



NA World Services Conference Report

32nd World Service Conference 2014

We are reminded in *A Guide to World Services* that the World Service Conference is “where the voice of NA as a whole is brought to view and expressed on issues and concerns affecting our worldwide Fellowship. The World Service Conference is not just a collection of regions; its concerns are greater than just the sum of its parts. The Conference is a vehicle for Fellowship communication and unity: a forum where our common welfare is itself the business of the meeting.”

No matter what we are facing as a fellowship, when we come together in service, we are connected by *the ties that bind us together*. This theme for WSC 2014 and for the cycle ahead transcends our passionate opinions; it leads us from a place of conflict and separation to the unity that underlies all of our service efforts. *The ties that bind us together* are stronger than any forces that could divide us, so we approach WSC 2014 in a spirit of unity and trust as a Fellowship, to focus on our common purpose and our shared vision.

*In the unity that grows in trust, we are ready
to work together for our common good.*
It Works: How and Why, Tradition One

Whether your community is well along in the process of implementing ideas like group support forums and an inclusive annual planning assembly, or such concepts are not finding support in your local bodies, the Service System Proposals have piqued the interest and passion of NA members around the world. At this WSC, we will continue to discuss ways our service system could evolve—both in our local NA communities and in the efforts of a worldwide service body.

Reading this report is the best way to walk through the week as you prepare for the Conference itself. In addition to daily schedules and summaries, you will find a product update that spans the past two years and a status update on submitted project ideas. There is also a summary of the 120 regional reports submitted. This is a record number of reports—we received a handful of zonal reports as well—and we are grateful to all of you! Your data and feedback provide an important snapshot of the NA Fellowship.

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Regional & Zonal Reports
are posted online separately

We have also included a couple of regional proposals in this *Conference Report*. Two regions asked us to print their proposals as they were originally submitted. (In one case, the region made revisions to their proposal to try to get the proposal *CAR*-ready, and the revised proposal is what was published in the *CAR* addendum.) These proposals are included on page 49 of this report.

The Conference officially opens on Sunday, 27 April, but participants can begin checking in at the registration desk as early as Friday, 25 April. We have a full day and evening of pre-conference activities planned for Saturday with support from local service committees.

We've outlined here the currently planned daily agenda; however, we are still developing the WSC schedule and things may change over the course of the weeks ahead or even during the Conference week itself. Those of you who came to WSC 2012 may remember old business discussion and decisions took much longer than we had anticipated, which resulted in a number of changes to the proposed schedule, including cutting sessions that had been planned. To ensure that everyone is on the same page, each evening we will provide a schedule for the next day. We'll also ask you to complete an evaluation form for each day's sessions.

As a direct result of your daily evaluations and feedback, every WSC sees some changes from the one before. At WSC 2010, the majority of participants supported eliminating a zonal report session as part of the Conference schedule, so we did not have a zonal report session at WSC 2012. The Conference did, however, support an idea suggested in 2012 to allow time for zonal videos to be shown throughout the course of the week at WSC 2014. We have only received a couple of videos so far, and we look forward to presenting whatever videos we receive.

We come together as a body on Sunday, to get to know one another and to orient ourselves to the week ahead. We will also talk about our recommendations for how the proposal process will work, including the related Motion

to Suspend the Rules, included here on page 11, which we will be offering at the beginning of the formal business session on Monday.

We never seem to have enough time to cover all of the information and answer everyone's questions during the NAWS Report session. In 2012, we used two sessions and still didn't get through all of the questions. We are once again scheduling two sessions, and we hope that those sessions—combined with the Wednesday session on changes to *GWSNA*, as well as the budget and project plan presentation on Thursday—will allow enough time for us to provide you with the most complete information, and opportunities to answer all of your questions. Remember that the answers you're looking for may already have been given in *NAWS News*, or the *Annual Report*, or this report. We know there is a lot to read and absorb, but familiarity with these documents before the Conference will help us to stay focused on the business at hand once we are all together for the WSC.

There was a lot of feedback asking for a session on Issue Discussion Topics. This has historically been an opportunity for the Conference to choose IDTs for the upcoming cycle, and as a result of your feedback, we are adding an IDT session to the schedule.

We believe many of you are conducting Issue Discussion Topic discussions and workshops—in your regional reports, 87% of you reported that IDTs are helpful,—but we have not received as much input as we hoped; so we are not including a summary here, as we did in past years. We hope to have something to distribute at the Conference. Perhaps including an IDT session in the conference week will renew interest, and next cycle we will have more to report.

Unfortunately, however, we were challenged to find a time-slot in the schedule for a delegate-led workshop, which has been well-received during the past two WSCs. There is never enough time for everything we want to do, and so many of you prioritized the future of seating and the Conference as an issue, we felt that was the priority at this Conference.

The biggest change for WSC 2014 may be a series of sessions devoted to planning. We will be considering together the needs of the fellowship and the possible future of a worldwide service body, followed by a session about the role of zones. These were among the most frequently mentioned topics in your regional reports and delegate surveys when we asked you what you wanted to discuss at WSC 2014.

For many years, we have been trying to have a conversation about the future of a worldwide service body without much success. What we have no longer works, and trying to make small changes to adjust what we have won't fix it. The World Board has had multiple discussions over the course of several conference cycles about possibilities, yet ideas from those conversations have not been embraced by conference participants. The truth is we all own this problem, not just the World Board. We can't continue to leave this issue for future leaders to deal with. It is time for all of us to work together toward a shared vision.

Although all parts of our service structure affect and are affected by NA as a whole, only at this level do we find service bodies designed to deal with problems that involve our entire Fellowship.

A Guide to World Services

What better time, place, and participants than the World Service Conference to combine our experience, skills, and efforts? Conveying the unique perspective of your local NA community is key in your role as the connector between World Services and our worldwide Fellowship. And while you each represent your own region, the regional delegate's job description also includes "acting in the best interests of NA as a whole..." In the same way that our recovery process is a two-way street, serving NA worldwide means that in addition to carrying a local perspective, we also hear, respond to, and support the needs of all NA communities.

The Conference as a whole is the best team for this task, because together we can clearly see a picture of NA worldwide. And from there, we

can agree upon the purpose of a worldwide NA service body and what needs it should fulfill.

In order to have discussions that move past brainstorming to actually build consensus and develop solutions we believe we need a fresh approach. Because this is a huge topic, we are taking the same approach that we take in strategic planning. We'll start with an introductory session to review our history and where we are today. Then, in three additional sessions, we'll begin together and then break out into smaller groups. After each small group discussion, we will synthesize the input from all of the groups to develop a WSC conscience, which will help to build the next session.

By the end of the conference week, we hope to have arrived at agreement on some broad possibilities for the future: our purpose as a body, and possible compositions and structures to fulfill that purpose. We have a shared responsibility, as a Conference, to flesh out these options collaboratively during the cycle ahead, and we need to agree upon a process to do that.

We are excited and honestly a little anxious about this. If it goes well, it will open new doors for us as a worldwide service body. We can see the potential for this process to have a tremendous impact on the strategic planning process, for instance. Using this format successfully could mean that we will be better able to use our time together to develop ideas from the ground up.

In NA recovery and service meetings around the world, the familiar words of our Twelve Traditions echo in our minds and hearts: *As long as **the ties that bind us together** are stronger than those that would tear us apart, all will be well.* We approach WSC 2014 in this spirit and carry it with us in our hearts as we ponder the details of the daily WSC schedule; feel the conscience of our Fellowship being expressed; and celebrate our recovery with hugs, support, love, and unity.

When we work to ensure the vitality of NA, we're not working just for ourselves, but for those yet to join us.

It Works: How and Why, Tradition One

Friday – 25 April 2014

Registration Desk

2:00 – 8:00 pm

Conference participants can begin checking in Friday afternoon and early evening at the desk near the doors to the main conference room—Salons A through G. International travelers funded by NAWS can begin picking up expense money beginning at 5:00 pm Friday; just ask staff at the conference registration desk. All participants should check in before the Conference opens on Sunday.

Many of you who arrive Friday may want to check out a local meeting or find somewhere to eat. Local NA members will be available to help out throughout the Conference beginning Friday afternoon. A meeting space will also be available at the hotel if delegates want to plan a meeting.



Saturday – 26 April 2014

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

Registration

The Conference officially begins Sunday, but Saturday is filled with activity. Registration opens at 9:00 am, as does the onsite office. International travelers funded by NAWS can pick up their expense money from 10:00 am to noon and between 3:00 and 5:00 pm.

World Board Open Forum

The World Board Forum is a time for the Board to welcome everyone to the Conference and to answer questions. Conference participants have many opportunities to get answers during the conference week, but the Board Forum is the best place to ask a question of the Board as a whole. Because it is scheduled before the Conference officially begins, the Board Forum also provides an opportunity for members who are not conference participants to ask questions. If you are a conference participant and you're not able to make the open forum or you don't get a chance to ask your question here, there will also be time for Q&A during the NAWS Report sessions, and we encourage you to reach out to Board members at any point during the week.

NA World Services Open House

The day before the Conference starts we open the doors of the World Service Office for tours, fellowshiping, and food. We'll have buses at the Marriott beginning at noon to take members back and forth from the hotel to the office. All are welcome—conference participants and any other interested members. When you arrive, we invite you to take a tour of the building. Whether or not you've been here before, our historical displays and artwork from around the world are always changing and always interesting. We also have new warehouse space, and our printshop is pretty amazing as well. Most of our reports and an increasing amount of our literature is produced in-house on the "docusaurus" and the other equipment you'll see. Then help yourself to some Mexican food and join a table to meet some new faces. Who would have thought lunch in a parking lot could be so nice? The open house lunch is usually a high point in the conference week because it's a chance to break bread tortillas and get to know each other outside of the conference setting.

Deadlines

Conference participants can sell leftover merchandise from their home regions, areas, and conventions at the World Market this evening. The deadline to sign up to sell merchandise is 4:00 pm. You can sign up in the onsite office.

Get Some Recovery

After the open house, it's back to the hotel for recovery and workshops all afternoon, followed by a speaker meeting, and then a dance hosted by the local area service committee. This Unity Day celebration brings together conference participants and local members to celebrate *the ties that bind us together*. Workshops are scheduled from 3:00 to 6:00 pm, and then a main speaker meeting, where a number of delegates from around the world will share their recovery, begins at 7:30 pm.

There are also recovery meetings bright and early at 7:00 am each morning, Sunday through Saturday, by the hotel pool.

World Market and Dance

What better way to end the day than with dancing and shopping? The local area service committee and the regional youth committee are holding a dance at the hotel from 10:00 pm until 1:00 am and we also coordinate a World Market the night before the Conference begins. Regions sell merchandise to help fund their local services and fellowship development. There are always some real finds here—special items that will make people ask “Hey where did you get that?!” The World Market is a really popular event, and it can be hard for us to manage the lines and the crowds. Be sure to bring your patience as well as your wallet. Any NA service committee that wishes to sell merchandise at the market should contact Elaine@na.org or visit the onsite office in the Malibu room of the Marriott by 4:00 pm. Happy shopping!

Sunday – 27 April 2014

Start the week with recovery: Every morning at 7:00 am, as well as in the evening when the Conference adjourns, there is an NA meeting poolside at the “Urban Oasis.” We also have rooms available if you want to organize a meeting at the lunch break.

Registration Desk	open at 8:00 am
First Things First: Conference Opening and Introductions	9:00 – 10:30 am
“The Ties that Bind Us Together” — the 32nd World Service Conference	11:00 am – 12:30 pm
Lunch	12:30 – 2:00 pm
Navigating the WSC: Orientation	2:00 – 3:30 pm
Process for Business Sessions at WSC 2014	4:00 – 5:30 pm
Break for the Day	5:30 pm
Deadline for Old Business, Nominations, and Resumes	6:00 pm

Conference Opening and Introductions

The Conference officially begins Sunday morning with a welcoming session. Part of this session includes a conference countdown so that participants who are new to the Conference can see who has WSC experience and vice-versa. If this is your first World Service Conference, don't be afraid to reach out to more experienced participants and ask questions. If you are a seasoned veteran, take note of the first-timers and try to help them feel welcome. It's become a tradition at this first conference session to close by reciting the Serenity Prayer in all of the languages spoken by conference participants.



“The Ties that Bind Us Together” — Coming Together for the 32nd World Service Conference

The conference week is long, and there is a lot of work ahead of us. It's important to take some time to get grounded and begin to get to know each other the first day. The theme for this Conference is “the ties that bind us together,” and this session is focused on community-building and our common welfare.

This will be our first discussion where participants get used to talking together in small groups. We will use this format throughout the week, particularly to develop the discussion about the future of the Conference. In this session, new participants can get accustomed to the process while members introduce themselves and talk about their hopes for the conference week. This is a chance to share together on a more personal level.

Today's decisions may affect tomorrow's members. When we think of solutions to our current problems, it's not hard to consider the needs of our group, our area, our region, or even the worldwide fellowship. But it's also important to remember the "unseen members" in our discussions—the members yet to come. When we work to ensure the vitality of NA, we're not working just for ourselves but for those yet to join us.

It Works: How and Why, Tradition One

There is also usually some sort of writing assignment at this session that we can share during the week as an inspiring reminder of our purpose. We will focus our writing on the ties that bind us together, and then at times during the week, we read some of these into the microphone to remind us all of why we are here.

We also take group pictures of each table and post them on the wall. These group photos can serve as a "cheat sheet" during the week to help all of us put more faces to names and regions.

Navigating the WSC: Orientation

The orientation session focuses on an overview of the Conference. Once upon a time, we used to plod through a description of each session during this orientation, but you let us know through your conference evaluations that this was tiresome. We now take this time to remind you of deadlines, and to point out some of the highlights of the week. We will hand out an agenda at the end of each conference day that will give you the session-by-session description of the next day.

We will spend some time talking about how elections and the business process work, but we'll go into more detail about business processes in the next session. The World Board, the WSC Cofacilitators, and the Human Resource Panel will all be present for this session, and will be available for questions and answers.

We also cover expense reporting for funded participants during this session. All funded delegates receive an expense allowance. You do not have to submit receipts for items under

\$75/day, but you do need to account for how you spent the funds, turn in your itemized expense sheet, and return any funds you did not spend. Staff can answer additional questions about expenses at any point during the conference week.

Process for Business Sessions at WSC 2014

Talking about our process before beginning business or business discussion sessions helps us to use the time in those sessions more effectively. This orientation to business procedures is focused on making sure conference participants understand our decision-making processes and have time to ask any questions they have. The session will be led by a board member and one of the Conference Cofacilitators. The WSC Parliamentarian will be present as well.

As you know, we have been using a process that is a hybrid of formal business and consensus-based decision-making. Understanding how this works is the focus of this session. We utilize both motions and proposals as part of our decision making process. Before formal business begins, conference participants talk about the motions and proposals in a discussion session that doesn't have the restrictions on discussion imposed by formal rules, such as limiting discussion to three pros and three cons. Motions and proposals get discussed and straw polled. Motions can then be introduced into formal business by any conference participant for decision. Proposals are not voted on in the formal business session. Proposals that are supported in a straw poll

during the pre-business discussion session are brought up again on the closing day of the WSC so that we can make sure we agree, as a Conference, about how to move forward with these ideas.

This move to use proposals rather than motions is part of a shift toward a consensus-based conference, where ideally, we spend less time debating motions in formal business sessions and more time discussing proposals and coming to consensus about ideas.

DECISION-MAKING SESSIONS

WHEN	WHAT	WHO	HOW
Old business discussion	proposals	RDs only	informal voting
Formal old business procedure	CAR motions	RDs only	parliamentary
Elections	trusted servant elections	RDs and WB	ballot
New business discussion	proposals	RDs and WB	informal voting
Formal new business procedure	CAT motions	RDs and WB	parliamentary
Closing day	clarity on week’s decisions and discussions	RDs and WB	informal voting

Background

For more than a decade, small group discussions and straw polling have been used at the Conference to gather a conscience on ideas outside of formal business.

During a straw poll at the close of WSC 2010, the Conference supported—with no opposition—trying an experiment for WSC 2012 whereby regions would not make motions but would instead make proposals in both new and old business. When the Board discussed how to implement this process at the Conference, they decided to extend the experiment to new business motions made by the Board as well—with the exception of the material that went out in the CAT. For WSC 2012 that was limited to motions to approve project plans and the budget. We plan a similar approach for this Conference. Although we do have additional issues to be decided related to the CAT material, including proposed revisions to *A Guide to World Services*, we feel these issues can be decided through discussion, proposals, and straw polls.

Of course we also need to discuss the future of WSC seating. As this *Conference Report* explains, we have a series of sessions devoted to the future of a worldwide service body and we

hope it will be easier to develop a conscience on the issue of seating after those discussions.

The Proposal Process

After trying the proposal process at WSC 2012, participants agreed to continue the experiment to use proposals rather than motions for regional motions in the CAR and new business at WSC 2014.

The first motion in old business will be to adopt some exceptions to the WSC Rules of Order related to the proposal process. That motion will look much like the motion from the last WSC. We have included a draft of what we believe the motion will look like on page 11 of this report.

There are 16 kinds of motions listed in the WSC Rules of Order, but the process we are proposing would be limited to main motions and amendments to main motions. We are hopeful that we can address most of the procedural business that needs to be done through discussion. For example, we can use our discussion sessions to decide whether we need to commit a motion or divide a question, and come to consensus on such changes before formally entering business.

Once again, we are proposing trying this for just this Conference and then we will ask the

Conference how to approach decision making at future Conferences.

The Transition

We are in transition between rules-based decision making and consensus-based decision making.

What the Conference seems to want is a way to make formal decisions without having to use parliamentary rules, and we have been moving in that direction.

The use of proposals in the business discussion sessions has given us a way to discuss ideas and make decisions outside of a parliamentary session. However, it's also created some confusion because we are using this process as we are developing it, and defining the terms.

