, WCNA videos and online literature, but ultimately the issues are bigger than these specifics. We need to discuss the overarching questions: Where do we want to go with using technology to carry our message and how quickly? We look forward to hearing your thoughts.

Regional Reports

As almost everyone reading this report knows, we made some changes to regional reporting this conference. We are attempting to collect standardized information from all regions, and we offered the option for regions to fill out their reports online. We are happy to have received more regional reports in time for publication in a March *Conference Report* than ever before, and standardizing some of the information on the reports helps us get a quick picture of regions around the world. We hope you'll let us know how the reporting process went for you and what you think about the reports themselves.

Inmate Correspondence

Another issue we will discuss in this session is whether to initiate an inmate correspondence program. We are not looking for a discussion about the details of how this program would work, but we don't want to move forward with such a program without the support of delegates. The details will be worked out after we know how the conference feels about this type of program being facilitated by NAWS.

WSC Seating

We will also discuss seating recommendations during the NAWS report. We had three requests for seating at this conference, and the Conference Approval Track contained our recommendations.

Issue Discussion Topics

Yet another thing we will talk about during the NAWS Report is the issue discussion topics. We will talk about our recommendations for issue discussion topics, infrastructure, and NA's public image, and ask for your suggestions for topics. Conference participants will vote on the issue discussion topics for 2004–2006 via ballot at some point during the week. There is a more in depth report about the process and our topics from this past cycle on page 23 of this report.

HRP Report

This session will provide conference participants an opportunity to have additional dialogue with the Human Resource Panel. Some participants may have questions related to regional nominations, which must be made by this afternoon. A question-and-answer format seems the best way to allow for a meaningful exchange of ideas between participants and the HRP.

Deadlines

The deadline to submit regional nominations for World Board, WSC Cofacilitators, and HRP positions is 4:00 pm today. Resumes must be submitted with nominations if the candidate is not already in the World Pool. Regional nominee information will be distributed to conference participants the following day.

Cultivating Leadership

Although some of us may wince at using the word "leadership" when talking about service in Narcotics Anonymous, it is clear that leaders are essential in maintaining our groups and conducting efficient services. This session will examine the ways in which we can use and cultivate leadership to better carry our message of recovery. The board has talked about the fundamentals of leadership in NA a great deal, but this needs to be a fellowshipwide discussion. The Concept Four essay gives us a good starting place for this conversation. What elements of leadership are important to us in NA? What do we expect from our leaders, and how do we communicate those expectations? What is the role of leadership in moving forward toward our vision? How do we get people involved in service and cultivate leadership in Narcotics Anonymous? We will talk together in this session about these fundamental questions as well as some of the issues that affect world services in particular.

Leadership development has been especially vexing to us in world services as we struggle with the changes in world services since our restructuring. For example, one thing we grapple with is how to cultivate leadership in our new system. The most obvious answer is the use of workgroups; however, any information we may gain from using workgroups does not currently factor into our nominations process. This is just one illustration of the difficulty in dealing with a system set up to be "blind." Most of us "grew up" in service with the help of mentors and others who took a motivated interest in us and helped us in a way that might not be possible in our current system. Many of us have never sought a service position but have been encouraged to participate by members currently involved. How can we cultivate leadership without falling into the "old boy network" syndrome? Can we even cultivate leadership in our new system?

Ideally we would not have this discussion immediately following the HRP Report as these are systemic issues, and difficult ones to talk about. As of this writing, however, we could not find a better spot for this session on the agenda, so we will all have to make an effort to clear our heads and change gears before this session, to take a step back and look at the big picture of leadership identification and cultivation.

Making the New System Work

After a dinner break, we will return to talk about the shared responsibilities of all conference participants in making our new system work. To be honest, we have had trouble focusing this session as we have been discussing it these past few weeks. "The New System" is a huge topic: the biennial conference, funding of delegates, a discussion-based conference, worldwide workshops, the process for new projects, the Conference Approval Track material… these are just a selection of the elements that are part of the new system.

One thing we know we will talk about at some length on Saturday is how to improve our communication between conferences. Communication is the number one priority for the board for the upcoming cycle. Our new system is predicated on communication. *GWSNA* defines the new WSC as a culminating experience where we talk about issues of importance to the fellowship, and outlines an ideal for work and communication between conferences. How do we make this ideal a reality?

Perhaps the fundamental question is: How do we create and implement a system that meets everyone's needs? We feel we are on our way, but we know we have some further length to travel. Let's talk about how to get there.

Wednesday – 28 April 2004

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!

Budget and Project Presentation/Discussion	9:00 am–noon
Offsite Lunch and Sessions	noon–5:30 pm
Local Infrastructure	
Recovery Meeting	
New Business **Deadline**	6:00 pm
Zonal Forum Meetings	rooms available from 5:30 pm on

Presentation and Discussion of Budget/Project Plans

We will open with an overview of the financial picture for this conference cycle. This will be followed by a presentation of the proposed 2004-2006 budget and project plans, including an introduction to the budgeting and planning process in general and a discussion of the projects' prioritization. After the presentation, there will be a question-and-answer session. Below is some brief information that supplements some of the projects outlined in the Conference Approval Track material that we will talk about during this session.

Service Handbooks

As we reported in the Conference Approval Track material, we want to talk about the scope of this project. We have committed to working on at least a PI handbook because we believe this to be of high importance to the fellowship. We would use the book that is in inventory and the draft of the revised PI Handbook as source material in any new handbook.

However, we also discussed possibly expanding this project into a Public Relations handbook that may include information on PI, H&I, and phonelines. This PR handbook would replace the existing handbooks and have sections that could be pulled for committee-specific needs. While we on the board would prefer this approach to a new handbook, we would like to get a better sense of your feelings about this expanded scope. During this session we hope to hear your thoughts on the focus of this project.

Consensus-Based Decision-Making

Some of you have asked us about the prioritization of this project. Though we all agree that this is a valuable project—that this is the direction we want to be moving in—we equally see that this is not the time to make such a project a priority. Other things seem more pressing to us, such as (but not limited to) revising the Basic Text, creating new service materials, and improving our communication between conferences.

