



This is the fourth of five PowerPoints covering material in the 2020 *Conference Agenda Report* (or *CAR* for short).

1. Introduction to the *CAR*:

Invest in Our Vision, Future of the WSC, Issue Discussion Topics

2. NAWS Strategic Plan (Motion 1) and “Mental Health in Recovery” IP (Motion 2)


3. Fellowship Intellectual Property Trust (Motions 3, 4, and 5)

**4. *CAR* Survey**

5. Regional Motions (Motions 6-16)



This video covers the literature, service material, and issue discussion topic survey. This year, the survey also includes questions that will help shape discussions at the WSC about the future of literature and service tools.



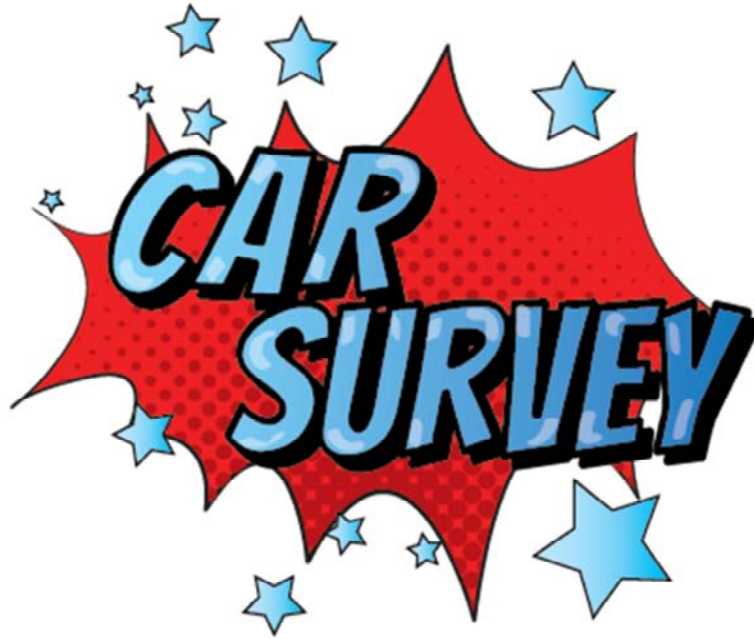
These videos only cover the main points of the *CAR*.

We encourage all members to read the *CAR* itself.

Please visit [www.na.org/conference](http://www.na.org/conference) for the complete 2020 *CAR*.



Please keep in mind, these videos only cover the main points of the *CAR*. We encourage all members to read the *CAR* itself. Please visit [www.na.org/conference](http://www.na.org/conference) for the complete 2020 *CAR*, the other videos, and other Conference materials.



This is the third time we will include a survey in the *CAR* to help set priorities for recovery literature, service material, and Issue Discussion Topics (IDTs).

We are asking members to fill in the online version of the survey posted at [www.na.org/survey](http://www.na.org/survey) by the first of April, 2020. There is also a link to the survey on the NA Meeting Search app. We are also asking Conference participants to collect the conscience of their service bodies and submit those results by the sixteenth of April, 2020. A separate link will be provided for this.

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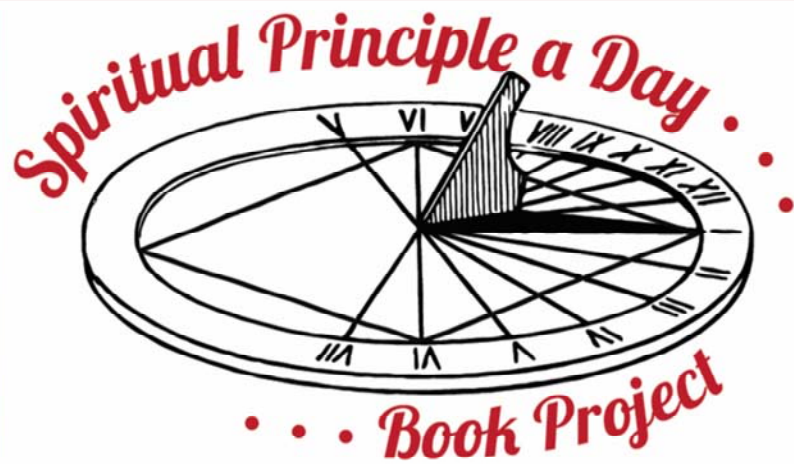
## Recovery Literature