We've talked about "proposals" as an idea for discussion and "motions" as decisions made in formal business sessions, but the reality is that some of our decisions at this point don't fit neatly into either of those categories.

At the last Conference we used proposals not just as ideas for discussion, but also to make some firm decisions. For instance, we decided to include language on the front of service pamphlets explaining that they are service material and not to be read in meetings; and we decided that an RD need not leave the floor for an AD to speak. The Conference supported both of these ideas through straw polls and we treated each of them as a formal decision. But these sorts of "proposals" that lead to binding decisions aren't the same in nature as proposals that present broad ideas for discussion. We need to devote some time at this Conference to talking about these kinds of ambiguities and what the proposal process might look like at future WSCs. The *GWSNA* Changes session on Wednesday is one place where we plan to talk about conference decision-making processes.

Future of the Process

If you read the *Conference Agenda Report*, you know that we are recommending a return to regional motions in the *CAR* after this Conference. We believe, this makes sense from a general standpoint: Old Business is not so much about discussing and developing an idea as it is about approving or impacting work that has been done or is in process. This sort of decision seems better suited for motions. There was confusion about this distinction when regions submitted material for the *2014 Conference Agenda Report*. We have apologized for the confusion and poor communication in the January 2014 *NAWS News*, but we also need to make some changes to ensure that the process for submitting material to the *CAR* goes more smoothly in the future. We believe returning to regional motions will make the *CAR* and old business process more clear to everyone.

We do recommend keeping a process in place for discussing and straw polling new business proposals. That seems a much better arena for discussing and developing new ideas. These are ideas that will be discussed during the Wednesday *GWSNA* Changes session and again during new business discussion on Friday so that we can obtain direction from the Conference.

Perhaps in the future, as we become more familiar with the proposal process in new business, we may be able to develop a process for forwarding proposals for WSC consideration for the *CAR* or perhaps in some other vehicle. We do not believe we are there yet. We hope that discussions at this Conference, particularly in the *GWSNA* session, will help frame the future of our decision-making process.

Deadlines

The old business deadline is Sunday at 6:00 pm. This is also the deadline for nominations and resumes.

Zonal forums that wish to meet should sign up at the WSO onsite office by the end of the day on Sunday for meeting space on Wednesday night.

Here is a draft of the motion we will offer at the beginning of old business at the Conference. It is an updated version of Motion 7 from WSC 2012. As a motion to suspend the rules, this motion is not debatable and requires a 2/3 vote to pass.

MOTION:

To adopt for WSC 2014 only, the following exceptions to the WSC Rules of Order:

Formal Old Business Session

A. Main motions (*GWSNA*, page 60G) or amendments (*GWSNA*, page 59B) to main motions will be limited to the following:

- *CAR* motions,
- A motion “To approve the minutes from WSC 2012,”
- This motion “To adopt for WSC 2014 only, the following exceptions to the WSC Rules of Order:”

B. Changes to motions and proposals will be handled in the discussion portion of the old business session.

- Proposed changes to motions and proposals should be submitted on a proposal form by the old business deadline at 6 pm Sunday (or if the last session Sunday runs long, a half hour after that session).
- Changes that would previously have been addressed by making a formal amendment will be submitted by the deadline as “an idea for changing a motion, resolution, or proposal.”

Formal New Business Session

A. Main motions (*GWSNA*, page 60G) or amendments (*GWSNA*, page 59B) to main motions will be limited to the following:

- Motions to pass the project plans
- A motion to approve the 2014-2016 NAWS budget

B. Any other new business will be treated as a proposal rather than a motion:

- New business proposals, including proposed changes to motions, must be submitted on a proposal form by the new business deadline, 6:00 pm Wednesday night.

For the first time, we are including an essay from the WSC Cofacilitators in the *Conference Report*.

Cofacilitators' Note about WSC (and Robert's) Rules of Order

Like many Americans, the two of us rarely played soccer (futbol) growing up. In our neighborhoods in Chicago and Louisiana, all the kids played baseball, basketball, or American football. But we understand the basics of soccer enough to join you in a casual game:

- 1) The object is to get the ball into the opposing team's goal,
- 2) The ball must stay within the boundary lines,
- 3) Only goalies can use their hands.

We know that there are many other rules about things like "off-sides", or how the ball must be thrown back into play after it goes out of bounds, even though we don't know exactly how those rules work. You can let us know if we break those rules, or maybe you won't be so strict about them in our casual game.

If, during our casual game, one of us didn't understand which goal our team was aiming for, that might be problematic. You would probably get frustrated with us if we repeatedly picked up the ball and ran out of bounds. It can be frustrating for all participants to play a sport when some people know the rules and others do not.

A Guide to World Services in Narcotics Anonymous (GWSNA) includes the WSC Rules of Order (pages 57-61), which is what conference participants will use to make decisions during our formal business sessions. The WSC Rules of Order are based upon Robert's Rules of Order, and we decided to write this note because many countries and cultures represented at the WSC don't use Robert's Rules or similar "parliamentary" procedures for decision-making. Robert's Rules are far from intuitive, and we've more than once seen exasperated participants trying to grasp what they are, how they work, and *why on earth* the WSC or any other group would think it is a good idea to try to make decisions that way. To make matters more complicated, participants who are familiar with parliamentary procedure may arrive at the WSC with different understandings of Robert's Rules. This is not unlike everyone getting together for a game of soccer when some people have never played, while others play with different assumptions about what the rules are.

In NA, the use of Robert's Rules has sometimes been frustrating or confusing for members over the years, at the WSC and in regions, areas, and groups. Members have gotten discouraged, disappointed, or aggravated with the rules, and/or with others who are confused by them. Such experiences were part of what led the WSC to seek an alternative process. The Conference adopted an experimental decision-making process proposed by the World Board at WSC 2012. Regardless of how the Conference decides it wants to make decisions at WSC 2014, for the moment things may go a bit easier if we all understand a few of the same things about Robert's Rules.

Robert's Rules emerged in the U.S. about 140 years ago, and today their use is widespread throughout the country. An estimated 80% of United States gatherings large and small—from neighborhood associations and farmer's cooperatives to large government entities and corporations—use some variation of Robert's Rules when they need to make a collective decision. Few people who are not professional politicians, lawyers, or parliamentarians understand much beyond the basics. But those basics are usually good enough for most organizations most of the time.

There are three basic purposes to such Rules:

1. To expedite business
2. To ensure adherence to policies previously adopted
3. To allow consideration of the minority viewpoint

The Rules achieve these purposes via a few basic concepts:

1. One issue at a time gets addressed
2. One person at a time gets to speak
3. Discussion is heard from all viewpoints
4. Silence = consent

At the Conference, we'll explain these and other concepts more fully, and will have time for questions and answers about our rules and how our business sessions will be conducted. We look forward to seeing everyone at WSC 2014.

Monday – 28 April 2014

The Lie is Dead: NA meetings are held poolside at 7:00 am, as well as in the evening when the Conference adjourns, each and every day!

Old Business Discussion	9:00 am – 10:30 am
Old Business Discussion	11:00 am – 12:30 pm
Lunch	12:30 – 2:00 pm
Old Business Discussion and Decisions	2:00 – 6:00 pm
Dinner	to be determined

Old Business Discussion Session

Monday is devoted entirely to old business. It is our sincere hope that old business will not last as long at this Conference as it did at WSC 2012. Most of us are passionate about at least some of the issues being decided in old business, but the truth is that most delegates are carrying a regional conscience on CAR matters and discussion will not change the outcome of the vote. There are so many discussions we need to have together during the week that we hope old business discussion

and decisions will not take up any more time than they need to.

Every minute at the Conference costs money. The total costs of WSC 2012, divided by 41 hours of sessions, led the cofacilitators to the calculation that the cost of WSC 2012 was roughly \$200 per minute. Of course, spiritual integrity always comes first in NA. It takes time to develop a conscience and make decisions collectively, and the cost of that time is money well spent. All of us simply need to be mindful of the time and responsible to our Fellowship.

Business Discussion Process

The process for both old and new business discussion will be the same, roughly as follows:

1. A motion or proposal will be introduced and straw polled.
2. If an idea for changing the motion or proposal has been submitted by the deadline, it will be introduced and a straw poll will be taken to gauge initial support of the idea for change.
3. The idea for changing the motion/proposal will be discussed.
[Note: During WSC 2012, the Conference sometimes opted for discussing all ideas for changing a particular motion/proposal together rather than one by one.]
4. The idea for changing the motion or proposal will be straw polled again. If the straw poll reflects support for the idea for change, the motion/proposal will now be considered revised. If the

Number of times participants spoke during old business and old business discussion:

63 participants did not speak

29 spoke 1 time

15 spoke 2 times

5 spoke 3 times

6 spoke 4 times

4 spoke 5 times

3 spoke 6 times

1 spoke 7 times

1 spoke 8 times

1 spoke 11 times

Data taken from queues on overheads at WSC 2012.

poll reflects opposition to the idea to change, the original motion/proposal will remain unchanged.

5. The main motion or proposal (as changed or not) will now be discussed. After discussion, a final straw poll of the motion/proposal will be taken.

There are up to four straw polls in the process described above, and if there are a number of ideas for changing a given motion or proposal, there may be more. That can potentially be confusing, but the cofacilitators will help keep us on track and let us know where we are in the process. The advantage to the straw polls is they can help the body guide its own discussion. If there is strong support for a proposal, for instance, the body may decide to limit discussion to hear from a few participants who are opposed to the proposal. If hearing from those few participants does not change the outcome of another straw poll, the body may decide to close the queue to limit discussion. The cofacilitators will suggest ideas such as these throughout the process.

Proposals

Proposals will not be dealt with during formal business sessions. The final straw poll of a proposal during the business discussion session will indicate the level of Conference support for that proposal. Proposals with broad Conference support may be brought up again during the Moving Forward session on Saturday if it's necessary to gain clarity on how to proceed with the proposal.

During old business discussion we will discuss and straw poll proposals A-D, the proposals

that were printed in the body of the *CAR*. The proposals in the appendix were included as an additional resource, not to be introduced into business discussion.

Participation Cards

Each delegate has a card with a number on it. If you wish to be added to the queue in formal business or business discussion, hold up the purple side of your card.

Straw Polls

When the body is straw polled, participants are asked whether they support or oppose a motion, proposal, or idea for change. The cofacilitators will call for those in favor and then those opposed. Then the cofacilitators will confer to make sure they agree and announce the overall Conference level of support using this language:

Unanimous support
Strong support
Support
Opposition
Strong opposition
Unanimous opposition

The yellow side of the card is to be used in formal business only. The motions listed on the yellow side of the card (appeal the facilitator, parliamentary inquiry, point of information, point of order, or point of privilege) are all in order in formal business when another has the floor; in other words, if you are making one of these motions, you go to the front of the queue. If you wish to make one of these motions please hold up the yellow side of your card so that the facilitators can recognize you.

Facilitation Ideas

Facilitating the Conference is a kind of balancing act between protecting the minority voice and facilitating the process (directing traffic) so that business gets done reasonably efficiently.

At WSC 2012, participants supported, through straw polls, a number of ideas to help facilitate business and business discussion. (see pg. 46 *GWSNA*):

- A two-minute limit for speaking
- Cofacilitators suggesting the queue be closed

- Limit initial discussion on old business, if the body's concurrence is sought for the specific limitations of debate/discussion

Formal Business Process

After the discussion session, motions will be introduced into business to formalize the decisions made in the business discussion session. If a straw poll showed support for changing a motion during the discussion session, that motion will be introduced into formal business as changed; the changed version will be what we vote on in the business session.

Formal business will begin with the motion included on page 11 of this *Conference Report*. The next order of business will be to adopt the minutes from WSC 2012, a draft of

which is included with this mailing to conference participants.

Voting Threshold for Motions

Motions 1-3 each require a two-thirds vote to pass because they either relate to approving literature (Motion 1) or changing policy (Motions 2 and 3). Motions 4-6 set a general direction and do not attempt to change policy or approve written material, and so they only require a simple majority—more than 50%—to pass. If Motions 4-6 fail to obtain a substantial majority, we anticipate a discussion together, as a Conference, about what that means and how we want to move forward.

Throughout the business session, our parliamentarian, Don Cameron, will be available to assist Marc G and Dickie D, our cofacilitators.

Tuesday – 29 April 2014

Together We Can: NA meetings are held poolside at 7:00 am, as well as in the evening when the Conference adjourns, each and every day!

Planning Our Future 1: History and NA Snapshot	9:00 – 10:30 am
Planning Our Future 2: Needs of NA Today	11:00 am – 12:30 pm
Deadline for Challenges to Nominations	Noon
Lunch / Women's Luncheon	12:30 – 2:30 pm
NAWS Report Part 1	2:30 – 4:00 pm
HRP Report	4:30 – 6:00 pm
Dinner Break	6:00 – 8:00 pm
NAWS Report Part 2	8:00 – 9:30 pm

Planning Our Future 1: History and NA Snapshot

As we mentioned in the introduction to this *Conference Report*, we have scheduled a series of sessions focused on the future of a global body in NA. This first session takes place in the risers as a full group. The goal of this session is to give us a historical perspective on the issues related to our service system and the WSC, and to paint a picture of NA today. By the end of the Conference, we hope to share a vision of where we are going. We are starting by talking about where we have been with the issues and where we are now as a Fellowship. We need to make sure the ideas we have about what a world body might look like will serve NA as a whole, and to do that we need to share a picture of what NA looks like today. We also want to learn from our collective history, so we will begin by reviewing some of the history of the service system, seating, and the Conference (where we have been), including background about past attempts to change the service system and the WSC.

Although the challenges with developing something that serves our Fellowship in the future can seem daunting, we have a tremendous opportunity. Over the last 30 years, a multitude of groups have addressed

this question of how to improve our services in a variety of ways, and reported back to the Conference in a long series of reports. One of the most common reasons for resistance to change was fear. If we can find a way to set aside our resistance and hear each other, we might leave these discussions with some direction.

For local services, depending on the decisions with Motions 4-6, we have an opportunity to experiment and collect best practices. We may end up with a way or a variety of ways to frame our services—it is simply too early to tell.

For the future of World Services, it is up to us. There is no proposal to endorse or oppose, no frame from the WB—it will be up to us collectively to begin envisioning and creating our future. Clearly these underlying issues do not go away. Change is never easy, but without it we stagnate. We believe that we can learn from the experience of the past to benefit our future.

Each of the five sessions in this Planning Our Future series lays the foundation for the next. Step-by-step, we are hoping to build a vision of what we want our collective future as a conference to look like, and this is the first step in that process.

Where We Have Been

It's no exaggeration to say that we could write a report as long as this *Conference Report* devoted solely to NA's history of seating and service manuals. It's no wonder, given how much time and energy we've spent on these issues over the years, and how many members have been involved in the past, that many of us have learned partial or partisan versions of our service history.

Rather than reinventing this wheel, we offer the following history from the Resolution Group in the 1996 *Conference Agenda Report*. (We have posted the final report from the Resolution Group and the Transition Group report on Resolution A and their report to WSC 1998 at <http://www.na.org/?!ID=reports-mis> for those of you who are interested in reading up on more of this history.)

History of the Inventory and Resolution Process from the 1996 Resolution Group report

The *N.A. Tree*, the first service manual for NA, was published in 1976. It contained a description of the service structure — or really a vision for a service structure that might develop. The first World Service Conference was held that year in conjunction with the World Convention in Ventura, CA. Over the next several years, other efforts to describe the developing service structure were undertaken in the form of a couple of service manuals, but any agreement on these was short-lived. Things were changing so rapidly in that era of phenomenal growth that any success in definitively nailing down a worldwide structure simply eluded us.

In 1983, one year after the publication of the Basic Text, the conference developed a document called *A Temporary Working Guide to the Service Structure*. As the name implied, this was intended to carry us over until we could agree upon a more permanent document. Today, some twelve years later, that *Temporary Working Guide*, or *TWGSS*, as we commonly refer to it, is still the service manual we go by.

A Select Committee was formed in 1983 in conjunction with the printing of the *TWGSS*. This group's charter was to put together a more permanent service manual. This process continued for several years. Other groups were formed as this effort evolved. Finally a product was delivered to the WSC in 1993 called *A Guide to Service in Narcotics Anonymous*.

The model for World Services described in the *TWGSS* had by that time become deeply entrenched. There was general agreement among the world services participants that serious structural and communications problems existed, but there was not general agreement about their cause or about any proposed solutions. Frustration was running high, and so was a deep and heartfelt commitment on the part of everyone involved to pull together and resolve these problems.

Rather than simply attempt to adopt the *Guide to Service* in 1993 without substantial consensus regarding the nature of our service structure's problems, the participants in that conference took a very dramatic action. They agreed that the world services inventory was going to be the single primary project of world services. This was extended for another year again in 1994. During this two-year period, a "Composite Group" made up of world level trusted servants surveyed the fellowship regarding the effectiveness of world services. They developed inventory tools for use by various boards and committees in performing their own self-assessment. They then compiled this

information and conducted small group sessions at WSC '94 so that the conference could assess its own effectiveness. These results were compiled and turned over to a consulting firm hired to analyze all of the inventory material and make recommendations.

[Note: this is not the same consulting firm we now use.]

The results of all this were published in a couple of reports totaling several hundred pages. The material was very revealing, if somewhat overwhelming to absorb. The 1995 World Service Conference distilled from this material a prioritized list of key problems. World Services leadership developed and WSC approved a "Resolution Plan" which called for the formation of this Resolution Group to study the inventory material and make recommendations to continue this process of change in World Services. Accompanying the RG report in the 1996 *CAR* and adopted by the WSC were the NA World Services Vision Statement, the WSC Mission Statement, Resolutions B-G to frame the operations and structure of World Services, and the now-famous Resolution A to deal with the future of the WSC. Resolution A states:

- To approve *in principle* a change in participation at a new WSC to achieve the following objectives:
 - 1. to reduce the total number of representatives;
 - 2. to provide for equal representation from all geographic entities; and,
 - 3. to encourage a consensus-based decision-making process

In 1997, with the approval of *A Guide to Local Services in Narcotics Anonymous*, "regional service representatives" became "regional delegates."