Offsite Lunch: Meanwhile Back at the Ranch

Sometimes physically moving to a new space can clear our heads so that we can mentally move forward as well. This afternoon, will give us that opportunity as we will load up the buses once more and have an offsite lunch, informal discussion session, and recovery meeting at nearby Calamigos Ranch. We hope having a session offsite will help break up the week and refresh our thinking. Buses will pick up all conference participants and alternate delegates from the hotel after the budget and project plans presentation. To assist in covering costs, $20 will be deducted from funded participants' expense money to help pay for the food. We are also asking for a $20 donation from alternate delegates. Technically, conference participants are defined as seated delegates and World Board members and as such, are all funded participants. Since the majority of regions send alternates to the conference and they are seated on the floor, we feel obligated to include them. We see no other reasonable way to proceed other than asking for a donation of $20 from alternate delegates towards expense, since $20 does not cover all of the actual costs. While the luncheon is only for conference participants and alternate delegates, a limited "gallery" will be available during the off-site conference session following lunch for non-conference participants who arrange their own transportation.

Local Infrastructure

After our lunch, we will talk about local infrastructure. A new environment can help us see things differently and more creatively, and we hope that our discussion will reflect that expanded perspective. You could say we hope to "think outside the hotel" this afternoon. As you know, we conducted four PR roundtables this conference cycle. While we heard plenty of praise for NA, we also heard consistent impressions of NA that should concern all of us. These include a perception that NA is unreliable (e.g., we are slow to answer our phonelines), an image that NA is only for junkies, or that NA meetings are unsafe for women and not very attractive to young people. Together, we have a lot of work to do. How can we make the service structure a reliable entity to carry the message? How do we develop and maintain a service structure that consistently operates at a high level? What are the tools, information, or support that NAWS could provide to help? We can work together to achieve a more fully developed infrastructure.

Recovery Meeting

Our afternoon offsite will close with a recovery meeting.

Deadlines

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

Zonal Forum Meetings

After the conference sessions are through for the day, 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 – 29 April 2004

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 Conference Forum	9:00 am–noon
Lunch	noon–1:30 pm
Budget and Project Approval & Elections	1:30 pm–3:30 pm
Fellowship Development	4:00 pm–5:30 pm
Dinner	5:30 pm–7:30 pm
Zonal Forum Reports	7:30 pm on

World Board Conference Forum

The day begins with another World Board meeting. We will present our thoughts on new business motions and then open the floor to conference participants.

Budget and Project Approval & Elections

After lunch, the conference will come together to approve the proposed 2004–2006 NA World Services budget and all project plans. All project plans will be voted on individually. Elections will take place in conjunction with this session. We know there has been confusion about the elections procedures in the past. We will review the procedures during the orientation and there are several opportunities to interact with the HRP and ask questions on the week's agenda.

On page 31 is the HRP report, which includes all nominations for the World Board, HRP, and Cofacilitators. We have discussed how many board members we are looking for in the next conference cycle and have told you that we would report this information prior to the conference. Because we believe that we cannot function effectively with less than twelve board members or with ten newly elected members, we are asking the conference to elect a minimum of four and no more than ten candidates in order for us to successfully accomplish our work for the next cycle.

Fellowship Development

Before we break for dinner, we will have a presentation about fellowship development. As you've read in previous reports, we have traveled a lot during these past two years. During this session, we will review some of the highlights of our activity and share some of our favorite pictures and slides. We hope to incorporate a variety of experiences into this session—not just world services' travels—to get a sense of successes with fellowship development around the globe.

Zonal Forum Reports

In the evening, there will be reports from zonal forums that have informed us about their wish to present. Each forum has fifteen minutes available to report, which could make this potentially a three-hour session.

Friday – 30 April 2004

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!

New Business Session	9:00 am–noon
Lunch	12:30 pm–2:00 pm
Issue Discussion Topics	2:00 pm–5:00 pm
Dinner	5:00 pm–7:00 pm
Issue Discussion Topics Continued	7:00 pm on

New Business

We plan to begin this day with the balance of the new business items. This will include our recommendations for conference seating, and new business motions.

Issue Discussion Topics

On Friday we will also discuss the fellowship's issue discussion topics. These discussions will help to frame the material that is provided to the fellowship to facilitate discussion for the upcoming cycle. As stated earlier, we believe that Infrastructure and Our Public Image are two issues that we would like to identify some portion of for discussion over the next conference cycle. We also want to talk about the discussion process itself. What is working and what isn't—how can we improve the process? The report that follows on page 23 gives an overview of the responses to the 2002–2004 issue discussion topics and some of the challenges we faced with the discussion process.

Saturday – 1 May 2004

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

Moving Forward with a Common Vision	10:00 am–1:00 pm
Conference Lunch and Closing	1:00 pm–4:30 pm
Recovery Meeting	8:00 pm–9:30 pm
World Market and Coffee House	10:00 pm

Moving Forward with a Common Vision

The closing session is the culmination of all the work we have done up to this point, both since the last conference and during the week. While we can take a moment to catch our breath, we will also accomplish two things: we will look back at the week of WSC 2004 and look forward to the next conference cycle. Today is our chance to reflect on how far we have come and where we go from here.

This morning, we will try to recap what we heard in the various discussion sessions during the conference and how that input relates to our strategic plan. We want to talk about how

to communicate more effectively in the next cycle. How can we better engage delegates and the fellowship at large? Communication is the number one priority for the World Board for the 2004–2006 cycle, and we can all benefit from a discussion together. Our experience throughout the week will help to frame this session.

Before adjourning for lunch, we will have a brief session where expense forms can be completed for delegates and any questions can be answered. We will also be collecting the evaluation forms that all attendees are asked to complete during the week.

Conference Luncheon and Closing

In the afternoon, we are planning a conference luncheon at the hotel. We have deducted the $20 cost from the funding provided to conference participants in order to make tickets available to alternates. We will close the conference after we break bread, joining together for some new closing ceremonies and some that have been tested over time.