- ✓ Many items carried over from previous surveys
- ✓ Added ideas heard since last Conference
- ✓ Conference participants gave input on draft survey.
- ✓ Ideas from relevant *CAR* motions are included
- ✓ CAT material will contain two project plans:
  - IP development
  - Local service tools
- ✓ Focus of those plans to be determined at WSC using survey results as resource

Many of the items in this survey are simply carryovers from the surveys in the previous two *CARs*. We added ideas we have heard since the last Conference through conversations, emails and phone calls, workshops, and input to the planning process. After compiling all of those ideas, we distributed a draft of this survey to Conference participants for input, and we have added their ideas to the lists that follow. We also have included the ideas in the relevant current *CAR* motions.

Members' responses to this survey will help Conference participants decide on what local service tools and recovery IPs to develop next. The Conference Approval Track material will contain two general project plans, one for IP development and one for local service tools. The specific focus of those two plans will be determined at the Conference using the survey results as a resource.



Unless otherwise directed by WSC 2020, we are planning to continue work on the Spiritual Principle a Day meditation book, and will offer a project plan for the second cycle of the project in the Conference Approval Track material. More information about the project can be found here [www.na.org/spad](http://www.na.org/spad) .

**LITERATURE TO SUPPORT STEP WORK**

- Booklet of Step study questions taken from "How It Works" in the Basic Text
- Step working booklet focused mainly on Steps 1–3 aimed primarily for new members and those in treatment and drug courts
- Step working guide aimed at members not new to working the Steps

**LITERATURE EXPLORING SPECIFIC SPIRITUAL PRINCIPLES**

- List and definition of spiritual principles
- The spiritual benefits of service
- Members' experience, strength, and hope on trustworthiness and trusting the process
- Maintaining gratitude in early recovery

**CREATING A NEW IP OR BOOKLET**

- Create a new IP or booklet
- On doing a daily personal gratitude inventory
- On using social media in NA
- Personal stories about relationships and families in recovery
- Dealing with trauma/PTSD in recovery
- Atmosphere of recovery in service
- Dealing with grief in recovery

- What is Narcotics Anonymous? (for newcomers and visitors)
- Literature for atheists and agnostics
- What does it mean that NA is a spiritual not religious program?
- Literature for younger members
- Literature for older members
- Literature for experienced members/"oldtimers"
- Literature for LGBTQ+ members
- Literature for women in recovery
- Literature for First Nations/indigenous members
- Literature for members who are professionals
- Literature for members who are veterans

**OTHER**

- Other:
- No new recovery lit

Choose up to 3

New  
Recovery  
Literature

This is the full list of items in the New Recovery Literature section of the survey. We are asking you to select up to three from this list. Again, this is intended to help the WSC prioritize the focus of an IP project for the upcoming cycle, and will also help set possible priorities for the future.

building  
carry  
the  
message  
collaborative  
commitment  
consistent  
contribute  
effective  
reliable  
resources  
support  
technology  
trust  
willingness  
worldwide

WSC  
2020

PAUSE  
for  
discussion



Choose up to 2

Revisions to  
Existing  
Recovery  
Literature

### REVISE AN EXISTING PIECE OF NA LITERATURE

- Revise the Narcotics Anonymous Step Working Guides
- Revise the Sponsorship book
- Revise IP #21 The Loner
- Revise IP #6 Recovery and Relapse
- Revise IP #26 Accessibility for Those with Additional Needs
- Revise IP #7 Am I an Addict?
- Revise IP #20 H&I Service and the NA Member
- Revise IP #15 PI and the NA Member
- Revise Twelve Concepts for NA Service
- Review currently approved recovery literature to gender neutralize NA literature where possible

### OTHER

- Other: \_\_\_\_\_
- No revisions

This is the full list of items in the Revisions to Existing Recovery Literature section. Please choose no more than two from this list.

building  
carry the message  
collaborative  
commitment  
consistent  
contribute  
effective  
reliable  
resources  
support  
technology  
trust  
willingness  
worldwide

WSC 2020

Pause  
for  
discussion

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# Service Material

- ✓ Local Service Toolbox
  - Most items on survey list could be included
- ✓ Conventions and Events Toolbox
  - Plan to continue developing



As with the recovery literature category, work is already underway on previously prioritized service material: a local service toolbox, and a conventions and events toolbox. Unless otherwise directed by the WSC, we plan to continue developing pieces for conventions and events. The local service toolbox has a broader focus, and most of the items on the service material list in the survey could be a part of it. We look forward to hearing about your priorities.