In 1998, the Resolution Group presented recommendations for Resolutions B-G that restructured the operations and corporations of World Services. These recommendations were adopted and created what we now know as NA World Services and the World Board. At the same time, this group presented four options for possible solutions to Resolution A, but the Conference was unable to come to consensus on what "a change in participation at a new WSC" looks like.

The new World Board brought the ideas from the Transition Group report back for discussion at WSC 1999 and 2000, with no real movement towards consensus.

In 2000, with the Conference's lack of will to act on Resolution A, the World Board presented motions to change the Conference from an annual to a biennial event, to fund all conference participants (rather than only funding invited international participants in what had become the "Development Forum"), and to approve the "Criteria for Recognition of New Conference Participants." In 2002, *A Guide to World Services in NA* was approved, with a new description of the focus and work between Conferences and consensus-based decision making.

In 2008, the WSC adopted a moratorium on considering seating of regions resulting from a split for two conference cycles. The 2008 CAT material explained: "The conference has discussed its own growth and how to deal with issues related to representation for years without coming to consensus. We all agree that the growth of NA is a positive thing, but we haven't yet come to an agreement about how to reconcile our growth as a fellowship with the need to conduct business effectively at the conference." WSC 2012 supported the continuation of this moratorium for one more cycle.

As a Fellowship, we have wrestled with how to improve our system for decades. We have a pattern of devoting significant resources to the issues, coming to the conclusion that we need to change, developing options, and then balking when we come to the decision point. The issues do not go away, we just keep "kicking the can" to the next group and going through the process again.

The last time a big picture view was taken of our worldwide service body was in the 1990s. Since the RG Report in 1996, we have seated 25 new regions at the WSC. We need to get back to the big picture view; that broad vision allows us to see and acknowledge what best serves our common

One of the realities for all of the various bodies that have tried to develop criteria for conference recognition is that the criteria end up being aimed at controlling the proliferation of United States regions. This may not be a popular issue to raise, but it is one that we feel must be discussed. With all of the currently seated US regions, is it really possible that the sense and voice of our US members are not already represented at the conference? If a local community chooses to split from an already seated region because of local service needs, is there any reason why they could not continue to attend existing assemblies or participate in existing processes of the seated region for the purpose of voting on the CAR? We do not think so.

While it may be true that establishing criteria will more immediately impact regions in the US, this will not always be the case, as our fellowship grows worldwide. Addressing the issue of criteria will always be uncomfortable for us because it will always seem to immediately impact some NA community more than another. As we focus on our vision and mission, we will keep being confronted with this issue until we address it.

2000 Conference Agenda Report

welfare. We hope that by developing a set of options together, as a whole Conference, we can create some ideas we are willing to invest in. We've come to the edge a number of times, but we believe we are ready for actual change.

The stresses we feel as a Conference are a result of our growth. How many times have we heard, "It's a process, not an event"? That is no less true for service systems than for personal recovery. We have worked through conflict as a Fellowship in the past, and that has led to revised literature, the *Fellowship Intellectual Property Trust*, and the restructuring of World Services. Some of our most difficult struggles have led to our most important accomplishments. Sometimes it feels impossible to move forward but we must, and we will. Together we can get past this place where we feel stuck.

Where We Are Now

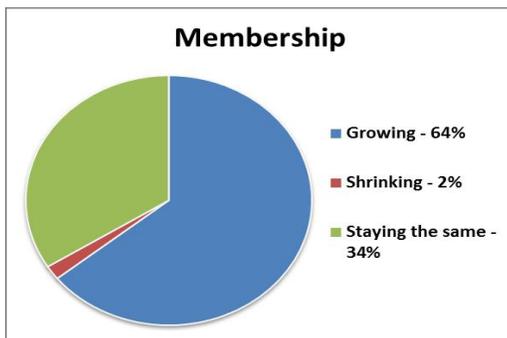
Again, we could fill this whole report, and more, painting a picture of the NA Fellowship today. In fact, many of the reports we offer at the Conference provide different snapshots of where we are at present: from fellowship development reports to the videos from zones, from our budget discussions to our PR summary. RDs are often overwhelmed with information about our present. But assembling all of this information into a big picture is a challenge.

This is something the World Board does every cycle. As part of our planning process NAWS collects and considers data about NA and about the trends in the world at large that could affect NA. We also get a wealth of information from all of you in regional reports, from your calls and emails, and the conversations we have with you when we are traveling.

We will spend part of this session highlighting information like the data below to create a snapshot of NA today.

NA Membership

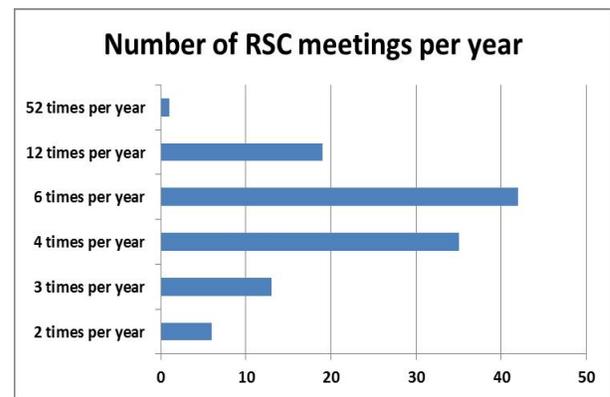
In your reports, you let us know whether membership in your regions was growing, shrinking or staying the same. Sixty-four percent report that they are growing, 34% report they are staying the same, and 2% report they are shrinking.



The good news is that fewer of you are reporting shrinking membership than in 2012—7% in 2012 and 2% in 2014. But that's the only bit of good news in the comparison: Only 14% of regions in 2012 reported that the size of their membership was staying the

same, compared to today's 34%. And 79% of regions reported growth in 2012, compared to today's 64%. The figures reflect what we've known—that fewer places are reporting growth of the Fellowship. Of the 37 regions that reported static growth, 29 are within the US, which represents 45% of the 65 US regions that submitted reports in general.

Another thing you reported on in your regional reports was how often your RSC meets, and the answers were surprisingly diverse.



We asked for clarification from some of the regions who said they meet more than monthly and here are some of the replies:

Guatemala: They meet face-to-face twice a month, but each meeting has a different purpose. The meeting at the beginning of the month is used to submit reports and to follow up on projects in progress. During the second meeting, they do group support, which is to say that their model utilizes a number of ideas central to the proposed service system.

Nicaragua: This year they have been meeting face-to-face with the RCMs once a month. The service board of the RSC meets face-to-face twice a month.

El Salvador: In El Salvador, geographical distances are short and from the beginning, due to the fact that there was no set structure for H&I, PI, literature, and activities, trusted servants made the commitment to meet face-to-face every Saturday. They have been doing this since 2005.

Clearly, whatever system we use to do our service work in NA needs to be flexible.

There is more information throughout this *Conference Report* that begins to shape a picture of NA today. The NAWS Report section talks about translations, publications, and book distribution including free and subsidized literature. The regional report summaries capture a great deal of data about your regions. The PR section begins to report on the 2013 NAWS Membership Survey. We will use these kind of data in this session to lay the foundation for our collective plan for the future.

Planning Our Future 2: Needs of NA Today

Once we share a common understanding of the history of the issue and a picture of NA today, we are going to have our first small group session of the week to focus on the question: What do we believe the needs of the NA Fellowship will be for the next five years?

This is the session where we turn data (the picture of where NA is today) into information for the future (the needs of the Fellowship). For instance, because the growth of NA is stagnating in so many places, your group may talk about the need for better public relations, or the need to retain old timers in NA.

Ground Rules

We will go over the ground rules for discussion as a large group. Those of us who have participated in small-group discussions many times may fully understand the process, but there are many new participants here—and sometimes even the old hands can skip a vital step. Just as we read the same readings at nearly every NA meeting, going over the same ground rules reminds us why we are here and how it works.

When you are in your small groups, take the time to choose a facilitator and scribe. Make sure the small group is wisely and well facilitated. Some participants have let us know they feel run over when the small groups aren't well facilitated.

Be courageous. We may be afraid to participate in a process when we don't know the outcome, but we need to work together to build a road map for the future.

Discussion Process

We will set up this session together and then split into break-out groups in different rooms for the majority of the session. It is nearly impossible to have discussions that move ideas forward in a group of more than 200 participants. Even breaking into smaller groups will be a challenge, but we will use all available space. We will assign break-out rooms on-site. We plan to have one Spanish-speaking group, one or two groups of alternates, and two groups of delegates. Each break-out group will have some Board members present.

We decided to put alternates together in their own group because, ideally, participants will hear from as many perspectives as possible, and splitting alternates and delegates will help make that possible.

Discussion in these break-out rooms will begin in your small groups, where you will draft a list of NA's needs (not what we "need to do" as a Fellowship—the verb—but the "needs we have" as a Fellowship—the noun). As a small group you will choose what you think are the top priorities, and then the whole room will select top priorities.

At the end of this discussion we should have short lists of prioritized needs, one from each break-out room. The combined results of this discussion will form the basis for Wednesday morning's session.

Deadline

The deadline for challenges to nominations is 12:00 pm.

Women's Luncheon

We will take a slightly longer lunch break on Tuesday so that we have time for the traditional women's luncheon. If you would like to attend, you must purchase a ticket at the onsite office.

NAWS Report Part 1

Because we never get through all of the information we need to share and the questions you need to ask in one session, for this Conference we have divided the NAWS Report into two sessions. And we suspect that we'll be pushed to get through all of the information even in that amount of time.

This first NAWS Report session will focus more on corporate, financial, and legal issues, while the evening session will focus more on Board- and Conference-related material, including projects. We will also be addressing financial questions in the Budget session on Thursday.

Due to the nature of the Conference, there is simply never enough time to cover everything during our NAWS Report sessions. These sessions are meant to give both a recap of NAWS' activity during the past cycle and a look ahead for the coming cycle. Much of this information is also available in the NAWS *Annual Report*, and we encourage everyone to review that resource to supplement the items we have time to discuss in person at the Conference. Please do not leave the Conference without getting your questions asked—we encourage you to approach the WB and NAWS staff at any point during the week.

NAWS Strategic Plan

The NAWS Strategic Plan, which is included with the Conference Approval Track material each cycle, contains a great deal of information about the work of NA World Services. As the foundation for the work we do at World Services, it is an important item to talk about during the NAWS Report session. The material can be difficult to grasp for those who encounter it for the first time, but we strive to provide an overview that helps to make the plan easier to understand. The NAWS Strategic Plan outlines our long-term goals and objectives and gives rise to the project plans that we vote on at each Conference.

Those who have made use of *Planning Basics* in your local service efforts are likely to find the NAWS Strategic Plan somewhat easier to understand. Similar to the process outlined in *Planning Basics*, the strategic planning process focuses on making deliberate, informed decisions about how to prioritize our goals and objectives in a way that makes best use of available resources. The process includes a biennial "environmental scan" to identify the internal and external factors that affect our work at NA World Services and NA as a whole.

During the NAWS Report at the Conference we will talk further about the Strategic Plan and how it shapes the work of NA World Services for the cycle ahead. Most of what we do, however, falls under the category of "essential services" and that will be another focus of the NAWS Report.

FIPT issues

There have been some recent reports of the proliferation of illicit versions of NA literature. Only the NA Fellowship can protect its own property by saying this is okay or not okay. We do have a legal agreement—the *Fellowship Intellectual Property Trust*—that outlines the fact that NAWS has a fiduciary relationship and is responsible to protect NA's intellectual property. Groups are able to print literature for their own use when there is a clear need to do so, but service committees and individuals have no permission to do so. Groups also cannot use this ability to raise funds or to distribute outside of their group. And no one other than NAWS has permission to post NA recovery literature to the internet. We intend to address this issue in this session.

There are frequent occurrences of well-meaning members and committees posting or distributing material. When we ask them to stop, and explain why, they do. What concerns us now is the purposeful actions of some of our members who seem motivated to do this for political reasons or

Everything that occurs in the course of NA service must be motivated by the desire to more successfully carry the message of recovery to the addict who still suffers. It was for this reason that we began this work. We must always remember that as individual service committees, we are not and should never be in competition with each other. We work separately and together to help the newcomer and for our common good. We have learned, painfully, that internal strife cripples our Fellowship; it prevents us from providing the services necessary for growth.

Basic Text, Introduction

out of simple resentment. They seem to ignore the many Fellowship decisions about this as well as our requests to stop.

The term “baby blue” typically refers to a copy of the Basic Text Third Edition, Revised that also includes the Fourth and Ninth Tradition essays from the Second Edition. It is not in itself a version of the text the Fellowship ever approved. While the *FIPT* does offer groups the limited ability to print NA recovery literature, this sort of editing and combining of different editions of the Basic Text described above is in direct conflict with the guidance offered in the *FIPT* and the clear conscience of the Fellowship.

Sometimes members use the term “baby blue” to identify locally printed copies of chapters 1-10 of the text, without any changes as described above. The *FIPT* does allow for NA groups (and only NA groups) to print copies for use in their meetings. Here are the criteria offered in *FIPT Bulletin #1*:

1. An NA group should only reproduce NA Fellowship-approved recovery literature when it has a clear need to do so.
2. NA Fellowship-approved recovery literature reproduced by an NA group should be distributed only within that group. Such materials should always be given away free of charge; they should never be sold to generate income.
3. The text of NA Fellowship-approved books and pamphlets reproduced by an NA group should not be altered or modified in any way.
4. The copyright for the item being reproduced should be shown prominently as follows: “Copyright © [year of first publication], Narcotics Anonymous World Services, Inc. Reprinted by permission. All rights reserved.”

But as you can see, from #2 above, the Fellowship has not provided for the use of locally printed recovery literature beyond the group. Service committees do not have authorization to copy NA recovery literature for distribution in jails or other institutions, regardless of the edition. As a result of the discussions that brought about the *FIPT*, NAWS began to produce the booklet *An Introductory Guide to NA*, which includes Chapters Four (How It Works) and Ten (More Will Be Revealed) from the Basic Text, along with the text of ten IPs. The *Intro Guide* is designed and intended for use in jails and prisons. It is a low-cost option, and we encourage committees to use these when providing free literature to inmates. Incarcerated addicts are also able to write to NA World Services for support.

RSOs

We are trying to do what we can to help, but we have heard from some RSOs that have closed their doors that in some cases we have done too much. Since we operate from the premise that helping to get literature to members is always our priority, this has meant mounting debt for many offices; in a number of cases, the service committees they are accountable to were unaware of that debt. Right now we have a completely varied landscape—some places have RSOs, some don’t; some RSOs are financially solvent, others are struggling; some have shut their doors. We continue to look

for what we can do to improve the situation. We have been using webinars to facilitate communication and support, but there is still more to be done to help the Fellowship find sustainable solutions for ongoing literature distribution.

In 2013, we had 18 large fellowship customers through offices or regions, representing 32% of our sales. All of these are in the US or Canada. By the end of 2014, we expect this number to be 14 or 15. Literature distribution is a major item of our 2014-2016 Strategic Plan and includes evaluating possible ideas and methods going forward.

2012-2014 NAWS Budget and Finances

One of the more critical subjects of ongoing concern is that of NAWS' finances. Because the NA Fellowship is first and foremost a spiritual organization, we trust that we will always have the ability to continue carrying our message to still-suffering addicts regardless of our financial situation. However, when considering NAWS' ability to provide adequate support to the NA Fellowship, and in particular to the developing communities in most need of assistance, the question of financial stability takes on a different meaning. We strive to meet the needs of a growing fellowship even as the stability of our financial situation becomes more uncertain.

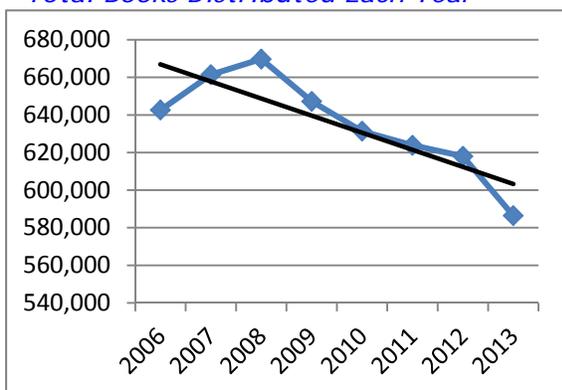
As of the beginning of January this year, we implemented a price increase of 10% on most of our literature items and a 5% increase on the Basic Text. The first quarter of this calendar year, we have had sales in January and March well over our previous six-month averages and more than \$150K higher than our budgeted amounts. (The budget did not take a price increase into account.) However, February was more than \$80K below the budget figures, our lowest income in over six months. Our fiscal year begins in July and our year-to-date totals at the end of March for gross literature sales are more than \$687K higher than we budgeted. It is interesting to note that *Living Clean* sales were more than \$570K for this same period, \$285K over the budget amount. We also have over \$45K in ePub sales that were not budgeted at all.

Contributions for the first quarter of 2014 have fluctuated. In January we received more than \$104K; February was down to \$67K; March came in at just \$36K. We have budgeted to receive \$62K per month. Year-to-date, nine months into our fiscal year, we are \$50K over the amount forecasted by our budget at this point.

We expect this financial year to exceed budget expectation. We are grateful for that and what it reflects in the fellowship. What we continue to look at, and report, and try to engage you in discussions about is *sustainability*. Our reliance on literature income rather than contributions has not seemed to change, which forces us to look at what we see ahead.