Evening Activities

Having worked so hard together during the course of the week, it will be nice to join together in a celebration of our recovery tonight. There will be a recovery event with a variety of participants asked to share their experience, strength, and hope, which will be attended by many local members, followed by an additional world market and coffee house. Those of you who wish to sell merchandise at the World Market must register at the WSC office by 4:00 pm

Status of Project Ideas Submitted

We reported on most of the ideas we have received since WSC 2002 in the December 2003 *Conference Report*. Below are the status of the ideas that were submitted since that publication.

Idea	Date	Activity to date
Poem: Addicts Recovery	16 Dec 03	Already received and reported
Chips and Keytags for every months up to a year	12 Jan 04	Not seen as a priority at this time.
Purple GSR Keytag	2 March 04	Not seen as a priority at this time.

Technology and NA

TECHNOLOGY AND NA—
Where do we want to go and how quickly?

One thing we hope to discuss this year at the conference is how we, as a worldwide fellowship, should be moving forward in general with all of the changes in technology we have seen within the last couple of years. There are a wide variety of options we can explore to be more efficient and effective in our service efforts. Some of the topics we have discussed in our board meetings, to name just a few, are the videos of main meetings at conventions, online discussion boards at na.org, and literature on the Internet. The results of such discussion inevitably lead us to one overarching question: where do we want to go and how quickly? We focus here on just two of the many issues technology has raised for us.

Posting Material on the Internet

As you are aware, there is a regional motion in the *CAR* this year regarding posting material on the Internet. In our recommendation, we explain that we agree with the principle behind the motion, but we feel some basic questions must be addressed first. While we have always been conservative in our approach to posting literature online, we acknowledge that we do need to move forward. We have tried to meet the needs of the fellowship responsibly; during this cycle we began to post IPs at www.na.org, and we have expanded the online offerings over the course of the last year. If the conference concurs with this choice and discussion indicates a continued desire to move in this direction, we will do so. We are discussing the next steps to make more of our recovery literature available at www.na.org and are prepared to talk about this up through and beyond WSC 2004 as we continue to move into the twenty-first century.

WCNA-30 Videos

In response to numerous requests for copies of the various videos taken and shown throughout the convention weekend in San Diego, California, we have considered many concerns related to it. Some of our concerns are that there are full-face views of NA members identifying themselves as members. In addition, once released, we would lose control of how videos of our members would be used. Because of this, and the overarching questions, we will not make these videos available at this time.

Our discussion leaves us with a question though and this is something that we have had to face time and time again over the last couple of years. As we continue to confront changes in our technology there are philosophical questions that we must address as a fellowship. The subject of technology has been breached when discussing the Internet, literature, communications, and now the convention and event videos. Here, there are interesting issues about anonymity in this technological age. What are the differences between audio and videotapes? How could videotapes affect our fellowship's emphasis on principles before personalities? Could a video create a larger than life image of NA members? What would be the consequences if videotapes got into the wrong hands and were used to make a profit? As technology becomes more of an ingrained piece of our culture, we will consider these types of discussions both during the conference and beyond. We hope that some of the input and feedback we get during the conference can help us in considering moving forward in this particular area or not. One thing is for sure, this is a conversation worth having and we will continue to stay open to hearing what you have to say about the questions we pose.

Issue Discussion Topic Report

Issue Discussion Topic Report
Self-Support & Atmosphere of Recovery

We should all be prepared to have discussion at the conference about the issue discussion topics in particular and the process we use to gather information about them in general. Since WSC 2002 both issue discussion topics have been distributed to the fellowship in the form of a *News Flash*. A bulletin board was also created at www.na.org for members to post their experiences about the topics. In addition, discussions about the topics of *Self-Support* and *Atmosphere of Recovery* were held at worldwide workshops and world conventions.

We hope that by now most of you have visited the website to see what type of input we are receiving on the bulletin boards. We have compiled the information on the issues we have received and are preparing sessions at this conference to discuss the topics and the process. Visit the bulletin and read the input from the members we all serve. Hear what they have to say when provided with this forum. We will continue to explore ways to gather input from our members by looking at the type of questions we can ask and the mediums we can use to get the answers and discussion we are looking for.

What you said?

Self-support

Some examples of written input responding to the questions posed by the *News Flash* were as follows:

We must collect our own money and supply our own needs so that we don't get tangled up in outside issues…we need other than money, literature, support, flyers, we need to be an area participant, trusted servants.

We cannot keep a treasurer or GSR, we made flyers, and we asked experienced members to come and attend our business meeting, so that we can make sure our group is being run appropriately.

…Keep a good atmosphere of recovery; welcome the newcomers so that our groups continue to stay self-supporting

For some groups' self-support was not always important because non-addicts and drug court started the groups.

We received lists of spiritual principles in response to the *News Flash* question "What are the spiritual principles of self-support?"

Honesty, faith, hope, responsibility, trust, open minded, service, gratitude, integrity, prudence, anonymity, God-centered, tolerant, acceptant, standing on our own, accountability, willingness, freedom, independence, autonomy, integrity, honesty, humility, tolerance, unconditional dedication, group and unity support, solidarity, acceptance, sharing, and that self-support is the opposite of self-destruction.

Discussions on the website continued with an emphasis on free events and suggestions about what local groups and committees can do for members that do not have any money. There were specific suggestions from members to promote fun in recovery and carry our message, but no mention of self-support during these posts. Quite the contrary, the posts took the direction of how members can support others who are not self-supporting. There were also individual members who expressed their personal opinions about self-support and how fundraisers play a role in that.

One group had a problem with a lack of people in the meeting itself and as a result the group does not bring in enough money to pay the rent. This member shared that "addicts are resourceful" and that they were not worried.

On a side bar, there was a very large response to people going online and asking for help with drugs. Some people posted messages promoting the use of methadone in recovery. Needless to say, this started a very lively conversation and pages and pages of postings that had nothing to do with self-support. Eventually, the bulletin board administrator lovingly reminded members of the topic at hand and the matter seemed to go away.

Following are some examples of specific posts relating to the topic of *Self-Support*:

How should an area vote regarding money matters?