**SERVICE MATERIALS TO SUPPORT INDIVIDUALS' EFFORTS**

- Carrying the NA message effectively
- How to be a trusted servant in NA
- Personal application of the Concepts and Traditions
- Applying and working the Concepts
- Respect as a spiritual principle of service

**PUBLIC RELATIONS**

- Our public image: creating confidence in NA
- More social media guidelines above and beyond the service pamphlet
- More short, focused PR resources such as tools to assist in reaching the medical community, criminal justice, and those who refer people to NA
- Sponsorship behind the walls basics

**NA SERVICES 101**

- Online meetings best practices
- Best practices for virtual service meetings
- The impact of technology on services and workloads
- Best practices for service workshops
- Facilitation basics
- Create a service pamphlet explaining what we mean by "under no surveillance at any time"
- What is NA World Services and how does it work?
- Fellowship development basics
- Cooperation not affiliation—our relationship to others, including AA
- Collaboration among service bodies
- When service bodies split or reunify
- Description of service commitments at areas and regions
- Effective report writing
- Tools for mentorship, including as it relates to service bodies and new meetings
- Group support forum, local service conference, and local service board basics
- Policy in NA—different kinds of policy styles and approaches

**LEGAL, FINANCIAL, AND SEVENTH TRADITION TOOLS**

- How we apply the principle of self-support in NA.
- Fund flow in the digital age
- Fundraising—what is appropriate?
- Information for creating legal entities/incorporating
- The Fellowship Intellectual Property Trust (FIPT) and local websites
- Dealing with banks and government financial regulations
- Dealing with misappropriation of NA funds
- Area treasurers' and budgeting basics

**REVISE EXISTING SERVICE MATERIAL**

- Update A Guide to Local Service in NA (GLS)
- Revise Translations Basics
- Revise and update Planning Basics
- Revise and update PR Basics
- Revise and update H&I Basics
- Revise and update the service pamphlet Disruptive and Violent Behavior to reflect current practices in the Fellowship and include the issue of sexual predators
- Revise and update the service pamphlet Group Business Meetings, with a section on using a CBDM process, and the concept of delegation

**OTHER**

No new or revised service material

Service Material

Choose up to 4

This is the full list of items in the service material section of the survey. Please select no more than four options.

building consensus  
carry the message  
collaborative commitment  
consistent contribute  
effective reliable  
resources support  
technology trust  
willingness worldwide



PAUSE  
for  
discussion

## ■ Issue Discussion Topics (IDTs)

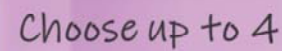
- ✓ Issue Discussion Topics (IDTs) are issues that are discussed throughout the Fellowship between Conferences.
- ✓ The results can help create service pamphlets and other tools and literature.
- ✓ Telling us about your priorities will help the WSC select Issue Discussion Topics for the upcoming Conference cycle.

Issue Discussion Topics (IDTs for short) are just that—issues that are discussed throughout the Fellowship for the two years between Conferences. The results of IDT workshops and discussions can help to create the foundation for service pamphlets and other tools and literature. Telling us about your priorities will help the WSC select Issue Discussion Topics for the upcoming Conference cycle.