This graph, taken from the 2013 Annual Report, shows the realities of our trends for book distribution. This reflects all books distributed, not just those that are paid for. More telling than any individual year, is the overall trend for the last eight years and what it indicates for the future.

Total Books Distributed Each Year



Our fiscal picture is better than it has been in recent years, but it is still worrisome. This has become a refrain for our *Conference Report* in recent years, and we don't see much that will change that picture in coming cycles. In past cycles, we have reported on cutting costs and reducing expenses in many ways, including reduction in staff, fewer workshops, less public relations activity, and so on. We are financially solvent at the moment because of those reductions and our reserves. We are not trying to "fix" a line item or put out a fire. At the same time, we believe

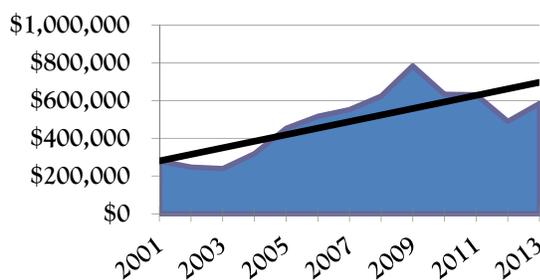
that any further reductions would change the nature of the service and support we provide the Fellowship. Still, we need to make difficult decisions about where to cut costs when faced with financial challenges. In this year's *Conference Agenda Report*, we have included two motions regarding the composition and funding of the World Service Conference. These measures are aimed at addressing the rising cost of the WSC as well as having a Conference that is the right size for accomplishing its purposes.

These Conference motions highlight an important consideration for all financial decisions made for NA World Services: How can we best align our budget with our priorities? To this end, we will have discussions about what factors make for an ideal WSC.

In addition to WSC expenses, there are a couple other main areas of fellowship support in the NAWS budget. One of these is workshop and fellowship support. We are still in a place financially where we must be selective about the travel requests we are able to agree to. While the level of activity has rebounded slightly, there are still many requests we must decline. These charts can be found in the recent *Annual Report*.

As we have written many times before, NA is not like an ordinary business. We differ from many outside organizations in that the areas most directly related to our primary purpose are often the areas that cost the most and have the least potential for financial return. We all know that the spiritual returns of these investments are much greater than any financial return could be, and yet we are still faced with difficult choices of how to use limited resources to meet unlimited need.

Free & Subsidized Literature



Although this graph is also in the Annual Report, it seems worth reproducing here. The graph above charts the amount of literature we have given away or subsidized in the last 13 years.

The amount we allocate to free and subsidized literature has doubled in that time. The figures for 2008–2009 are artificially inflated because we gave away so many Fifth Edition Basic Texts when we began publishing the Sixth Edition. Aside from that

anomalous year, we have maintained a fairly consistent level of support through free and subsidized literature even as we have faced continuing financial challenges. We have continued to print literature in different locations, as well as to increase in-house literature printing for many inventory items, in order to decrease costs and to maintain that level of support.

Despite tough economic times, we are committed to fellowship development. The number of translated pieces of literature we publish has risen 6% or more each year for the last six years. We are rapidly approaching over 1,000 translated titles.

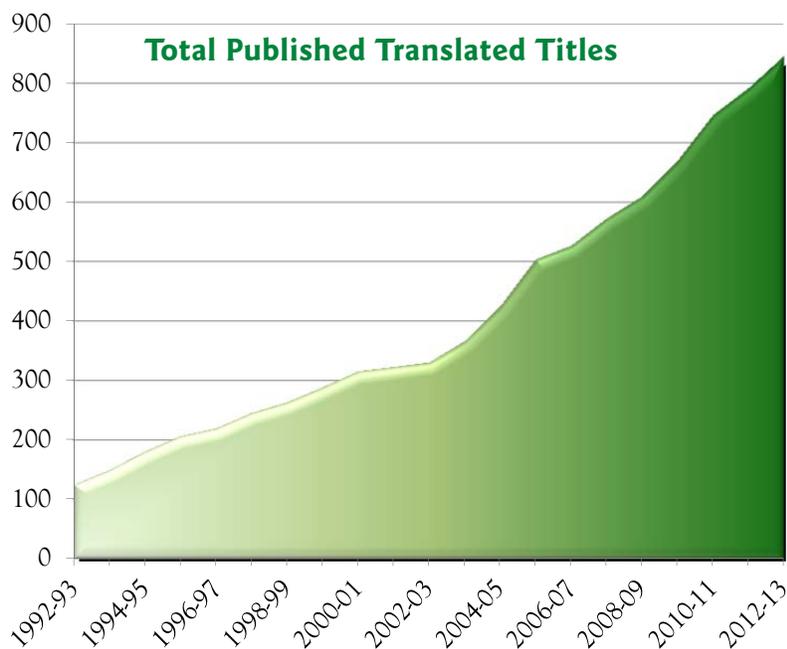
In 1998, when the World Board was created, our translated titles rose by 12%—an exciting increase for us because of what literature in someone's own language can mean. That 12% increase amounted to an increase of 26 titles in 1998—a little over two new pieces per month. In 2013, the 7% increase in translated titles for the fiscal year amounted to an increase of 54 titles—an average of 4.5 titles per month.

From a management perspective, this is our challenge with all essential services. We grow and develop, and increase what we offer. We rarely take anything away. What that means is the number of titles that we produce and distribute, and for which we handle revisions and updates, etc. is ever increasing, as is the demand for new materials.

NA now speaks 76 languages! A reality that very few could envision when the Basic Text was approved. We have IP #1 in 45 of those languages, and Basic Texts in 24. We still have much work to do.

Language	Active Projects	Language	Active Projects
Arabic	16	Korean	8
Bengali	5	Lithuanian	2
Bulgarian	2	Malaysian/Bahasa Melayu	1
Chinese - Simplified	7	Maltese	1
Chinese -Traditional	3	Nederlands/Dutch	22
Croatian	1	Nepali	6
Danish	28	Norwegian	41
Farsi	2	Polish	6
Finnish	15	Portuguese	35
French	5	Portuguese(Brazil)	31
German	23	Russian	12
Greek	2	Slovenian	3
Hebrew	1	Spanish	7
Hindi	1	Swahili	2
Hungarian	11	Swedish	4
Icelandic	14	Thai	25
Italian	22	Turkish	6
Japanese	10	Total All Active LTCs:	380

The table above includes both original translations and revisions to existing items. The status of these projects ranges from items that have an initial draft all the way to items that are going into production. These figures are current as of January 2014.



The cost of providing adequate translations support to non-English speaking communities continues to grow, as does the demand for more translated titles. The situation for each community and language is unique, but fewer and fewer communities have the resources to undertake book-length translations or to provide proofing and checking for consistent use of language in pieces that are being translated. As with so many other areas of expense, the task of keeping costs as low as possible becomes more challenging each year.

We have members in more than 130 countries speaking 76 languages. As is suggested above, many of the communities most in need of support are least able to contribute financially to World Services. The assistance we provide to those communities is directly related to our vision that “One day every addict in the world has the chance to experience our message in his or her own language and culture.” In spite of ongoing resource limitations, we continue to strive to realize that vision. Our hope is that by helping members in all of our communities see what their financial contributions make possible, they will support the priorities set forth by our vision and our primary purpose.

WCNA

We had just over 19,100 people registered for WCNA 35 in Philadelphia, including 900 newcomer packages. Merchandise and speaker CDs or MP3s are still available from the convention: www.na.org/wcna.

WCNA 35 as of 31 January 2014

Event-Specific Income	2013 FY	2014 FY	COMBINED	BUDGET	VARIANCE
WCNA 35 Income					
Registration	\$0	\$1,565,032	\$1,565,032	\$1,135,156	\$429,876
Special Events	0	620,025	620,025	483,270	\$136,755
Newcomer Donations	0	25,132	25,132	0	\$25,132
Merchandise	0	741,133	741,133	617,584	\$123,549
Other Sales	0	40,414	40,414	0	\$40,414
Rebates	(2,251)	91,033	88,782	71,680	\$17,102
Total Event-Specific Income	(\$2,251)	\$3,082,769	\$3,080,518	\$2,307,690	\$772,828
Event-Specific Expense					
WCNA 35 Expense					
Registration	\$4,991	\$378,885	\$383,876	\$372,022	\$11,854
Special Events	1,315	618,965	620,280	420,732	\$199,548
Program	13,427	200,820	214,247	285,490	(\$71,243)
Merchandise	0	668,104	668,104	551,010	\$117,094
Facilities	1,374	376,835	378,209	174,732	\$203,477
Support Committee	380	23,609	23,989	11,225	\$12,764
Administration	47,892	175,664	223,556	209,902	\$13,654
Convention-Related Labor Requirements	0	358,823	358,823	0	\$358,823
Total Event-Specific Expense	\$69,379	\$2,801,705	\$2,871,084	\$2,025,113	\$845,971
Total WCNA 35 Excess Revenue/Expense	(\$71,630)	\$281,064	\$209,434	\$282,577	(\$73,143)

Making money is not the goal of the World Convention, nor can we afford to hold an event that consistently loses money. Requiring registration did help us plan a convention that realized a profit.

The 2012 WSC adopted a change in WCNA rotation—to every three years instead of every two—which will go into effect following WCNA 36 in 2015. The next world convention after 2015 will be held in 2018.

The 2018 World Convention will be in the US, and we are in the process of finalizing our location. For 2021, we are scheduled to be in what the *GW/SNA* refers to as “Asia, Middle East, and Africa.” The existing convention zone map divides this zone and what is referred to as “Europe” with a line that runs through Turkey. We would like the ability to look at Turkey for this rotation. Almost one-third of all NA meetings are held in Iran, and for a number of reasons, our members there have never had easy access to a world convention. Turkey is both politically and geographically accessible for a significant number of Iranian members. We do not know yet if we can even make this work, but we would like your support to seek additional information.

We are busy planning WCNA 36 , which will be in Brazil in June 2015. We hope to see you all there!

NAWS Publications

We continue to publish three quarterly periodicals, as well as two biennial conference publications, and the *NAWS Annual Report* every fiscal year.

NAWS News

NAWS News is published after each Board meeting. It summarizes the board's discussions as well as the work of World Services since the last issue. A paper copy is mailed to conference participants and world-level trusted servants, and it is available to any interested member through electronic subscription.

We continue to encourage electronic subscriptions to *NAWS News* so members can keep up with conference- and project-related news. A *WV* e-sub is the easiest way to stay informed about what's going on at World Services.

NAWS News distribution: Paper subscription are similar to the last conference cycle at 1,109 copies and our e-subs have more than doubled to 20,127 (of the e-subs, 18,217 are English, 225 French, 127 German, 754 Portuguese, 732 Spanish, and 72 Swedish).

Reaching Out

Reaching Out is a quarterly publication intended to help incarcerated addicts connect to NA. The magazine is available for free to members who are incarcerated for six months or more, and multiple-copy subscriptions are distributed for free to areas for their H&I efforts.

Reaching Out distribution: 11,146 paper mailing to 6,042 addresses and 23,828 copies downloaded online for the January 2014 issue.

The NA Way Magazine

The NA Way Magazine has the largest distribution of any of our periodicals. It's a broad-based magazine with content ranging from members' personal sharing to updates from World Services. The magazine is published in English, Farsi, French, German, Portuguese, Russian, Spanish, and most

recently, Japanese (translation and typesetting costs are paid for by the Japan Region).

The NA Way Magazine is available by both electronic and print subscriptions free to anyone who requests them. The numbers of electronic subscribers have increased and paper subscribers had decreased as of the last Conference, saving us more than \$100,000 per year since the automatic print subscriptions were ceased in 2010. Since the last Conference our paper subscriptions have more than doubled. From when we began this new distribution in January 2011 the figures have more than tripled. We have a growing concern about this trend.

NA Way paper distribution for January 2014: 17,500 copies to 10,215 addresses (15,394 in English, 366 French, 58 German, 690 Portuguese, and 992 Spanish). We thank the many locations who have consolidated their subscriptions into one mailing address.

Almost 25,000 people downloaded the January 2014 issue of *The NA Way* (22,367 in English, 302 in French, 150 in German, 886 in Portuguese, 73 in Russian, and 1,111 in Spanish).

Also, the World Service Office in Iran sells 20,000-25,000 copies of the *The NA Way* in Farsi. [*The NA Way* is a paid publication in Iran.]

2014 Conference Agenda Report

The *Conference Agenda Report* outlines some of the issues that will be discussed and decided at the World Service Conference. It is published in English 150 days before the Conference, and translated versions are published 120 days before WSC.

This conference cycle we distributed 3,041 *Conference Agenda Reports* in all languages and 757 copies of the *Conference Approval Track*. Since we have changed servers our numbers for downloads of this material are not very reliable but seem to be increasing.

IT at NAWS

Adequate planning and resources are necessary components of our IT strategy. We

strive not only to maintain systems under constantly increasing demand, but also to develop effective and affordable solutions to the tech challenges that we face.

We provide a great deal of information about NAWS IT in the Annual Report, and we encourage everyone to review those statistics for an idea of our level of IT activity here. In this report, we'll focus on where we are heading in the coming cycle.

The major focus of our time and energy in the IT department in the upcoming cycle will be converting the "business" of NAWS from an antiquated accounting system to Enterprise Resource Planning software. This change will give us greater flexibility with multiple currencies and adaptability for the present and the future. We will also be able to improve the online shopping cart. It will all be good news—eventually—but it will require a tremendous amount of staff resources to make this change and adapt to new processes.

Some of the technology developments for conference projects and the work we do in support of local service bodies are easy to see. The use of webinars for conference participants is one easy example, but there are others. The "meeting finder" tool on the na.org website is another resource we have been working to improve in collaboration with some local trusted servants. As mobile users continue to make up a larger segment of our web traffic, it is increasingly important to have a meeting finder tool online that is both mobile friendly and up-to-date in terms of meeting information. We have also created apps for iOS and Android devices to help addicts find local websites and helpline information as well as to search our meeting database for local meeting information. The apps also display *Just for Today* readings.

eLit

One area where we have made advances in this cycle is in the availability of NA books in electronic formats. The platforms that offer us the ability to make electronic versions available while maintaining the copyright

protection required by the *FIPT* are the Apple iTunes format and Amazon Kindle format. The demand for electronic versions of our literature seems to be among a small but devoted demographic within the fellowship. The titles currently available in these electronic formats include the Basic Text, *It Works: How and Why*, *Sponsorship*, and *Living Clean: The Journey Continues*.

Webinars

We have continued with our use of webinar technology to bring us together for focused meetings. This cycle we expanded on the electronic meetings we offered, including webinars for regional service offices, for step-writing for inmates committees, for PR, and for conference participants. We also used webinars to foster discussions among service system field testers. We see great possibilities for NA in this technology, and the webinars we've already hosted have ranged from presentations with questions and answers to small group discussions. We will continue to build on this foundation to cover other topics in the cycle ahead, including possible webinars for the Traditions Workbook Project.

Other uses of technology to improve communication

At WSC 2012, we had some discussion about the possibility of creating a push-only Facebook presence for NA World Services as a way to help members stay better informed about issues affecting NA as a whole. Unfortunately, the privacy settings we thought would alleviate concerns about anonymity were inadequate, and so we again decided to forego the effort to use Facebook as a medium of communication with the NA Fellowship.

We are continuing to look for ways to provide a "push-only" presence to communicate with our members. This may be Twitter or Facebook or some other technology in the future.

Our e-blasts are now successfully sent to over 100,000 addresses. We will continue to develop ideas on how to use these more successfully.

We would also like to find ways to more effectively hear from delegates between conferences. Providing feedback on IDTs is what allowed us to frame service pamphlets in the past and we would like to find a way to move discussions forward in the two years between face-to-face meetings. We expect to have conversations at the WSC about this.

NAWS Staff

We always take time during the NAWS Report to give you a glimpse of NAWS staff. The work of NA World Services wouldn't be possible without the staff in Chatsworth and the branch offices in Canada, Europe, Iran, and India. Most of you have had occasion to email with them or talk to them on the phone. We hope you'll have the opportunity to say hello face-to-face during the WSO open house or during the conference week.

HRP Report

Greetings from the Human Resource Panel. We hope this report finds everyone well. Like you, we are busy preparing for the upcoming WSC. We are looking forward to seeing everyone there. As a reminder, open positions for consideration at the upcoming WSC include two World Board positions, two Human Resource Panel positions, and one Cofacilitator position. In our nominations process we consider the wide range of skills, abilities, and experience that our collective experience has shown is needed to successfully fulfill each position. Below is our list of nominees for your consideration.

World Board		
Name	Region	RBZ Source, if any
Deb W	Southern California Region	Southern California Region
Gregory W	Arizona Region	Arizona Region
Junior B	Grande Sao Paulo Region	World Board
Roger S	Aotearoa New Zealand Region	Aotearoa New Zealand Region

Human Resource Panel		
Name	Region	RBZ Source, if any
Michael B	Volunteer Region	
Michael J	Indiana Region	Midwest Zonal Forum
Sherry V	Central Atlantic Region	Central Atlantic Region
William W	Ontario Region	

Cofacilitators		
Name	Region	RBZ Source, if any
Etta F	Central Atlantic Region	Central Atlantic Region
Laura B	Rio Grande Region	Rio Grande Region

CPR packets

For the second cycle, we are sending conference participants the Candidate Profile Reports (CPRs) for the 2014 HRP nominees. We cannot overstate these next points. You are being trusted with confidential information. The CPRs include personal and professional information, along with opinions and thoughts from the nominees that are intended for use only by conference participants to evaluate the nominee's ability to serve. This is not information that is intended for distribution beyond conference participants. And since some of the information is sensitive, any such distribution, especially over the Internet, could create long-term problems for the nominees. Each nominee has placed in your hands the trust that you will maintain their privacy and anonymity. Please honor that trust.