What to say to a member who does not put money in the basket but goes out to eat with everyone after the meeting?

Another problem that we recently had was one of our trusted servants kept coming up very short in the home group. He started selling tee shirts and trying to raise money in that group…when some more of the area fellowship stepped in to help out with the service, we initiated a system of accountability and record keeping which fixed the problem. This was done respectfully and in a non-threatening manner in a spirit of coming together…

The responses to these questions were predominately personal opinions, but they certainly elicited input that came more from personal experience.

Following is breakdown by categories of the items posted to the issue discussion topic *Self-Support* bulletin board (items with the most posts at the top of the list:

Specific advice or comments on what other people had posted (crosstalk)

Regarding activities (dances, conventions, etc.) in specific

People who identified themselves as being non-addicts/non-members

Members arguing over what it means to be "clean"

Specific area or service problems

Regards to endorsement and affiliation

Looking for help with drugs

Reminded everyone what the topic was

Talked about individual contributions

Provided a solution to money management problems

Looking for a meeting

Wanted to discuss the pamphlet on Self-Support

Atmosphere of Recovery

Most of the submitted written input about the topic of *Atmosphere of Recovery* was similar to what we received about *Self-Support*. There were lists of spiritual principles and more responses about what a group should or would do to create an atmosphere of recovery, rather that what they have done.

Washington/Northern Idaho region offered thorough and explicit written input and we have created the following outline, organized into three sections, to express some of the specific challenges and experience gathered in their regional discussions:

Predators and Assaults in Meetings

We had a person become assaultive and we tried to de-escalate the person as they became assaultive. Eye contact is important.

We have had two recent disputes. One was when someone was outside the meeting drunk. In the past there have been fights in the meetings and we called the police. Sometimes people become assaultive for no reason. There are people who hang around the meetings who are homeless. Sometimes these people just hang around and stalk women. Meetings should have people with clean time attend regularly.

It was agreed that calling law enforcement to keep the peace might be one way to address the immediate disruption and a further discussion at the business meeting might be a solution for follow-up.

Children in Meetings

Kids are a big issue. Kids can damage the meeting facility and other's personal possessions. Our homegroup meetings have been billed for the damage caused by the kids, of course we had to pay for the damages. We now have a disclaimer in our meeting formats regarding children at meetings. We have had to ask parents to leave the meeting if they cannot control their children and we've addressed our concerns with the parent to no avail. Facilities now require a deposit for our meetings to meet due to damage caused by children.

Primary Purpose

Meetings can get off track of the subject being discussed. Some situations call for the Serenity Prayer, sometimes immediately. This could eliminate the dispute.

World events can be disruptive such as the recent was between America and Iraq. There was a conflict depending on one's opinion about the war. The terrorist attacks of 9/11 is another example of strong emotions that brought forth conflict in meetings.

When we have members disrupt meeting we have an adhoc meeting to discuss solutions to the problem. We give the solution 3 chances at succeeding. If it fails we have considered calling the police. We had one homegroup member who opposed calling the police—said he would change homegroups. We try to speak with kindness. Sometimes it's good to ignore disruptive behavior.

We agreed that negativity could influence a meeting, which directly impacts the atmosphere of recovery. Certainly our group felt that "drug-a-logs" were a problem and contributed greatly to disruption.

It was agreed that explicit sexual advances or "sexual advertising" could be disruptive to meetings.

One solution is to have 2 or more homegroup members agree on the solution to the disruption.

The majority of the online input can be divided into the following three categories: complete abstinence, predators in NA meetings, and a group's success or difficulty in furthering its primary purpose. The following points are examples of the various types of online responses we received:

Complete Abstinence

On a personal level; I have a disease called Rheumatoid Arthritis. Even with advanced treatment my condition can become extremely painful and disabling. If I were to abstain from medication not only would I be unable to care for myself, the pain alone could move me to insanity or death. Can any person comprehend such absolute desperation, that a person home alone could be too afraid to go to the bathroom for the fear of not being able to get off the toilet by themselves? To many I presume the answer would be 'yes.' Keeping my experience in mind; would any member wish that demoralization on me, or that I ought be excluded from sharing and service in NA? I surely hope not. In respect, to generalize "abstinence from all drugs," would be in many cases very insensitive and quite often inappropriate. This is just one more important reason why NA ought have NO opinion on which drugs are appropriate and which are not, hence our tradition of non-professionalism. Addiction has very little to do with drugs, but rather the resulting symptoms, consequences and motives underlying their use.

I'm having a real issue here. At my NA group I am not allowed to speak because I am prescribed methadone by a methadone clinic. I have been free from heroin for over two years now. The leader of the group says that I must be 24 hours clean before I can talk at a meeting. Well I take my methadone every morning, so there will never be a day when I can talk at a meeting. I bring up the fact that others aren't drug free; nicotine and caffeine are drugs, but people who smoke or drink can talk. Every time I try to say something I am interrupted and politely asked to contribute once I'm clean; They say it's some sort of Bulletin number 26 or 29. People who smoked crack yesterday can talk all day, but I can't. Some ignorant people think that methadone gets you high, it doesn't. I think I am clean and sober, two years now. I personally believe that I would die (from using again) if I were not prescribed methadone. The same goes for a diabetic without his/her insulin. Do you think I should find a new group or what? Is this leader being too overbearing?

Re: Bulletin #29: Does this pertain to prescription medications such as Prozac and other brain-chemistry-altering psych meds? I hear from many, many addicts - SHARING in meetings - who are on psych meds. Personally, I don't make the distinction between methadone and psych meds. Anyone who can clarify this, please do. A double standard seems to exist here, and one more time, it separates rather than unifies. I think the bulletin as it stands does, indeed, alienate, because of this particular issue (psych meds).

To the person not being allowed to share at a meeting because they are on methadone. This topic is a huge controversy in my area (greater Philadelphia). The fact of the matter is that you are on a "drug replacement" program. This is a program of COMPLETE abstinence. Our preamble warns against substituting one drug for another. Therefore most people will say you are not clean. As far as getting your hand up at a meeting and sharing, It is my opinion that you have every right to do so. Taking "trusted servant" positions i.e. Chairperson, speaker or treasurer is a little different because most groups have clean time requirements that you just do not meet. But you as well as ANY addict has the right to share from the floor. This kind of discrimination will do nothing but alienate people and drive away the very people we are trying to reach. The still sick and suffering addict. Have you brought this issue up at your group conscience or business meeting? If not than you should. As far as changing home groups that is your decision and yours alone. Of course it is also your decision to stay on methadone or not. I personally know many addicts who thought the same way you did but trusted in the program and their higher power and got off the program (one man was on methadone for 20 years) and have many years of continuous clean time.

The "BIG" question...Should people on methadone be allowed to chair a meeting/celebrate recovery time? My group just voted "no way". I need others input.

Predators in Meetings

How do you deal with someone who was in the fellowship for a few years, left to go deal drugs while "clean", and then came back and still deals drugs in the rooms just so they can get using addicts to be sex partners. Many newcomers have relapsed because of this individual, and the individual sounds like they know the program and such so that they can attract newcomers into their circle. Does anyone have any practical experience on what to do to confront this individual? Is it a legal matter somehow? How do I restore the atmosphere of recovery and trust? I am one of the oldtimers around, so I feel the most responsible, but I am baffled. I am praying hard. Please help!!

Please discuss how to deal with a predator in the home group. In our group, at least 4 people, including myself, my foster daughter and others have been victimized. I lost custody of the "daughter" due to the actions of an addict from my home group. And I could go on about his other victims but that is not my point. I believe God is the ultimate authority. My question is how do we as a group deal with the issues of a member who has a profile/clear history of behavior that affects the safety and well fare of other members? This member is a male, and many of the males have pulled away from this member, so now he seeks out new members. His MO is to leech on to the newcomer, often leading them to a non-NA group or church. If you all have any ideas, literature or anything else you can share on this topic I'd been willing to listen.

Primary Purpose

At a recent meeting, The word God and faith was used to define the quality of one's recovery. This to me created an uneasy atmosphere. If I want religion, I'll go to church. I realize 12 step meetings are faith based; but there is soooo much more to know. Seeing a doctor. Eating healthy. Practicing change in one's life. Learning "New rules" to live by. I believe in god strongly, and know he never left me when I was "out there" God gave "choice" and "Free will" knowing God's will for me would be one endless marijuana high! Praying to see things as they are is all I can practice. Don't tell me I'll "go out" if I don't find god.

Another member and myself were discussing "affected members" regarding an atmosphere of recovery. Where we differ on this topic is this; if a group votes to do something that impacts one person, then is NA as a whole is affected? Is this true? If the group decides on something and the member is "turned off" does this impact NA as a whole? How do we address this or does our literature already have some information on this area?

The input we received regarding the issue of complete abstinence contained discussions about the use of drug replacements such as Methadone, psychotropic medication and pain medication in Narcotics Anonymous. The input focused on how a group's decision to either allow or not to allow an individual to share in meetings and hold service commitments, while on any of these drugs, affects the atmosphere of recovery. Drug replacement is categorized here with psychotropic and pain medication because more than one posting made connections between Narcotics Anonymous Trustee Bulletin #29 and the use of these other medications.

There seems to be a substantial amount of confusion and controversy around the issue of complete abstinence. It is interesting that a large portion of the online discussion centered on this specific aspect of a meeting's atmosphere of recovery, when the written input made no mention of it. This may be the result of a few individuals dominating the discussion, or that the bulletin board provides an anonymous forum for members with sensitive issues.

Predators in meetings also stands out as one of the more difficult challenges a group can face. This issue seems particularly important because of the severe impact it can

have, not only on a group's atmosphere of recovery, but also on the safety of its members. Whereas groups can usually work out other issues such as disruptive children and off topic sharing, the issue of predators in NA groups may be a problem that requires additional guidance.

What Did We Learn?

The input taught us more about the issue discussion topic process itself than it did about the actual topics. We have learned more about how we may or may not approach discussion topics than how the fellowship actually feels about the topics themselves.

Frame the Discussion to Get at Specific Experience

In choosing the next topics it is important to consider the confusion that has been created from choosing such broad subjects. The original questions outlined in the *News Flash* are too vague. For example, the most useful input we received for the Sponsorship project was when the questions were asked about specific first-hand experiences. Prompts like, "Share your experience with us…" seem to glean more substantive responses. Indeed, the most provocative question in the *News Flash* for these topics was when we asked (in the Atmosphere of Recovery prompt) about a homegroup's experience in dealing with disruptive behavior.

Although area and regional discussions may have been productive for those who attended, the input was often general and overly simplified. Lists of spiritual principles made up the majority of submitted input. For the topic of Atmosphere of Recovery, responses such as "lovingly and spiritually redirect the unruly member" or "do not shame or embarrass the addict" were typical. However, questions like, "What spiritual principles need to be present to have an atmosphere of recovery?" don't allow for responses based in practical experience. While the submitted feedback is most definitely valid, it lacks the same relevance as those answers that are grounded in personal experience or specific solutions might provide.

In reviewing the *News Flash*, and the input generated by its questions, it is apparent that what we are asking and how we are asking it could benefit from further development. The one question that did lend itself to more useful answers was, "What disruptive behavior have you seen at meetings, and how has it been handled? At a business meeting? Talking directly to the member? Addressing difficulties during the meeting or afterward?" This pointed type of inquiry seemed to provoke more substantive responses. Developing our own abilities at framing meaningful discussions within the fellowship might welcome more useful feedback.

The online discussions often veered dramatically away from the specific topic, and yet the anonymity provided by the online forum allowed for some of the more specific and frank responses we received so far. Another reason the online discussion may have been more candid is that members weren't trying to answer the specific questions asked in the *News Flash*. The open-ended forum of the bulletin board allowed discussions to take their own direction. Perhaps we could work towards achieving a balance between the limitations of a *News Flash* and the lack of boundaries on the web.