Do not distribute, digitize, or otherwise duplicate any of the materials included in the packet. Return the CPR packet in its entirety to the HRP at the WSC upon the close of the election session on Thursday, 1 May 2014. If you receive a CPR packet and are unable to attend the WSC for any reason, please contact Roberta at roberta@na.org or (818) 773-9999 x 121 for instructions on returning the packet of CPRs back to us.

The HRP Nominating Process

We understand that there is always interest in the details of our process, and as in the past, we will conduct a presentation at WSC 2014. We will provide all participants with a complete picture of nominations, including questions, scoring, and the evaluation process. In this way, we hope that participants will have the highest level of confidence when selecting nominees forwarded by the HRP.

It is important to remember that we will not make details of any individual's scores available. As we have said in the past, we believe there is no reasonable way to do that and still maintain the confidentiality required for a successful nominations process. We hope all interested conference participants will attend the HRP session.

The World Pool

There are currently 859 members in the World Pool. This cycle we contacted all World Pool members, asking those who had not updated their information in the past three years to do so. In accordance with the requirements set forth in *A Guide to World Services*, those members who did not update their information were removed from the pool.

We also asked those World Pool members who were interested in being considered for nomination (559 members) to respond to three recovery questions. "Do you have an NA sponsor? If no, please elaborate."; "Have you worked all Twelve Steps of NA? If no, please elaborate."; "Do you attend NA meetings on a regular basis? Please identify what you consider 'regular basis.' If no, please elaborate." 198 responded, 361 members did not, and as reported in a previous HRP report, were removed from our initial blind screening for this cycle. Unfortunately, even with five separate attempts to inform members of the need to respond to the recovery questions, including direct emails, some were unaware and did not respond.

Nominations from Conference Participants

Independent of the HRP's process and in accordance with procedures contained in *A Guide to World Services*, conference participants can make nominations at the World Service Conference. Anyone considering making a nomination must submit a completed Nominations From Conference Participants form, signed by the nominee. Nominees also have the ability to provide information which will be included in their Candidate Profile Report, distributed to conference participants at the WSC. Those forms are a part of the WSC 2014 Nomination Information packet, included with this mailing. Please note all completed forms must be submitted to the HRP by 6:00 pm (PDT), Sunday 27 April 2014.

In closing

We are committed to an HRP nomination process that maintains integrity and ensures the highest level of confidence of the WSC. We welcome any thoughts you have and encourage you to forward them to the HRP at hrp@na.org or by mail c/o NAWS. We look forward to seeing everyone at the World Service Conference.

NAWS Report Part 2

In an effort to maximize the information we can provide and allow time to answer questions, we have divided the NAWS Report into two sessions for this Conference. And we suspect that we'll be pushed to get through all of the information even in that amount of time.

Service System (local services)

Local Services

As a recap of what has taken place regarding local service delivery as it relates to the Service System Project, it's helpful to keep in mind that for decades, fellowship workshops have identified common challenges in local services. While some communities are able to make use of some parts of *A Guide to Local Services* in their local service efforts, the overwhelming message we have received in these decades of trying to support local services is that this surely isn't the best we can do. These were the very challenges that led to the creation of the Service System Project in the first place. The project developed some ideas that were field-tested in various communities during this conference cycle, and we know that these ideas need to be refined as we strive to make them available for "prime time." We have offered ideas about better supporting the groups, collaborating, planning, sharing services, etc. in order to carry the message to more suffering addicts. Regardless of the decisions that are made about Motions 4-6, surely we are not saying that what we have now is the best we can do.

Future of SNPs

Depending on the adoption of the Service System Project, this cycle will be devoted to the development of a plan to field test possible state/nation/province service bodies. These service bodies will not necessarily be linked to the question of conference seating. Regardless of the shape a worldwide service body begins to take in cycles to come, we need to talk about the future of SNPs, including sharing services, improving communication, etc.

Traditions Book Project

The work on the Traditions workbook for the 2012–2014 cycle consisted primarily of gathering input on both the overall shape of the book and input on each of the Traditions. As the project plan indicates, the second cycle for this project will involve drafting of material, review and input periods, and eventually the creation of an approval draft for consideration at WSC 2016. This is a lot to accomplish in a single conference cycle, but based on the ideas and input we have received so far, the task ahead of us seems reasonable. Here is the outline that has been created based on the input we received during this cycle:

Ties that Bind

- I. Introduction
 - A. Our Common Welfare
 - Introduction; essay on the principle of unity in relation to everything else
 - B. Our Spiritual Foundation
 - Likewise, principle of anonymity
- II. Each Tradition
 - A. Brief intro of the tradition and principles associated with it
 - Essay form, more like *Living Clean* than the vignettes in Sixth Ed. BT
 - Identifies relationships between principles of Tradition and Steps, Concepts, etc.

- B. For the Group
 - Workshop questions (may build on the “group mini workshops” model)
 - FAQs
 - C. In Service
 - “How do we use principles to arrive at a good decision?”
 - Workshop questions and some text
 - FAQs
 - D. In All Our Affairs
 - Questions for the individual member, and some text
 - How do my individual actions contribute to NA’s practice of the Traditions?
 - How do the principles in this Tradition help me practice my personal program?
 - How do I apply the principles in my life outside of NA?
- III. A closing statement on the order of “...all will be well.”

Based on projected review and input release dates, we have established deadlines for the submission of front-end input on each of the Traditions. Here are those dates:

- 31 July 2014: Tradition One
- 31 November 2014: Traditions Two through Seven
- 31 March 2015: Traditions Eight through Twelve

We look forward to receiving more input from around the world, and also to the work in the cycle ahead pending project approval by the 2014 WSC.

Conference Participant Bulletin Board

This cycle has been an experiment with a new online discussion board for conference participants only. All WSC 2012 participants and anyone elected as an RD or RDA since then is eligible to sign up for the board. The eligible participants are in excess of 380, with 205 of that number signed onto the board.

Of the 205 registered for the board:

- 101 have not posted
- 138 have 5 posts or fewer
- 16 have posted more than 100 times
- 4 have posted more than 350 times

We asked about the bulletin board in the regional reports. Not everyone answered these questions but 69 seated regions that they use the board and 30 seated regions said they do not. Of those using the board, 53 said it was helpful and 10 said it was not. The ideas on how to improve this experience were fewer and included focusing discussions and threads, making the technology easier to use, opening the board, and translations. Fifty-six responses from seated regions said the board should be limited to conference participants and 32 said it should be open to all.

The future of this experiment will be discussed here and on Saturday at the WSC. We hope to focus this discussion to help us determine if we want to continue, if it is a priority for us, and ultimately decide how we want to proceed.

Travel Summary

The Fellowship Development section of this report gives a quick overview of some of the places we have traveled over the course of the last conference cycle. At the WSC, we will be providing a complete trip summary for 2012-2014.

Wednesday – 30 April 2014

Our Gratitude Speaks: NA meetings are held poolside at 7:00 am, as well as in the evening when the Conference adjourns, each and every day!

Planning Our Future 3: Reasons We Come Together	9:00 – 11:00 am
GWSNA Changes	11:30 am – 1:00 pm
Offsite Lunch and Recovery Meeting	1:30 pm
Deadline for New Business Proposals	6:00 pm
Zonal Meetings (for those that choose to)	6:00 pm

Planning Our Future 3: Reasons We Come Together

This session is the third in the series of sessions to plan options for a future worldwide service body. This session is structured very similarly to the second Planning Our Future session: We will begin together in the conference room and then part way through the session we will split into break-out groups for small group discussion.

We will start this session by reviewing the combined results of our earlier break-out discussions—NA's needs for the next five years.

Then we will return to our break-out rooms to have a small group discussion. Each group will begin with the list of NA's needs and then ask themselves, "Imagine the Conference did not exist. What are the reason(s) we need to come together as a worldwide body to satisfy NA's needs and bring us closer to our vision?"

This session asks us to erase what we know about the WSC as it exists today and think instead about the purpose of a worldwide body. We are not asking small groups to answer the list of needs point-by-point, but instead to consider the collective needs of the fellowship and then come up with a list of reasons or roles for a world body.

We expect that the list we come up with may overlap some of the descriptions of the Conference in *A Guide to World Services in NA*, but the information in *GWSNA* is a patchwork put together over such a long period of time that it seems more constructive

to see how today's conference participants see the role of a worldwide service body, and begin from there.

Again, our hope is for each of the break-out discussions to refine a list of about a half dozen weighted points. The combined results will form the basis for the following session.

GWSNA Changes

We included a highlighted version of *A Guide to World Services in NA* with the CAT material released in January. This session is focused on the changes we are proposing to *GWSNA* as well as on the process we use to make changes to *GWSNA*. This is not a decision-making session. It is an opportunity for us to talk together about how to approach revisions to *GWSNA*—the specific revisions suggested in this year's Conference Approval Track material as well as the general process of revisions and other binding decisions.

The Conference Approval Track material lists several kinds of possible changes to *A Guide to World Services in NA*:

- policy affected by CAR Motions 2 & 3
- parts of *GWSNA* that concern the motion- or proposal-making process
- text that was accidentally left out of 2012-2014 *GWSNA* in copyediting
- policies no longer in practice
- a change requested by the HRP

Some of these proposed changes, such as those to remove policies that we no longer follow, are well defined and may be well

suited for the clarity of a motion. There is no ambiguity in how the decision to remove these policies would affect the text in *GWSNA*.

Other kinds of changes, such as the possible shift back to the use of motions in the *CAR* and the continued use of proposals in new business, have a potentially more ambiguous impact on *GWSNA*. We only gather together as a conference every two years. We feel it is a more productive use of our time to make decisions about how we want to do business and what we would like to see in *GWSNA* (for instance, more guidance for regions submitting *CAR* material) rather than to wordsmith the specifics of how those decisions and changes are reflected in the text.

GWSNA changes every cycle. We think it makes sense to make decisions as a conference about what we want to see in *GWSNA*, including how we want business to take place but not to spend our brief time together crafting language. The proposal process is ideal for this sort of approach.

Conference policies explain that “*A Guide to World Services in Narcotics Anonymous* may be amended at any time by a two-thirds (2/3) majority vote of the World Service Conference.” (*GWSNA*, page 24). However, we have, as a conference, taken a more liberal approach to revisions to *GWSNA* in recent conference cycles. We updated *GWSNA* last conference cycle to reflect our current experiment with the proposal process. We didn’t hear any complaints about this approach to revising *GWSNA* to reflect our practices, and in fact, we believe many participants are relieved not to have to review the language in every change to the text. There are others, however, who would prefer to see any changes to the language in the text before it is printed. We are overdue to discuss these process issues as a conference.

Consensus-based Decision Making

No doubt about it—our World Service Conference is in the midst of an awkward adolescence. In transition to a discussion-

based conference, we have created many more avenues for ideas to take shape and be worked out, but we are still developing the relationship between our discussions and our decision-making processes.

We have, as a conference, improved our ability to talk about and advance ideas outside of formal business. Participants can make proposals to put forward an idea for discussion and development. We straw poll to take the pulse of the body. We have many more opportunities for discussions that set general direction.

What we don’t have is a clearly defined process to make concrete, binding decisions outside of parliamentary sessions, nor do we have the language to describe that process. The result can be confusing. We are calling two different things “proposals”: ideas for discussion and items for decision.

We hope to use part of this *GWSNA* session to talk about how to make a discussion-based decision making process less murky. The desire seems to be to use the formality of parliamentary procedure as little as possible, but we need to talk as a Conference about how this can work more clearly and what our next steps will be.

Meanwhile, Back at the Ranch

It has become a tradition for us to spend an afternoon mid-week taking a break off-site. We’ve planned for lunch and some down time at nearby Calamigos Ranch. By Wednesday afternoon we all usually need a break from business to recharge and get to know each other more personally. We are a “Fellowship” after all, and the quality of our discussions and decisions improves when we take the time to fellowship away from the pressured atmosphere of the Conference floor.

There continues to be some discussion about the cost of our afternoon off-site, but when straw-pollled, participants at WSC 2012 did not support the idea of discussing alternative ideas for an afternoon off to relax and fellowship. In evaluations, participants continue to highly value our Wednesday

afternoon at Calamigos, and we've planned a similar field trip for this Conference.

After the second session on Wednesday, buses will take participants to the ranch where we will enjoy a tasty barbeque lunch (vegetarian options will be available). Funded conference participants have already had \$25 for the lunch deducted from their advances. We are asking alternate delegates to contribute \$25 toward the cost of the lunch as well, which they can do in the onsite office.

After lunch, beginning at 2:30, the ranch will be open to all who want to attend, not just conference participants. You'll want to bring sunscreen and dress in comfortable clothes. We'll have a recovery meeting. Those who

wish to will play football (soccer). There will be ice cream!

Deadlines

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

Zonal Forum Meetings

We have nothing formal scheduled for the evening after we return from the ranch. We do have rooms available for zonal forums that wish to meet. If you would like to reserve a room for your zonal forum meeting, just make sure you sign up at the WSC onsite office by Sunday so that we can ensure you have a room.

Thursday – 1 May 2014

Living the Program: NA meetings are held poolside at 7:00 am, as well as in the evening when the Conference adjourns, each and every day!

Planning Our Future 4: Options for the Future	9:00 – 11:00 am
Elections and Budget	11:30 am – 1:00 pm
Lunch	1:00 – 2:30 pm
Public Relations	2:30 – 4:00 pm
Planning Our Future 5: Where Do We Go from Here?	4:30 – 6:00 pm
Role of Zones	TBD

Planning Our Future 4: Options for the Future

Thursday morning begins with the fourth of the five sessions devoted to planning our collective future. This is the last of the break-out sessions. As with the previous two, we will begin in a large group in the conference room. We will review the combined results of the break-out groups—a weighted list of the reasons why we gather as a worldwide body.

Once the group as a whole understands the combined list, we will again break into smaller groups and frame actual options for a worldwide service body. Small groups will answer the question: Given the purpose or roles of a worldwide service body, what are some options for that body? Who needs to be present and how often do they need to come together? Each small group must come up with at least two options for a future worldwide service body.

It's important to remember this is not a discussion about limitations or policy. It's about how to meet the needs of the Fellowship and fulfill the purposes agreed upon at the beginning of this session.

Then each group will share their ideas and each break-out room will try to consolidate their ideas into three main options. Again, the facilitators will combine the results to use for the final Planning Our Future session. It may be helpful to ask the room to consider which option best matches the reasons outlined in

the previous session, and the needs determined in the session before.

Elections, Budget, and Project Plans

During this session we elect trusted servants and discuss the budget and project plans.

At the beginning of this session, ballots will be distributed to RDs, who will then hand them back to the HRP when they are filled out. Delegates who complete their ballots before the allotted time has expired are welcome to take a break. We will give a five-minute warning for the final call for ballots.

Once elections have finished we will take a brief break and then return to the room for a presentation followed by questions and answers on the budget and project plans. Voting on the budget and project plans will take place in Friday's formal new business session.

Project Plans

We are only presenting four projects for the 2014–2016 conference cycle. In the past, the number of project plans has been much higher for a variety of reasons. For one thing, each cycle, the work we call "essential services" grows, and each cycle we seem to carry forward more commitments from the previous cycle. The Strategic Plan as a whole reflects some of those commitments. We expect a book-length project, the work associated with supporting service system

transition efforts, and holding PR roundtables will take up most of our available time and attention this cycle. We would also like to move the Issue Discussion process forward to be more productive this cycle. (See the Issue Discussion Topic section on page 46 of this *Conference Report* for more information.) Of course, finances continue to be tight for us, but time and human resources are a related challenge.

We used to pass more projects than we ever believed we would work on—"just in case" we had more resources available than we'd anticipated during the cycle, but it's been so long since that was the case, we've changed our approach. The plans we are offering this cycle are all for projects we expect to work on if they are approved by the WSC.

We've had a few questions about some of the projects. Some of you have asked us if we have an outline for the Traditions Book or not. There is more information on this project in the NAWS Report section on page 34 of this *Conference Report*.

We've also gotten questions about the PR pamphlet on medicalization of treatment and our Third Tradition proposed in the Public Relations Project Plan. Some of you asked if that pamphlet could go through the same review process as the service pamphlets and we think that's a good idea. We plan to send a draft of the pamphlet out to delegates for a 90-day review as we have done with the service pamphlets.

As we reported in the March 2014 conference participant webinar, most of our members who filled out a membership survey report that they found NA through treatment. This

The principle of service, critical to application of our Eleventh Tradition, is not a passive principle. To be of maximum service to the still-suffering addict, we must energetically seek to carry our message throughout our cities, towns, and villages...we must take vigorous steps to make our program widely known. The better and broader our public relations, the better we will be able to serve.

*It Works: How and Why,
Tradition Eleven*

reflects the ongoing success of our PR work at all levels of service and the importance of our continued efforts.

Perhaps the project we have received the most questions about is the Service System Project. Many of you have asked us about our plans for a service manual, and we continue to answer that we don't have any plans at present.

The project plan describes the ways in which we believe we can support local communities that are implementing or

contemplating implementing ideas in the proposed service system:

- Developing tools and resources
- Collecting ideas and practices from communities adopting and adapting the SSP
- Creating opportunities for communities to share experiences

We have no pre-determined ideas about what the outcome will be. We may end up with a menu of choices, different adaptations, or ways of approaching local services. The truth is we will not know until we hear more from those trying new ideas. We would like to draft service material based on real-life experience, not a theory of how ideas might work, and the reality is we don't have enough of that experience yet. Our plan proposes to continue to gather experience, and to help communities try these ideas and share experience, strength, and hope with each other. It does not pre-determine what form a future service manual might look like or what would be included (or excluded) from it.

After we talk through the proposed projects for the cycle, we will discuss the 2014–2016 NA World Services budget, which will be voted on Friday.

Election results are announced at the end of this session.