Input is too cleaned up

The Issue Discussion process may benefit from some clarification about what kinds of answers or input we are looking for. It looks as if we need to clarify with the fellowship that we are not looking for a group conscience with the issue discussion

topics, but rather, we are looking for specific and diverse personal feedback. Even the input gathered from the worldwide workshops illustrates that our members are conditioned to provide general, inoffensive, non-specific responses. Some questions to consider in regard to the input we would like to receive are the following:

Why do we want to have these discussions?

Why do we care about these issues in particular?

What has sparked these topics? (Background)

What are we going to do with the input we receive?

Interestingly, a feature unique to the bulletin board was that members weren't trying to produce tidy and politically correct reports to send to the World Board. The most useful online input came from individual members with genuine concerns and difficulties.

We have trouble having discussions

While we did receive some of the more specific difficulties facing individuals and groups via the online forum, the input also highlighted our inability to have discussions within the fellowship. The online postings show that while trying to discuss these obviously important topics (given the passionate tone of the responses), we are still unable to stay away from taking positions on issues. Many postings cited traditions and bulletins in order to prove the authority of their positions, rather than sharing experience and resolutions.

Conclusion for Issue Discussion Topics

The conference has committed to trying this process for two cycles. That does not preclude us from fine-tuning the techniques we are using within the process. This can be done by having a discussion about what we are looking for, gearing our questions to be more thought-provoking, and having the discussions ourselves in order to better frame the issues. From there we can define future discussion with a clear focus in mind.

It might be helpful to frame the issue discussion topics to reach a broader population of the fellowship. This could spark input and dialogue from and among a completely different population of the fellowship. The difference in who is submitting input, or of who is even aware of the topics, is already apparent in the contrast between the written materials submitted by those sitting in service workshops versus the posts made by individuals on the bulletin board.

Human Resource Panel Report

The Human Resource Panel

We are grateful for the opportunity to serve as your Human Resource Panel. We have worked very hard to present a list of the best-qualified candidates from which you will choose your next World Board members, Human Resource Panel members, and WSC Cofacilitators. We believe that anyone on this list is qualified and competent to do the job he or she is nominated for, based on all information presented to us. Our hope is that you will feel as confident as we do in the nominees provided for this year's World Service Conference.

For this conference cycle there are 16 available World Board positions, 2 available Human Resource Panel positions and 2 Cofacilitator positions. The nominations are listed below in alphabetical order.

Please note that this list may be published before all potential nominees have been notified that we intend to nominate them. If anyone on the list chooses to decline nomination by the HRP, their name will not be on the list of nominees or on the ballots at the World Service Conference.

HRP Nominations for World Board Member

CJ A .... Florida Region
Jeff B .... Southern California Region
Mary B .... Lone Star Region
J. Alan B .... New England Region
Ron B .... Australian Region
Sylvia B .... Ontario Region
Brent C .... Georgia Region
Janet C ...... Aotearoa New Zealand Region
Nick C .... New Jersey Region
Gordon C .... Northern California Region
Michael C .... Spain Region
Paul C .... North East Atlantic Region
Piet De B .... Sweden Region
Mukam D .... New Jersey
Robert G .... Florida Region
John H .... Wisconsin Region
Lou H .... Chicagoland Region

Mark H .... Aotearoa New Zealand Region
Simon J .... UK Region
Nick K .... New England Region
Bob L .... Florida Region
Tom McK .... Pacific Cascade Region
Ron M .... Florida Region
Jose (Tata) M .... Philippines Region
Charles N ..... Greater Philadelphia Region
Ivan PT .... Indian Region
Rose-Marie R .... Australian Region
Rhonda R .... Free State Region
Craig R .... Carolina Region
Erik R .... Hawaii Region
Bobby S .... South Florida Region
Rex S .... Washington/N. Idaho Region
Antoinette S .... Buckeye Region
Greg W .... Wisconsin Region

HRP Nominations for WSC Cofacilitator

Robert B .... Carolina Region
Mark H .... Wisconsin Region

Ubaldo "Roberto" J .... Ontario Region

HRP Nominations for Human Resource Panel Member

Mindy A .... Show-Me Region
Paul F .... UK Region
Dylan J .... British Columbia Region

Randy K .... Free State Region
Bill L .... Arkansas Region
Sergio R .... Panama Region

If you are seeking a Regional Nomination, a completed World Pool Information Form must be brought to the conference along with a signed Regional Nomination Form.

The HRP Nominating Process

As we reported in *NAWS News*, the deadline for submitting World Pool Information Forms for possible nomination at WSC 2004 was 31 August 2003. In September, we began the process of selecting possible nominees by sending out letters to all those pool members who met the clean time qualifications (minimum eight years clean for Human Resource Panel and WSC Cofacilitator positions and minimum of ten years clean for World Board positions). A total of 357 letters were sent on 9 September 2003 requesting a response of interest to be sent to the WSO by 13 October 2003. These initial packets contained a description of the duties and responsibilities of an HRP member, WSC Cofacilitator, and World Board member, and they offered the final chance for potential nominees to update their World Pool Information Forms. In addition, we followed up this mailing with an email confirmation indicating that the packages had been sent and that they were moving on to the next step in the nomination process.

After we received the initial forms indicating the positions candidates were interested in, we sent another letter on 30 October 2003 acknowledging receipt of potential nominees' responses. At that point there were 269 complete World Pool Information Forms in our database and 88 World Pool Information Forms in which candidates had only completed part one. Only seven candidates with incomplete forms responded to our request for updated forms, totaling 276 complete World Pool Information Forms on file. Of the 276 completed forms, 117 candidates responded to our request.

We hope that those of you who did not respond to our requests will understand that it is impossible for us to ensure that everyone understood the importance of following up to our correspondence. We had trusted that those interested in being considered for nomination would have responded to our attempts to ensure their opportunity to participate in this process. Although we tried to support candidates in this process as much as possible, ultimately it was the responsibility of the individual to respond to our requests.