Advance Distribution of CPRs

Once again the Human Resource Panel will be distributing information about candidates in advance of the Conference. This worked well at WSC 2012, the first time the HRP distributed that information in advance, and conference participants appreciated having more time to review Candidate Profile Reports (CPRs).

What we need to emphasize again, as we did in 2012, is that the information you receive about candidates is confidential. Please respect the anonymity and privacy of the candidates and do not share or distribute this information. As the HRP Report on page 32 of this *Conference Report* explains, “such distribution, especially over the Internet, could create long term problems for the nominees.”

The HRP will collect these CPRs by the close of this session.

Public Relations

In this session we will have a PowerPoint presentation which will feature several aspects of our public relations efforts. We will illustrate local NA community PR efforts from video PSAs to carrying a helpline banner in a parade. We will highlight collaborative PR undertakings and governmental relationships. Members have become increasingly energetic in their efforts to make the public—professionals and potential members—aware that NA offers addicts an opportunity to experience freedom from active addiction. Member efforts are helping NA thrive in communities around the world.

WCNA 35—Philadelphia, Pennsylvania

There were two professional PR workshop panels at WCNA 35. One was geared toward criminal justice. These professionals offered their perspectives and passion for helping addicts who are incarcerated both in finding recovery “on the inside” and in their re-entry to society. Members in the standing-room-only session were able to interact with these professionals—asking questions and articulating their challenges. The second panel was focused on treatment. These four professionals were from Pennsylvania and represented various treatment philosophies. One of the panelists was the Secretary of Addiction Services for the Commonwealth of Pennsylvania.

The Unity Day call at the WCNA closing meeting on Sunday broke all records. There were 101 institutions on the call, which included 10,000 addict inmates who heard the NA message of recovery and joined our worldwide Fellowship in a recovery celebration. Several inmates thanked their administrations for the privilege and opportunity to participate. Other firsts for that call were the participation of a juvenile detention facility in Connecticut and a correctional institution in the United Kingdom. We had anticipated our first federal penitentiary participating; however, due to a situation within the institution that morning, they were unable to join.

NAWS Professional Events

Fortunately, we were able to attend a few professional events in this cycle; yet, these efforts seem to need to increase for NA to be considered a viable, stable, and credible program of recovery. Professionals who refer addicts are human beings and may succumb to the “out-of-sight, out-of-mind” attitude. They may not consider NA as viable when there other twelve-step fellowships present at conferences, along with a host of pharmaceutical companies, but NA is absent. When we are unable to participate in professional conferences, NA misses the

opportunity to interact with and inform professionals that we are an abstinence-based community resource for addicts. The NAWS staff who attended the 2013 National Association of Drug Court Professionals (NADCP) conference in Washington, DC, heard words of gratitude from judges who sought information about NA. Drug courts continue to emerge, and many of the professionals who work with these addicts genuinely want to help them find NA and to maintain their recovery.

We attended two conferences of the International Society of Addiction Medicine (ISAM) during this past conference cycle. In Geneva, Switzerland, in 2012, we had the opportunity to meet with pharmaceutical company representatives who offer medication to treat addiction. They were unaware of NA and NA meetings in Germany, and recognized that addicts who no longer take these medications need a place to continue their recovery. They thought physicians and community members in Germany needed to know about NA as a community resource.

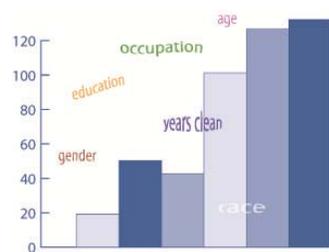
The 2013 ISAM conference was held in Malaysia. As a result of our interactions there, professors from the University of Malaysia requested presentations about NA, and offered NA meeting space at the university. Additionally, we met the chairperson for ISAM 2014, who asked NAWS to conduct a workshop at that event, and requested an NA meeting be held onsite during the conference to show professionals what happens in a meeting.

In this cycle we also attended the 2012 World Federation of Therapeutic Communities (WFTC) conference in Bali, Indonesia. At the request of the general who oversees Indonesia and his director of rehabilitation, four meetings were held with NA staff. These meetings centered on NA meetings in their aftercare programs in government-sponsored therapeutic communities. A year later, in 2013, addicts were able to attend NA meetings as a part of their aftercare program.

In October 2013, NAWS staff attended the International Federation of Non-Governmental Organizations (IFNGO) conference in Macau, a republic of China. The two United Nations delegates at the conference spoke of the effectiveness of NA in helping addicts recover. By the end of the conference, Macau's director of rehabilitation was holding meetings to implement NA in their therapeutic communities' aftercare programs in Macau.

From each and every conference attended, there are interactions with professionals who learn more about NA and who are willing to send their addict clients and patients to NA. NAWS' efforts may mirror the outcomes of local NA members who exhibit at health fairs and provide presentations. These efforts help the still-suffering addict find recovery in NA.

2013 Membership Survey



We will be highlighting the 2013 Membership Survey in the WSC PR session. We received a total of 16,750 responses, which is 4% fewer

responses than the 2011 survey. From surveys distributed at WCNA 35, we received 7,082 responses and 9,663 online/mail/fax responses were collected. The predominant difference was a decrease with online/mail/fax responses. We thank members who did take the time to complete the survey and ask everyone to encourage NA friends, partners, and sponsees to participate in the 2015 survey.

We noticed that, although in NA we believe we can only keep what we have by giving it away, 87% of respondents have a sponsor while only 57% said they sponsor others. Fifty-two percent cited treatment/ counseling agency as the greatest influence to attend their first NA meeting. This seems to reinforce continuation of PR committees' work of informing agencies and professionals who can refer addicts to NA. Opiates have returned to

the “main drug used” status, which seems to mirror the trend of increasing opiate use in the US. The question regarding members currently taking medications. (a new question added to the survey in 2011) yielded a “yes” response from 53% (8,583) of survey respondents; of those, 59% report taking medications for health issues. We have provided a snapshot of the Membership Survey results in this report; the entire survey data will be shown at the WSC.

PR Roundtables

In March 2013, NAWS hosted a medical roundtable in New York City, New York. Nine physicians attended, along with a PhD candidate from Germany who was a guest of a New York University physician. These doctors were from the University of Minnesota and from Harvard, Virginia Commonwealth, Boston, New York, and Columbia Universities. Since the group held various perceptions of NA, the roundtable opened with a presentation about NA. Information about Iran brought many queries from physicians.

The roundtable moved to the question of how twelve-step programs work to help addicts change their behavior and thinking. Common points included working the twelve steps, sponsorship, collective action within NA meetings, unconditional love and acceptance, and spirituality and a relationship with a Higher Power. Some participants mentioned there are prominent physicians who perceive twelve-step programs as harmful religious cults which should never be mentioned by the medical community. However, one physician disagreed, stating that there is tangible, basic science in the twelve steps.

The afternoon discussion questions were “Where does the resistance lie within the medical community to use twelve-step programs to support a patient’s ongoing recovery? Specifically, what is the resistance toward NA as an avenue to support a patient’s recovery in the community?” We are familiar with a couple of the comments, such as the perception that people can buy drugs

at NA meetings and “thirteenth-stepping” makes meetings unsafe. What we have also heard and stated is that medical practices are based in evidence, and NA needs more research and evidence. Again, finance is a factor as pharmacological treatment of addiction is currently a \$1.4 billion industry. Additional obstacles include an addict’s unpleasant temperament in early recovery, the stigma of being an addict, and healthcare professionals’ fear of being manipulated by addicts for medication. In the wrap-up of this question, the largest hurdle discussed was lack of research to demonstrate NA’s effectiveness, and the participants recommended that NA needs to consider taking action in this area to move forward. Even though these physicians ran the gamut from those who subscribe to pharmacological treatment to those who support abstinence, all physicians in attendance eagerly stated that they would attend a second roundtable and all offered to assist NA in its aims.

Planning Our Future: Where Do We Go from Here?

The last of our Planning Our Future sessions focuses on the consolidated results of our session from this morning and how we can move forward with these ideas over the course of the cycle ahead. We’ll begin by presenting a synthesis of the options for a worldwide service body.

As we explain in the introduction to this report, this series of sessions is intended to frame some options, not make final decisions. We are trying a sort of experiment with co-creation in the hopes that this will provide us with a model we can use at future conferences to develop an idea together. By the end of the conference, we hope to leave with a set of options that we can develop together over the course of the next conference cycle. We will need to agree on the next steps together. How can we—the delegates and the Board—collaborate to move forward with these ideas, and not recreate the wheel every two years?

Role of Zones

After the series of five Planning Our Future sessions, we have scheduled a session on the role of zones.

Some of you may recall our post on the Conference Participant Bulletin Board in September:

As you all know, the role of zones is an ongoing discussion the Board is having. We hope that those of you with ideas about the ideal role zones should play will share them, not just here on the bulletin board, but also with the World Board directly (worldboard@na.org).

What has seemed key to us in our discussion of zones is the role they can play in fellowship development and leadership development. Here is a summary of some of our ideas about what zones would need to do to accomplish those objectives, as well as some other roles they could take on:

What is "Essential"

Fellowship Development (with the exception of PR) is the essential role of Zones (the hub of the wheel), along with a fostering of a sense of 'unity, connection, and shared understanding'. Related to this are the following functions:

- o Resources and Training
- o Exchange of Experience and Best Practices
- o Planning
- o Leadership Development

What is "Optional"

Flexible roles that can be performed as the opportunities present themselves:

- o PR
- o Translation
- o H&I
- o Conventions/events
- o Communication opportunities for border communities with their own states

Some possibilities for the future of US zones (these are just some ideas that have come up in our Board meetings):

- o Fewer, larger zones within the US to increase diversity and FD opportunities
- o Combine zonal meetings with multi-regional service related events or create zones around such opportunities.

This is a conversation that we look forward to having with all of you at the next World Service Conference.

The World Service Conference may have felt very far away back in September, but now it is upon us. Many of you prioritized the role of zones as a discussion topic for this WSC, and we know you've been thinking about and talking about these issues in your regions and at your zones.

The sessions leading up to this one about the future of of a worldwide service body should help set the stage for a conversation about the role of zones, a related topic to be sure. Those conversations will provide a context to think about the future of zones, and hopefully we will be able to approach the subject creatively and see itwith fresh eyes.

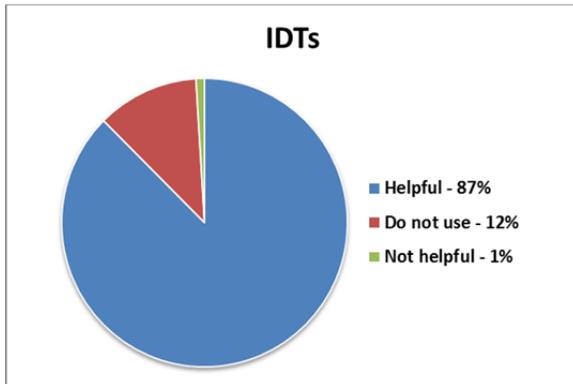
Friday – 2 May 2014

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!

2014 – 2016 Issue Discussion Topics	9:00 – 10:30 am
Fellowship Development	11:00 am – 12:30 pm
Lunch	12:30 – 2:00 pm
WSC 2010 New Business Discussion & Decisions	2:00 – 6:00 pm
Dinner	to be determined

Issue Discussion Topics

As we mention in the introduction, in your regional reports, the vast majority of you identified the Issue Discussion Topics as helpful.



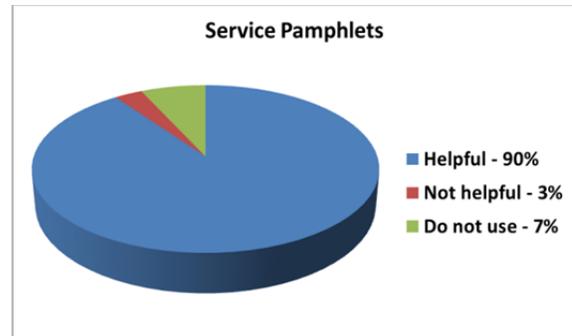
A number of you have asked that there be a session at the Conference devoted to IDTs and so we have scheduled one for this Conference.

We would like to spend time in this session talking about both the topics and the discussion process itself.

As we've reported, for this cycle we are recommending carrying over the Issue Discussion Topic on the Third Tradition, which was developed later in the 2012–2014 cycle. The Board will also have other ideas to present at the WSC, and we hope you will bring yours as well. Together, we will choose our IDTs for the coming cycle before we leave this Conference.

Ideally, IDTs can lead to fruitful discussions and generate useful outcomes. In the 2012

regional reports, 90% of you said that the service pamphlets were helpful to you. [We didn't ask that question this year.] We'd love to see some more IDTs that could be good raw material for service pamphlets. The SPs are widely translated and seem to be a well used and appreciated resource.



The Fellowship Issue Discussions Project Plan identifies a couple of different objectives for the IDTs.

- Improve communication within the fellowship between members, groups, service bodies, and NAWS
- Work on consensus-building models or methods

Just as we are trying a new process to build consensus at this Conference, we would like to work harder to develop ways to build consensus through the fellowship discussions. Ideally, we see this process as one that raises awareness of issues, talks through them as a fellowship, builds consensus, and leads to new resources. Let's talk together about how to move in that direction.

Fellowship Development

A picture tells a thousand words and this is a session that typically has a lot of pictures. Almost everything we do at NAWS is motivated by fellowship development – from literature development, distribution, and translations; to our website, service tools, correspondence, etc.

What we will try to highlight in this session is the activity in over 50 face-to-face interactions over these past two years. This is in addition to the SSP and PR interactions. No 90-minute session can cover all of this adequately, but we will try to highlight this important activity and some of the ties that bind us together.

New Business Discussion Session

New business is set up much the way old business is, with a discussion session preceding a formal business session.

Marc G and Dickie D will facilitate these sessions, just as they did the old business sessions.

If the proposed Motion to Suspend the Rules passes, the only motions in formal business will be the motions to pass the budget and

project plans. Most of our time Friday afternoon and evening will be spent in new business discussion. Proposals will be grouped by topic and discussed by the body. Motions and proposals will be changed through the process described in old business on page 14. Rather than using amendments to change motions and proposals, participants will submit ideas for change on a proposal form and those ideas will be treated in new business discussion.

The Conference will show its level of support for a proposal through a straw poll at the end of discussion. Proposals that are supported will be mentioned again at the closing session of the Conference on Saturday and straw polled again if they need to be clarified in some way. Motions will be introduced into formal business and decided on through the vote in that session.

During formal business, projects will be approved one-by-one, as they have been in the past. After projects are voted on, the Conference will consider a motion to approve the budget.

This session will run as late as it needs to.

Saturday – 3 May 2014

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 – 12:00 pm
Expenses and Break	12:00 – 1:00 pm
Lunch, Certificates and Good-byes	1:00 – 3:30 pm
Recovery Meeting	7:30 – 9:30 pm
World Market and Coffee House	10:00 pm

Moving Forward with a Common Vision

Our closing session in the conference room acts as a sort of summary session and a chance to make sure we share a common understanding of the decisions we've made during the week and the consensus we've developed about various issues.

This is our opportunity to refine our understanding of any proposals that were supported by the Conference during old or new business discussion. We need to make sure that we agree on how to move forward with those proposals, and straw polling during this session gives us that opportunity.

We make decisions on a number of other topics in this session—issues that came up during the week, things related to conference procedure, questions that need clarification, etc. We call the voting on these things "straw polls," but really it's our way to make sure we understand the will of the body so that we know how to move forward with issues. We

think of it as taking a pulse and we use that pulse to set direction on the specific items we ask about. We include the results of those straw polls in the Summary of Decisions.

Expenses and Break

After the Moving Forward session we will have a break so that participants can deal with their expenses. Staff will be available to help those with questions.

Lunch, Certificates, and Goodbyes

We will close the Conference with a lunch outside. Trusted servants elected by the Conference (World Board, HRP, and Cofacilitators) who are finishing their terms will have a chance to say goodbye. We will hand out certificates to participants. This is always an emotional session. Like a Russian novel, it is a bit long and many of us cry. This is where we get to say *dasvidaniya*—until we meet again, my friend.

Evening Activities

We are all happy to celebrate our recovery, plain and simple, after what is always a long week. We will break in the afternoon for our "disco naps" or to have quiet chats with our new fellows. Then in the evening we will have a closing speaker meeting followed by another World Market. If you plan to sell merchandise at the market please register by Friday in the on-site office.

Regional Proposals

Two regions have requested that we print their proposals as originally submitted in the *Conference Report*, and we are including them here.

California Mid-State

PROPOSAL

Place a moratorium on implementation of the Service System Project (SSP) & the World Board "Transition plan for implementation" for at least two (2) World Service Conference (WSC) cycles & form a Workgroup to explore ways to reduce the costs associated with the WSC through alternate means instead of the reduction of seated Regions at the WSC as proposed

INTENT

- (1) To provide NA Groups, Areas and Regions (especially those in isolated areas) with additional time to learn about and understand how the SSP would affect them if implemented
- (2) To allow any Group, Area or Region the opportunity to incorporate any ideas from the SSP into their current service structure if they so choose
- (3) To have time to form a Workgroup that is tasked with the responsibility to find viable alternatives to reduce the cost of the WSC without dismantling Areas and Regions that were formed by need and group conscience; The Workgroup is to be comprised of NA members experienced in technology, budget reduction and cost-cutting practices, facilitated by a qualified World Board member and will not include a corporate consultant
 - (a) To allow for continued growth of the global Fellowship using group conscience as the primary criteria for service-related decisions

RATIONALE

It has become apparent that many members of the Fellowship, even those involved in service efforts, have not been properly informed about the SSP while others do not even know the SSP exists. For our Fellowship to have such drastic changes decided and put in place at the next WSC would be a disservice to all NA members. Our Traditions are the ties that bind us together and to disregard them will and has caused disunity. Final authority and autonomy resides with the NA Groups and it will not serve our Fellowship to ignore or override our non-negotiable Traditions by allowing any service body outside of Areas or Regions to decide what is best for them or to dismantle existing Areas and Regions as cost-reduction measures. We are a Fellowship with bright and creative members, led by group conscience and defined by the Traditions, who possess the knowledge and capability required to explore alternate ways to reduce expenses at the WSC. We will continue to learn, grow and evolve only by respecting and following our Traditions. To do otherwise is to ignore the spiritual principles that this program is founded upon.

Northern California Proposal

To place in the 2014 CAR for fellowship vote to move forward with the SSP or transition plan.

Intent: To provide and allow for a full discussion a, clear and decisive opportunity for the fellowship to voice support or non-support for the SSP, and allowing the fellowship to vote whether or not to move forward with the SSP or transition plan

NAWS Product Update

Arabic

- ◆ IP No. 12, *The Triangle of Self-Obsession*
- ◆ IP No. 24, *Money Matters*
- ◆ IP No. 28, *Funding NA Services*

Bengali

- ◆ IP No. 9, *Living the Program*
- ◆ IP No. 15, *PI and the NA Member*
- ◆ IP No. 22, *Welcome to NA*

Chinese

- ◆ IP No. 1, *Who, What, How, & Why*
- ◆ IP No. 5, *Another Look*
- ◆ IP No. 7, *Am I an Addict?*
- ◆ IP No. 16, *For the Newcomer*
- ◆ IP No. 22, *Welcome to NA*
- ◆ *Information about NA*

Chinese (Traditional)

- ◆ IP No. 1, *Who, What, How, & Why*
- ◆ IP No. 7, *Am I an Addict?*

Danish

- ◆ *The Group Booklet*
- ◆ IP No. 15, *PI & the NA Member*
- ◆ IP No. 17, *For Those in Treatment*
- ◆ IP No. 26, *Accessibility for ...*
- ◆ IP No. 27, *For the Parents ...*

English

- ◆ 30th Anniversary Basic Text
- ◆ *Just for Today*, Numbered Edition
- ◆ *Living Clean: The Journey Continues*, Hardcover & Softcover Editions
- ◆ *Living Clean* Commemorative Edition
- ◆ *It Works: How & Why*
New Pocket-sized Softcover
- ◆ 2014 NAWS Calendar
- ◆ Basic Text Timeline Mug
- ◆ *Living Clean* Mug

eLit Kindle & iTunes

- ◆ Basic Text
- ◆ *It Works: How & Why*
- ◆ *Sponsorship*
- ◆ *Living Clean: The Journey Continues*

Farsi

- ◆ Sixth Edition Basic Text

Finnish

- ◆ *The NA Step Working Guides*
- ◆ IP No. 24, *Money Matters*
- ◆ *NA Groups & Medication (SP)*

French

- ◆ *Information about NA*
- ◆ "A Vision for NA Service" Color Poster



Polish

- ◆ *It Works: How & Why*
- ◆ *NA: A Resource in Your Community*
- ◆ *IP No. 6, Recovery & Relapse*
- ◆ *IP No. 9, Living the Program*
- ◆ *IP No. 11, Sponsorship*
- ◆ *IP No. 17, For Those in Treatment*
- ◆ *IP No. 23, Staying Clean on the Outside*
- ◆ *Membership Survey*

Portuguese (Brazil)

- ◆ *NA White Booklet*
- ◆ *IP No. 2, The Group*
- ◆ *IP No. 13, By Young Addicts, For Young Addicts*
- ◆ *IP No. 20, H&I Service & the NA Member*
- ◆ *IP No. 24, Money Matters: Self-Support in NA*
- ◆ *IP No. 27, For the Parents ... of Young People in NA*
- ◆ *IP No. 28, Funding NA Services*
- ◆ *Group Trusted Servants (SP)*
- ◆ *Disruptive & Violent Behavior (SP)*
- ◆ *Membership Survey*

Russian

- ◆ *Behind the Walls*
- ◆ *IP No. 6, Recovery & Relapse*
- ◆ *IP No. 10, Working Step Four in NA*

- ◆ *IP No. 12, The Triangle of Self-Obsession, Revised*
- ◆ *IP No. 23, Staying Clean on the Outside, Revised*
- ◆ *Disruptive & Violent Behavior (SP)*

Spanish

- ◆ *Living Clean: The Journey Continues*
- ◆ *Social Media & Our Guiding Principles (SP)*

Swahili

- ◆ *IP No. 1, Who, What, How, & Why*
- ◆ *IP No. 7, Am I an Addict?*
- ◆ *IP No. 8, Just for Today*
- ◆ *IP No. 16, For the Newcomer*
- ◆ *IP No. 22, Welcome to NA*

Swedish

- ◆ *Behind the Walls*

Thai

- ◆ *IP No. 2, The Group*
- ◆ *IP No. 6, Recovery & Relapse*
- ◆ *IP No. 7, Am I an Addict?*
- ◆ *IP No. 9, Living the Program*
- ◆ *IP No. 11, Sponsorship*
- ◆ *IP No. 22, Welcome to NA*

Turkish

- ◆ *An Introductory Guide to NA*
- ◆ *IP No. 11, Sponsorship, Revised*



Status of Project Ideas Submitted

Idea Submitted	Rationale	Decision
Service Material All ideas and material submitted for service and recovery material are kept on file. They are used both for ideas and as a resource if and when the topic is prioritized.		
Cartoon information geared towards children	To inform teenagers and children about NA	We have looked into a similar idea several times. It is not a current priority.
Add to the H&I handbook a section for Behind The Walls Step Writing Subcommittees	Include guidelines, suggestions, templates and information regarding how to start a Writing Steps for Recovery Behind The Walls subcommittee	All handbooks are on our priority list, but we are unable to devote resources at this time. We have held webinars with this focus to better capture best practices and share experience.
IT Service Committee	A committee designated to use today's technology to help further NA with the 5 th Tradition.	We are unclear if this is for a local or world level committee. We will keep the idea for local needs but have no plans to create new world level committee.
Flyer for PR campaign	Asking WSO to create a flyer for worldwide use with the ability to add local contact information.	We do not see a common flyer as a top PR priority. Many communities create flyers that seem to resonate with their local customs and culture. We leave space on several pamphlets to add local contact information.
New service material on NA Leadership	Our current SP, <i>Leadership in NA Service</i> , is too condensed on this matter and unknown in NA.	We are always looking for ideas for new SP's and will keep this idea for the future.
Recovery Literature and related Idea All ideas of recovery literature are kept for future consideration		
To create literature targeted at seniors or older members in or seeking recovery	To offer experience and hope to older addicts seeking a way out of the horrors of addiction.	This is currently on our list for potential literature development.
Basic Text study edition	A BT with blank lined pages opposite each page of text to keep notes and annotations organized.	There are no current plans to create a study edition of the Basic Text. The Basic Text e-pub format does allow you to annotate.

Idea Submitted	Rationale	Decision
Reprint 1 st edition of Basic Text for our 60 th Anniversary.	To provide a practical way for members to have access to a First edition.	The WSC has considered and declined this idea in the past. We have conference policy that only allows the printing of current editions of our recovery material.
IP on Codependency	Because addiction affects all areas of life, especially personal relationships.	All ideas are kept but this is not currently on our development list.
HOW A Message of Hope	A single recording about the practical application of the steps can be applied for those on the go.	All ideas are kept but to date we have not produced audio recordings of anything other than Fellowship-approved material.
Reprinting the first four editions of the Basic Text.	To produce commemorative editions to make obtaining history easier for all and those who want to support NAWS.	The WSC has considered and declined this idea in the past. We have conference policy that only allows the printing of current editions of our recovery material.
Update to IP 26, <i>Accessibility for Those with Additional Needs</i> and the Additional Needs Resource Information	By updating information, it will bring this into the awareness of groups and empower them to handle today's challenges for bringing the life saving message of NA to those with Additional Needs.	We agree that much has changed since this was written and will keep this idea for the future.
Create NA Promises	To show members that recovery in NA is more than not being obsessed by drugs.	All ideas are kept but this is not currently on our development list.
Create Just for Tonight	To help members when they leave a meeting and are vulnerable to wanting to use.	All ideas are kept but this is not currently on our development list.

Idea Submitted	Rationale	Decision
Contributions and Production Items		
Donation Greeting Card	A fundraising idea for a card that would reflect that a donation had been made to NAWS to celebrate someone's recovery anniversary.	We will keep this idea for future discussions about member contributions.
Honoring friends in recovery with gifts to NA	To help promote the idea to donate to NAWS to honor others.	As stated above, we will keep this idea for future discussions about member contributions.
Producing silver medallions	As a special order item for those who want them or provide contact for the vendor.	We are looking at alternate medallions but the silver, which we have produced in the past, is too expensive to be practical.

Regional Reports

Data Overview and Summary

Regional Reports Data Overview

The information in this summary was taken directly from the regional reports submitted. Some of the numbers are delegates’ estimations, and some of the dollar amounts may not be completely accurate because they have been converted from other currencies. Because of these estimations and because data was not submitted by every region (although we did get reports from 120 regions, up from 112 at the last Conference), this summary is simply meant to provide a sketch of what’s occurring in many regions throughout the NA Fellowship. Each entry should be considered with the qualification that it is a result of the data provided by the participating regions. We hope you find this information helpful and of interest.

Summary of Regional Figures

Number of regions submitting reports	122
Number of seated regions submitting reports	107
Number of seated delegates who have attended a WSC before	81
Number of alternate delegates who have attended a WSC before	27
104 delegates serve 2-year terms (many with the option to serve 2 terms), 12 delegates serve 4-year terms, and 2 delegates serve 3-year terms.	
Number of areas according to reports submitted	1,110
Number of groups according to reports submitted.....	28,881
Number of groups not including Iran.....	24,381
Number of groups from the SAME regions (not including Iran) according to NAWS database	25,690*
Meetings per week according to reports submitted	58,530
Number of meetings not including Iran.....	40,330
Number of meetings from the SAME regions (not including Iran) according to NAWS database	40,536*
The average number of 331 meetings per region (not including the figures from Iran) has increased slightly from 2012.	
Number of H & I panels per week.....	6,127

This figure represents a slight increase from 2012, but is not as high as the figure from 2010, suggesting that overall the number of H&I panels per region is fairly stable.

* The difference between the reported figures and the NAWS database figures from the same regions appears to indicate that our database contains groups and meetings that are no longer active or are duplicates. The discrepancy between our database numbers and the reported numbers has decreased from WSC 2012.

Contributions and Expenses

We asked where the RSC received its annual budget from between three income sources: group and area contributions, conventions and events, and literature sales. The responses demonstrate that there are many funding practices throughout NA, with the only clear trends being that well over half of our regions do not rely on literature sales to generate funds, and that over a quarter of our regions receive 90-100% of their funds from group and area contributions.

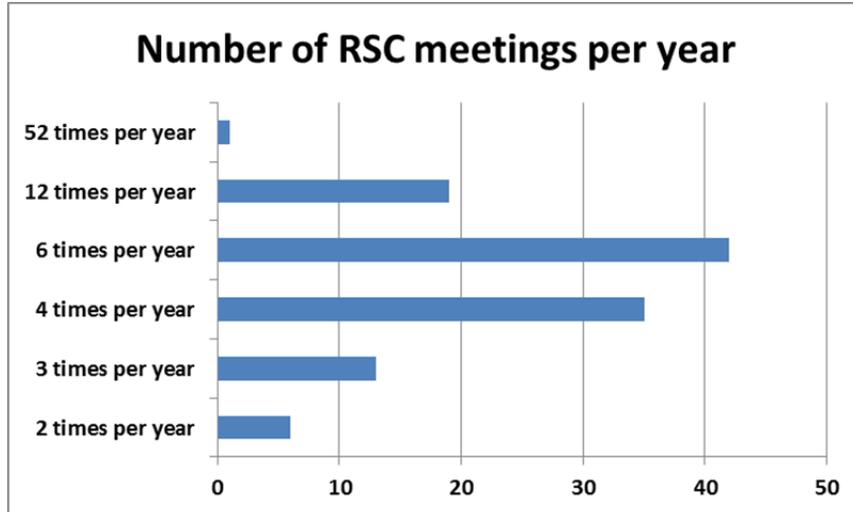
We also asked how each region’s annual expenses were broken down across a range of categories and the responses reflected diverse practices. Most regions do not have one predominant expense category, but RD travel and RSC costs seem to account for the largest expenditure in many of the regions. Services

such as H&I, PR, workshops, and events seem to generally be the smallest. When we asked about other expenses we mostly heard about regional phonelines, insurance policies, website and IT expenses, contributions to NAWS, and legal or accountant fees.

Annual contributions from reporting regions to zonal forums in 2013 were \$83,766.49, which is an average of \$698.05 per region. This is a reduction in the per region figure for 2011 of \$762.50.

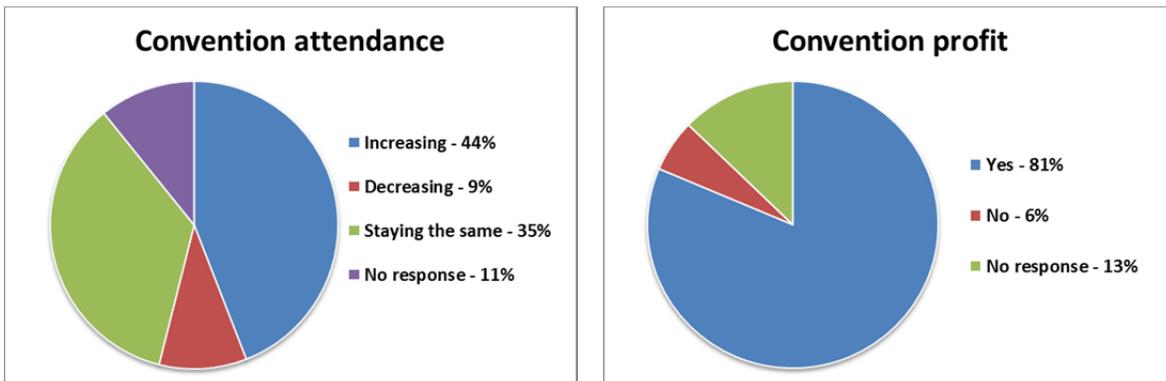
Regional Services, Activities, and Growth

We asked a number of questions about regional meetings and services, and received the following responses.

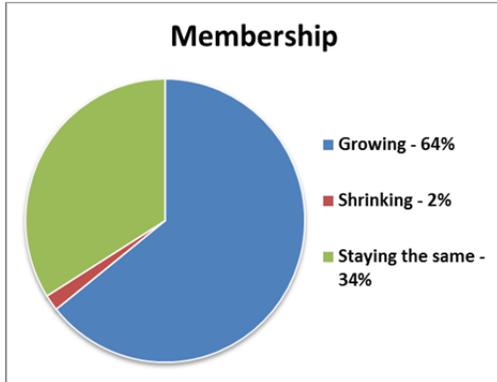


The majority of RSCs meet either four or six times per year, and 57% rotate their locations with varying degrees of frequency. For the purposes of this summary we only counted face-to-face RSC meetings, although it should be noted that four regions mentioned using different types of technology for RSC meetings.

Of the 116 regions that responded to the question, 46 have regional offices, which is the same number as in 2012; and 103 have regional conventions, which is almost the same as 2012. Attendance and profitability at these conventions are shown in the following graphs.



Of 108 responding regions, 66 have some form of corporation or entity with legal status as part of their structure, which represents a figure of 61% and is a slight reduction from 2012.



We asked whether the number of members in regions seemed to be growing, shrinking, or staying the same. Sixty-four percent report that they are growing, and 34% report they are staying the same. This last figure is a significant increase from the 14% reported in 2012. In 2012, 79% of regions said they were growing compared to today's 64%, suggesting a slowdown in growth.

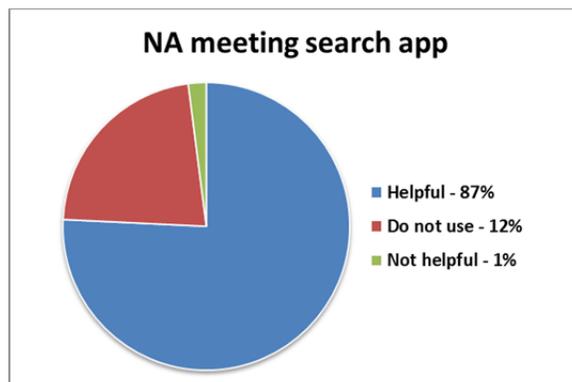
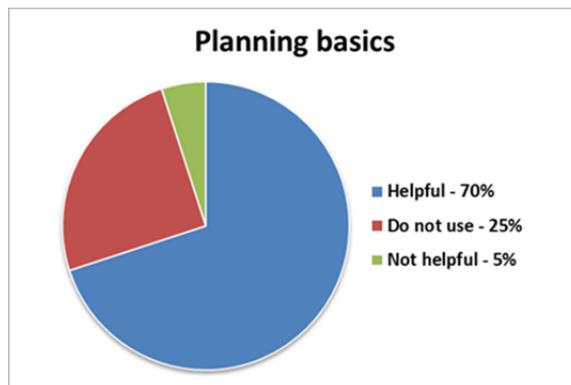
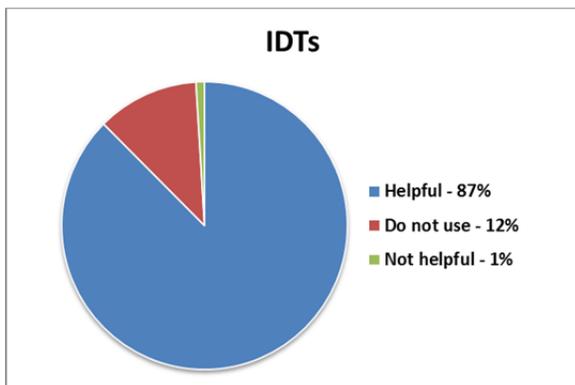
Twenty-nine of the 37 regions that reported static growth are within the US, which represents 45% of the 65 US regions that submitted reports.