On 14 November 2003 we began the process of considering potential nominees from which we had received letters of interest. All potential candidates were considered through a blind consideration process. As we have mentioned in the past, this conference cycle we felt more comfortable using the blind process of consideration, as it allowed us to assess all candidates in an anonymous and equitable manner. A selection of candidates was then made via a conference call 15 December 2003. Letters were sent to all selected candidates inquiring whether or not they were still interested in being considered further for possible nomination at WSC 2004. A total of 95 individuals were selected to continue in the process.

On 22 December 2003 we then sent a letter acknowledging continuation in the nomination process, as well as a General Information Form (at the request of the WSC participants of 2002). Candidates were then asked to choose only one position they would like to be considered for and to return their completed General Information Form to the WSO no later than 15 January 2004. We informed candidates that, if nominated, the form would be given to conference participants (in the same form as submitted) along with their Candidate Profile Report. Only two candidates withdrew their names from the nomination process at

that time. In addition, we sent out letters on 18 December 2003 to those members no longer continuing in the selection process.

As of the date of this report, six people informed us at or after the time of their interview that they did not wish to continue in the process due to reconsideration of the time, resources, and length of term that a World Trusted Servant position would demand.

We did our very best to ensure that all interested candidates continued in the process. We sent email confirmations, and encouraged candidates to complete their World Pool Information Forms and all additional requested information. Those members who have a World Pool Resumes on file, but who have not completed the new World Pool Information Form, were not considered in this nomination process.

Our goal is to make the process as fair and equitable as possible. We use a scoring and weighting approach for each form and interview so that we can consider the information on the same scale. However, eventually we must make a subjective decision when we assess information and when we interview a person or his or her references. Similarly, we understand that each conference participant, when voting, makes his or her final choices based on the nominee's background and skills along with personal and subjective criteria.

Our decisions about who progressed to the interview stage were based primarily on consideration of the information from the World Pool Information Form. If you feel that you are well qualified for a world service position and you were not chosen to continue in the nomination process, please review your current form that is on file for the World Pool. Make sure that all of your answers are complete and well thought out, supply all of the information requested, and then resubmit the information. This will keep accurate information associated with your name in the pool for future elections and World Board projects. Please keep in mind that members of the World Pool can ask to examine a copy of their own World Pool Information Form at any time.

We are certainly aware that the nomination process is evolving more each conference cycle. We also know that the process may have shortcomings, and we are dedicated to making improvements with help from all conference participants. Your ideas continue to be an essential part in the continuing improvement to our nomination process.

World Pool Utilization

During the 2002 Conference cycle, the World Board utilized the World Pool in April of 2003 for a project requiring H&I experience. Thirteen names were pulled from the current database, and 205 names were pulled from the original database and forwarded to the World Board.

Thank you for the opportunity to serve on the Human Resource Panel this conference cycle. The past two years have been challenging and rewarding. Our hope is that the World Service Conference and the fellowship are well served by our work.

In closing, we would like to acknowledge the NAWS staff assigned to the HRP because without them, the tasks required of the HRP just could not get done. Managing the database, answering correspondence, and compiling lists for the World Board project requests are huge jobs.

Material Supplied by the California Mid-State Region

California Mid-State Region
P.O. Box 26105
Fresno, CA 93729-6105

We are very disappointed to see that there are no provisions to hold a World Services Meeting this cycle in the budget and project plan proposals. We will move for the addition of a project plan and associated budget. We believe that some of the issues in the CAR could have been discussed and worked on if the board had scheduled a World Services Meeting in 2003. The groundwork for changes to the HRP could have been started. More clarity could have been given to the fellowship with respect to the Basic Text revision project. Regions may not have offered motions in the current CAR had an opportunity for previous discussion been created. Unfortunately, there have been no opportunities for a full board to meet with those they serve, the regional delegates, since the close of the WSC 2002. This has resulted in reduced accountability, poorer communication and less interaction with respect to previous conference cycles.

We understand that the vast majority of delegates attending World Services Meetings are from the United States. However, holding these meetings provides the opportunity for accountability to the regions. Perhaps these meetings could be held in Mexico or Canada to provide greater opportunity for non-American regions to participate. In our region, we believe our leaders must provide opportunities to be held accountable. We receive NAWS News, which delivers one-way information to the fellowship, but there are no times for face-to-face discussions about the material presented. A World Services Meeting would provide one opportunity.

There have been two times since the close of WSC 2002 that the board was available for interaction. These were, one session at the World Convention in Atlanta, and one session at the World Convention in San Diego. Several delegates attended these workshops to attempt to discuss substantive issues. A very limited few delegates were able to ask questions or raise concerns in Atlanta. In San Diego, none of the delegates in attendance was recognized to speak. We understand that these brief periods are meant for members to see and interact with the board they have only ever heard or read about. Had we held a World Services Meeting, many delegates would not have attended convention workshops with questions at the ready.

We often find board members asked difficult questions they are uncomfortable answering when they attend zonal forums or other functions. Board members worry that when they speak, people will confuse personal opinion with board opinion. This is very understandable; delegates find themselves in similar positions when they attend ASC meetings. Sometimes, questions would be better answered by a board member not in attendance. At a World Services Meeting the questions delegates have would be better answered as board members working on the

projects asked about would be in attendance. Board opinions would also be easier delineated from those that are personal.

We were told at the WSC 2002 that there are enough people on the board to complete the work assigned to it. Project plans and budgets were approved for a World Services Meeting as well as other projects like the Literature and Convention Workshops. It is true that these projects were given a low priority but that did not mean that we did not want them. We believe two years is too long for a service committee to work without direct interaction with those they serve. For example, imagine an ASC administrative committee.   The committee meets with no direction or input from GSRs, other than emails, for ten months while it carries out what it believes the will of the area is from the last time they met together. This is not an acceptable arrangement to implement the conscience of the area.

We believe in the value of a World Services Meeting. We believe that more accountability and direction are needed than existed this conference cycle. We believe that delegates can save time and resources by working together, with the board, on issues that are important to regions before reading about them as motions in the CAR. We believe that communication is improved when delegates can interact directly with the board. We believe holding a World Services Meeting in 2005 will further our common vision.