We asked what committees or workgroups regions had, and received responses from 98 regions. Conventions, H&I, PR/PI, and website committees proved the most common, with phonline committees close behind. When we asked what other committees or workgroups regions had, we received a variety of responses, with policy and sponsorship behind the walls being the only two with more than one or two responses.

We also asked about regional websites: of 116 responses, 110 regions replied that they had a website. This figure has stayed the same at 95% of reporting regions since the 2010 and 2012 Conferences. Ninety-six of these regions reported that they keep their meeting information updated on their websites.

Resources

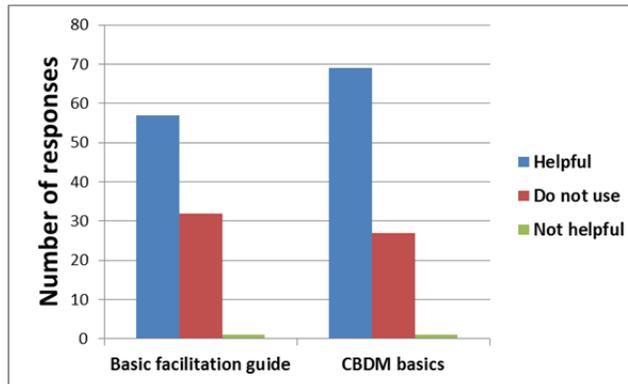
We asked whether a number of service tools were helpful, not helpful, or not used. These charts illustrate the number of responses to each. Generally, most communities reported these tools to be helpful, with very few responses deeming them unhelpful.



We also asked whether any locally developed tools were helpful. Some regions provided responses about the locally developed resources area on na.org, saying they found it helpful and had used PSAs, guidelines, and workshop materials from it. Others found it hard to navigate, or suggested that it would be helpful if it were updated more frequently.

Some regions shared about new tools developed locally. Primarily, these were guidelines for specific types of service, but also included Seventh Tradition reading cards, CBDM tools, rural recovery tools, meeting etiquette guides, PI tools, and newcomer orientation materials.

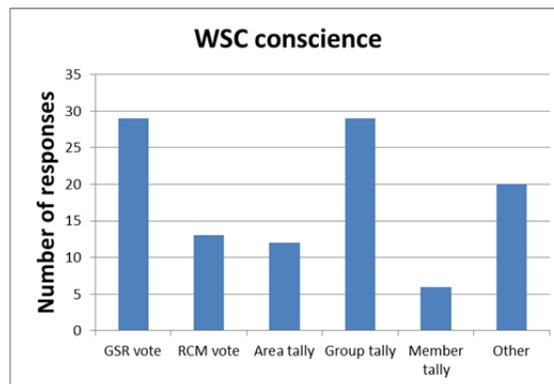
We also asked about the draft tools developed as part of the Service System Project field test. CBDM Basics was the tool about which most reports provided a response. Of the 97 responses, 71% stated that they found it helpful.



The GSF and LSC tools garnered fewer responses, between 66 and 77 for each tool. Between 25% and 47% of the regions that responded reported them as being helpful.

WSC Conscience

We asked how regions reached a conscience on WSC matters and received responses from 109 regions. Twenty-nine regions utilize a vote by GSRs at a regional workshop/assembly, and another 29 utilize a group tally, making these the most commonly used methods. Thirteen use a vote by RCMs at the RSC meeting, and twelve use an area tally. Six regions reported using a member tally.



The 20 regions that specified “other” in their response shared about using combinations of the different methods, or refinements of those methods. These practices included allowing absent groups to submit votes, holding an assembly where everyone has a vote and CBDM is used, and allowing a delegate to adjust their voting according to the result of WSC discussions. A few stated that there was very little involvement in the process from the groups in their regions.

Of the 101 regions that responded to the question asking whether they collected a conscience on the CAT material, 65 of those regions said they did.

We also asked how regions delegated authority to delegates to make decisions at the WSC, and whether for items in the *CAR* the decision is a mandate or is left to the discretion of the RD. Eighty-one regions responded, with 33 saying the decision was left to their discretion rather than being a mandate.

Conference Participant Bulletin Board

In response to the question, “Do you use the NAWS Conference Participant Bulletin Board?” 69 of the 99 seated regions that responded said they used the board. Only 63 seated regions replied to the question “Do you find it helpful,” with 53 saying “yes.”

Eighty-eight seated regions replied to the question, “Do you think it should be open to all or only conference participants?” Fifty-six replied, “Conference participants.”

We also asked for ideas for how to improve the board. We heard several ideas to widen participation, with the main one being to allow all members to read the board but not post. We also heard several times that the board should be more closely moderated to avoid negative posts.

Regional Reports Summary—WSC 2014

As in previous years we have attempted to provide a brief overview of the wealth of material contained in the 120 regional reports submitted to the 2014 WSC. The bullet points have been extracted from the reports and have been edited for clarity.

Projects

Service System Project

The regional reports for this Conference seem to indicate that the Service System Project (SSP) remains the number one topic of discussion within the Fellowship. These discussions ranged from why we are even considering change, to struggles and progress with implementation. Many of you reported about service workshops focused on the project.

Of the 107 regions that responded, 52 answered “yes” when asked if any of their members, areas, and groups had experimented with any of the ideas in the Service System Proposals. We heard about many successes and challenges with implementing ideas from the project.

- They have retained some of the ideas from the SSP and made hybrids of some others, using the existing methods and mixing in some of the SSP methods.
- Group support units have worked hard to support groups and workshops were held regularly, some a little bigger, some smaller. With this model last year four festivals [of] steps, concepts and traditions were performed in different group support units, plus workshops [for] treasurers, secretaries, sponsorship.
- One area found experimenting with the SSP ideas very challenging, mainly because they were not using CBDM at the time, and did not really want to change away from Robert’s Rules of Order. Another area tried it out, and they have kept using a number of the ideas. A third area is using both the GSF and LSC/LSB, and it is working great for them.
- What is going very well here are the intermediate bodies; the experience is great, but they are too new to say that they are going to last long.

The SSP was also frequently mentioned when we asked about the challenges regions had faced since WSC 2012, whether it was the challenge of communicating the material or implementing the ideas.

- Getting people interested in or wanting to know more about the SSP.
- To present an unbiased presentation to the fellowship. Members with strong opinions and opposition regarding the SSP.

We also heard about progress with ideas from the Service System Project when we asked about the successes regions have experienced.

- We currently have two intermediates and the experience shared is that the communication and service has improved; we also had some resources saved as some areas stopped travelling for regional meetings.
- The implementation of all the structural proposals and the principles and processes of the SSP in the local, regional, and national levels

Traditions Book Project

The Traditions Book Project was also mentioned numerous times as a topic of discussion, as well as the subject of many workshops. Many of these workshops took place at fellowship events, many others happened as a part of service meetings, and still more are being held as stand-alone events on an ongoing basis.

- We have decided to hold tradition workshops at our convention, and send the input to the Traditions Book Project.
- There have been 2 regional Traditions Book workshops, and 6 area workshops. We have a well-attended literature review committee in the Brooklyn area. They are hosting a workshop every month to meet the “tradition a month” challenge. Average attendance has been about 20 people.

Service Delivery and Best Practices

Training

When we asked what training or mentoring efforts are taking place we heard a lot about alternate positions, sponsorship, and attendance at service bodies such as zonal forums. We also heard about dozens of different types of workshops with topics like training for H&I, PR, IT, or phonelines; training in processes such as CBDM and planning; workshops on our Traditions and Concepts or the Issue Discussion Topics (IDTs); and some workshops focused on improving understanding of resources such as *In Times of Illness* and the *Fellowship Intellectual Property Trust (FIPT)*. Attendance ranged from a few members to a few hundred. As with the Traditions and Service System Project workshops, training happens at all types of fellowship events, although it does seem that there is an increased mention of workshops being held during regional or area service meetings. There were also several mentions of workshops held as a part of group support forum (GSF) meetings.

- At all RSC business meetings we have workshops. It’s a good time to have all areas together and discuss community growth; the topics are chosen by the present members.
- We did not have any formal workshops but after a recovery meeting on Sundays some of us stayed and read the service materials and we prioritized H&I and PI services.
- In conjunction with the Plains States Zonal forum in January, we had a fantastic PI learning day that was attended by 30 professionals and 25 addicts. It was a huge success, and has opened the doors to many new avenues for carrying the message.

While much of our training efforts remain informal, some communities mentioned resources such as RCM and GSR training and orientation materials, or specific practices such as having regional trusted servants participate in area service meetings by conference call, or overlapping service positions.

Planning

We heard about planning efforts that range from simple budgets and timelines to strategic planning at the regional level.

- Strong focus on project orientated workgroups. Solid strategic planning carried out each ARSC cycle including prioritization of outcomes, action timelines, follow-up, and evaluation.
- We have used strategic planning, and were doing very well with it, but we lost momentum; when the current workgroup projects were completed, other things took precedence and we did not make time to re-scan and continue the planning process. We reverted back to doing things the same as in the past: reports and reactionary. We are still hoping to have a planning session within this next year, and continuing to address our main issues.
- Presently we are utilizing a one-year planning/budgeting cycle and we are just now beginning to use a more forward-thinking plan of at least a two-year planning cycle. This new planning springs out of the fluctuation in group/area donations and the uncertainty of regional convention income outcomes and other fundraising efforts.

CBDM

We asked if regions use CBDM to reach decisions and 57% of the 106 regions that responded stated that they do. We also asked if any areas use CBDM and 65% of the 104 regions that responded stated that some of the areas use it. Many reports referred to a “hybrid” decision-making method.

- Most of our areas use CBDM with 2/3rds being the threshold for acceptance of a proposal. However we attempt to find unanimity through the CBDM flowchart before committing to 2/3rds.
- Our region (as well as the areas using CBDM) is still trying to work it out. It is difficult for some of the members to refrain from making motions for every little item, and as a result, it gets a bit confusing.
- It works quite well by now. It was a little bit bumpy in the beginning but now it’s just better than the old Robert’s Rules of Order. The participation has considerably increased in areas and in region since we introduced CBDM and removed the quorums.

Shared Services

There was some type of shared services in the regions of 62% of the 106 regions that responded. Some of this is statewide and is providing services such as H&I, PR, websites, and helplines. Other responses talked about neighboring areas working together to provide services such as recovery and service events.

- Separate Area phonenumber services have gradually merged over the last few years, and we now have just one single service that also serves Public Relations.
- There are a number of areas that are now discussing sharing more services, namely PR, outreach and activities, for areas that are in close proximity
- In the Ceara state we have 4 ASCs. These ASCs have a State Wide Convention and they run the helpline. The Region through Outreach efforts is helping by having an Inter Area Forum which has the intention of unifying all other services
- Meeting list is shared between the Central Florida Area in our Region and the Orlando Area in the Florida Region. The Shark Coast area in our region works with the Suncoast area in the Florida Region to cover any open H&I meetings and works with the Peace River area in our region on joint activities.

Communication and Technology

Many communication successes continued to involve the use of technology such as discussions and information sharing via social media, internet communication tools like Skype for both service and recovery meetings, and revamped websites. Sometimes successes were as simple as using the phone more effectively.

- We Skyped in an area to a regional meeting.
- Communication for the RSC has improved because we use conference calls and emails to communicate urgent matters and gain opinions between RSC meetings.

Of course, we also heard about challenges, some with specific tools and some with “the old bugaboos.”

- We have had a regional meeting using video conferencing but found it to be more of a check-in tool and not a productive way to do business with a larger group. A lot gets missed when we do not meet face-to-face.
- We have tried using a discussion board on our regional website which was only open to members with login capabilities, but very few members utilized the board.
- All of our area and regional services struggle with our communications efforts. RCM's are not conducting workshops and GSRs/members do not participate in Regional workshops

We also heard about successful GSR and regional assemblies, and tools such as reporting templates.

- We have borrowed the “RD summary report” from another region which was shared last n, and the RCMs love the report. They enjoy having a one-page point form sheet which they can share with all the GSRs of their groups.

Some reported successes in communication efforts to carry the message outside of NA.

- Professional Panel Presentations prior to our Regional Convention have nurtured communication with Federal & State Correctional Staff.
- We have sent information to the tribal agencies throughout our region. We have 7 reservations throughout the state. After the PI presentation, we have now been included on some of the resources lists utilized by the tribes. That is a huge step forward.

Public Relations

Participation by PR committees in over 200 statewide/national conferences was reported. Other PR activities reported range from familiar practices such as booths at substance abuse seminars to a number of innovative ideas.

- We carry a big poster in the field at soccer games.
- Handing out flyers to people in cars at traffic lights.
- Electronic advertising in city and metro stations.
- A (GLO) Government Liaison Officer to collaborate with Government.
- We have created a website (Arizona Region Public Relations website); it is expressly for presentation of the NA message to the general public geared more towards the public. This is in addition to our regular website that is geared more towards internal fellowship use.

We also heard about regions trying practices that were new to them with some success.

- During this cycle there was something new for us; prior to the regional convention in which we celebrated our first 30 years since the message arrived to our country, we had a PR activity with professionals from the fields of justice, psychology, therapists, law enforcement, and government to allow ourselves to be known, and we had about 75 people in attendance.
- For the 1st time NA put out PSA material in some of the other official languages in South Africa.

Fellowship Development and Outreach

We asked if regions had discussed where NA does not exist within their regions, and 64% of the 101 respondents said they have talked about this. Of the 103 regions that responded to the question about outreach efforts, 59% provide some type of fellowship development or outreach. Often this FD is as simple as a larger group traveling to support a smaller one, but we also heard about more organized efforts.

- The extension of our region and some areas are so big, sometimes it is very hard to attend everything. We have an experience which is working well, one ASC and the regional outreach together divided the area in 4 zones and have one person doing outreach work in each zone; these leaders report directly to the area outreach. This experience is very close to the SSP format and we are thinking of a plan to take it to other areas.
- Each area has a regional servant that is a sponsor. The servant has the function to keep in contact and visit the area. Last year the RD and AD went to all areas to show our faces and be available for area questions and to offer support.
- We are planning a workshop on "starting new groups" at the convention as we want people to go home to their towns and start a meeting.

- Bermuda and Bahamas have held learning days that the Florida RSC sent representatives to as opposed to an RCM attending our RSC meetings. It is a better use of NA funds and reaches more of the members in those areas and generates enthusiasm in those local communities.

Helplines

When asked if the region has any type of NA phonenumber or helpline, 76% of the 116 regions that responded stated that they have one. Although there are many different ways of providing this service, the trend towards web-based providers that can service entire states or countries continues.

CAR Workshops

Of the 111 regions that responded, 93 (84%) said they had CAR workshops. Many of these were multiple events, meaning that there were hundreds of CAR workshops again this cycle. These are not just for reaching decisions on the motions in the CAR, as many reported that they are opportunities to create unity and to discuss solutions together.

Challenges

The number-one challenge shared by regions remains human and financial resources. Reports repeatedly mentioned apathy, a lack of trusted servants, inadequate funds, and theft of funds. Several reports also mentioned the challenge of delivering NA meetings to every part of a region.

- Starting meetings in the previously disadvantaged areas. There is a fear factor amongst members from the other communities going into these areas although we are aware that they would love to serve. We try to work with authorities to seek a safe meeting place and a safe time to have these meetings.

Highlights and Successes

The reports offered many successes, PR being one of the most frequently mentioned.

- Manning a booth with 2 people for 11 hours a day for 11 days. We have done this 3 years now. Having the Colorado prisons on the WCNA unity day call and on the line during our Sunday morning meeting.
- We have a good relationship with the prison/justice authorities and many of the drug treatment communities.

Fellowship development and growth was also mentioned, as were successful events and workshops.

- "UNITY DAY" in Brno with the Polish Fellowship—it was wonderful, 30 people attended!
- The successes of facilitating workshops at our rotating RSC meeting and witnessing more members get involved in service and return to the RSC.

Conference Input

When we asked if there was any additional information regions wanted to share with the WSC, we again received a wide range of responses. One theme that reoccurred was centered on the different aspects of fellowship development.

- We are a very rural community, with a population of less than 3 million people. The populated areas surround the borders of the state, with much agriculture in the middle, and much barren land. In those barren lands are located 7 Indian reservations. Natives are not being serviced by Narcotics Anonymous at this time, unless they are in jail, or in treatment at one of the facilities we have meetings. We don't have a lot of meetings, but we have a lot of heart. Two meetings may be started on the reservations, as they have asked for literature.

We also asked if there was anything in particular that regions wanted to discuss at the Conference and we again received a variety of responses. WSC seating was the most frequently mentioned, along with related issues such as the role of zones and the future of the WSC. Unsurprisingly, the Service System Project also produced a number of responses, including how to deal with future service manuals or revisions to *A Guide to Local Services in NA*, and how to better inform communities.

Delegate Experience

Finally, we asked what had worked well and what challenges delegates had experienced in their roles. Many of the responses centered on different aspects of communication, and how it affects our ability to carry the message.

- It seemed that building relationships with members in the local areas was the most useful.
- The challenge has been to make RSC a learning forum. It seems we continue to fall back into discussing business or conducting business. This type of service can be very taxing. Learning and fellowship are attractive, arguing is not attractive.
- Learning the use of technology and how important a role it can play/change in how well we can communicate. On the other side, getting groups and areas to use technology has been a challenge. The biggest challenge is getting passion for service ignited in others. Everyday I'm challenged to be a better listener, more appreciative, competently decisive, inclusive of others, and most of all KINDER.