Regional and Zonal Reports

Regional and Zonal Reports

We typically include the regional and zonal forum reports in the March *Conference Report*, almost as an addendum or separate from our report. This year we are trying to do a couple things differently and have taken special measures to assure that the regional and zonal reports you submitted are actually included as a part of the *Conference Report*. We also made a regional report form available online to make it easier to submit a report. As a result, we have received the largest number of regional reports—almost a seventy percent turnout! However, that does not include all of the regions. If you have still not sent us your regional report we encourage you to do so before the WSC. You may still go to www.na.org/wsc2004 and fill out the online form.

Our Dilemma in Compiling Regional and Zonal Reports

When we began putting together the regional reports, we had to create a template to use for those who filled out our online form so that your reports don't just look like "data." In transferring the information from the online form to the template, we lightly proofed these reports, checking for misspellings, capital versus lower case letters, and punctuation errors, for example. We overlooked grammatical errors or confusing sentences because we felt it was exceeding our role to copyedit reports, without talking to you first. So we want to let you know that we have the ability to copyedit regional reports, but to do so, we would need to feel that is what the conference wishes.

Why Are We so Interested in Regional Reports This Year?

There are a few reasons. First and foremost, we feel this is a great way for regions to participate in the communications we are all working to improve. Beyond that, we are interested in knowing what you are experiencing—and hearing it from your perspective. Finally, we are beginning to explore ways of making this information part of world service archives and having this information available for you in the future should you ever need it. We would like to move to a place where we do not just get regional reports during the conference year, but every year. We can keep this information, access it, use it, and make it available to new regional delegates who step into a position and do not know the history of their region sometimes.

We hope to make the information gathered from regional and zonal reports useful to the regional delegates of today and tomorrow. A question we can all ask ourselves is: what information would I want to know about my region if I were a brand new trusted servant? Some of the questions we will be discussing with you soon are:

> *Is this the information we should be asking for?*

> *How relevant and/or answer are the questions?*

> *Was the online form useful? What would you do differently to make it more useful?*

> *Is this a good way to collect and publish this information?*

You can think of these questions as you read through the regional and zonal reports. With that, we would like thank the regions and zones who sent us reports and we present to you the WSC 2004 Regional and Zonal Reports…

Summary of Data from Regional Reports

The following is a summary of the information extracted from the regional reports. Some of the information was taken directly from reports that were submitted online. However, the reports that were sent directly to the WSO in their own format may or may not have included all of the information that was asked for in the questions we distributed in the *December Conference Report,* so we do not have exact numbers in every case. Additionally, some of the numbers, like the area or regional convention attendance, were obviously estimations from the delegates, and some delegates did not answer the question. The numbers are not always accurate in every case. The dollar figures are estimates and have been converted from other currencies such as EUROS, YEN, etc.

So, the basic rule of thumb for each question is, "of the delegates who responded to the question itself, such-and-such number of them said this…" Or, "of the reporting regions, such-and-such number of people attended area conventions this last year."

What we have learned the most this year is how we can ask questions to make it easiest for regions to report and for us to use that information. As this process continues to unfold and we find how we are going to use this information, it will become increasingly easier for us to ask the right questions, in the right format, that will make it possible for us to report this information more effectively.

Facts About all Regions that Submitted Reports for March 2004 Conference Report

Total number of regions submitted reports **79**

Number of regions/delegates that have attended a WSC before **48**

Total number of areas **664**

Total number of groups according to the reports submitted **12,652**

Total number of groups from the **SAME** regions according to database **16,029**

Total meetings per week according to reports **24,988**

Total number of meetings from the **SAME** regions according to database **25,231**

H & I panels taking place each week as reporting by regions **2,340**

Donations and Literature Distribution

Total annual donation from groups and areas to all reporting regions in 2003 .... **$689,036**

Total annual expenses for all reporting regions in 2003 .... **$1,144,422**

Annual Literature Distribution

How much literature does the region distribute to H&I annually (in US dollars)? ... **$148,199**

Your Regional Service Structure

Number of regions that participate in a zonal forum **67**

Number of offices **30**

Number of regional conventions **67**

How many people attended regional conventions this year **70,195**

Number of regions that have area conventions **48**

How many area conventions **149**

Total attendance at area conventions **22,640**

Number of regions incorporated or with legal status as a part of regional structure **38**

Regional corporations that paid any taxes or duties last year .... **5 paid taxes**

Regions that hosted learning days over the past conference cycle **47**

Regions that participated in any public relations efforts **34**

Region that have any type of NA hotline or a helpline **34**

Areas that have their own hotline or helpline **32**

Number of regionally hosted CAR workshops **52**

Are the numbers of members in your region growing, shrinking, or staying the same since WSC 2002?

> **52** reported they are growing, the remaining regions are staying the same, did not report, or a few regions reporting some shrinkage.

Regional and Zonal Reports

ABCD	Greek	Panama
Alabama Northwest Florida	Hawaii	Portugal
Al-Sask	Iowa	Quebec
Aotearoa New Zealand	Ireland	Region 51
Argentina	IRF	Region of the Virginians
Australia	Israel	Rio Grande
Baja Son	Japan	Show-Me
Best Little Region	Kentuckiana	Sierra Sage
Brazil	Lone Star	South Dakota
California Inland	Louisiana	South Florida
California Mid-State	Metro Detroit	Southern California
Carolina	Mexico	Southern Idaho
Central California	Michigan	Spain
Chesapeake and Potomac	Mid-America	Sweden
Chicagoland	Mid-Atlantic	Tejas Bluebonnet
Colombia	Mississippi	UK Region
Colorado	Montana	Upper Midwest Region
Connecticut	Mountain Valley	Upper Rocky Mountain
Costa Rica	New England	Uruguay
Dominican Republic	New Jersey	Utah
Ecuador	North Carolina	Volunteer
Florida	North East Atlantic	Washington North Idaho
Free State	Northern California	Western New York
Georgia	Northern New England	Wisconsin
German Speaking	Norway	Autonomy Zonal Forum
Greater Illinois	OK Region	Midwest Zonal Forum
Greater New York	Ontario	Southeast Zonal Forum
Greater Philadelphia	Pacific Cascade	Southern Zonal Forum