- DRT/MAT as it relates to NA—what do we want to say in a piece of NA literature?
- What it means to be self-supporting in NA
- The Fellowship Intellectual Property Trust (FIPT) and upcoming revisions
- Our Symbol—a closer look
- The importance of our Traditions to NA
- Group conscience and consensus-based decision making
- PR Basics—what they are and why they are important
- Simplicity and flexibility in service
- Empathy and respect in service—practicing spiritual principles
- Growing NA in established communities
- Social media and PR Issues
- Dealing with disruptive and predatory behavior
- Making NA accessible for those with additional needs
- Getting youth and newcomers involved
- Becoming a better sponsor
- Creating community in NA
- Mentoring and learning in service
- Leadership in NA
- The integrity and effectiveness of our communications
- Eleventh Concept—NA funds are to be used to further our primary purpose and must be managed responsibly
- Building our unity while respecting our differences
- Retaining members in NA
- Illness/medication and our literature
- Using Guiding Principles to frame discussions on current issues/challenges
- Other:



Issue  
Discussion  
Topics



Choose up to 4

This is the full list of items in the Issue Discussion Topic section of the survey. Please select no more than four options.

building  
carry the message collaborative commitment consistent contribute effective reliable resources support technology trust willingness worldwide

consensus

PAUSE  
for  
discussion

The image is a collage on a red background. On the left, a grey vertical bar contains a list of words: 'building', 'carry the message', 'collaborative', 'commitment', 'consistent', 'contribute', 'effective', 'reliable', 'resources', 'support', 'technology', 'trust', 'willingness', and 'worldwide'. To the right of this list are a red heart, four colored circles (yellow, red, green, blue), and two circular logos: one with 'WA' and another with a diamond shape. A white notepad with the text 'PAUSE for discussion' is pinned to the right. A globe icon with 'WSC 2020' is also present.





Reminder!

- ✓ Survey responses due 1 April 2020
- ✓ Access survey at [www.na.org/survey](http://www.na.org/survey) and link in NA Meeting Search app
- ✓ Regional and zonal consciences due by 16 April 2020 (will provide a separate link)

As a reminder, we will collect responses from members until the first of April 2020. You can access the survey at [www.na.org/survey](http://www.na.org/survey) or from the link on the NA Meeting Search app. We also will ask regions and zones to submit their regional and zonal consciences by the sixteenth of April 2020, and will provide a separate link for that.



## Future of Literature and Service Tools

- ✓ Including broader questions about literature to frame WSC discussions
- ✓ This is input, *not* a decision
- ✓ Survey results will be reported to Conference participants; will report on discussions and next steps after WSC

We would also like to ask you some broader questions about literature. We are including these questions in the *CAR* to get a pulse to frame WSC discussions. This is input, *not* a decision. We will report the survey results to Conference participants and, after the World Service Conference, we will report on any related discussions and next steps.

## Future of Literature and Service Tools

- ✓ Several recent motions to convert service pamphlets to IPs
- ✓ Want groups & members to have access to materials they want and need
- ✓ Want to respond to needs in a timely fashion, update materials, remain current

Several recent motions at the WSC have been about converting service pamphlets to IPs, which has us thinking about our literature categories and our development process.

A couple of concerns are driving the questions that follow. First, we want to be sure groups and members have access to the materials they want and need. Second, we would like to improve our ability to respond to Fellowship needs in a timely fashion and to update materials and remain current—this applies both to service materials and recovery literature.

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## Fellowship-Approved Recovery Literature Development Process

Fellowship-approved recovery literature:

- Development process dates back to the 1970s & 80s
- With time and experience, have adapted & improved process
- Technology has increased worldwide access & participation
- All interested members, regardless of the language they speak or where they live, shape books and pamphlets.

*Please read the “Mental Health in Recovery” example of the current lit development process in the CAR (p 28)*

Fellowship-approved recovery literature is the first area we would like to talk about. Our current development process dates back to the 1970s and 80s. Over time and with experience we have adapted the process, and it seems to have improved. Technology has helped increase access and participation from members throughout our worldwide Fellowship who speak many languages. Our emphasis on collecting writing and ideas from members before we begin drafting a text has led to books and pamphlets shaped by all interested members regardless of the language they speak or where they live.

The *CAR* contains an overview of the current process, using the “Mental Health in Recovery” piece as an example, which we encourage you to read.

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## Fellowship-approved Recovery Literature Development Process

- ✓ Strive to capture the voice of the Fellowship as a whole
- ✓ Not motivated by desire to revise or change development or approval process
- ✓ Materials that speak to members about personal recovery and those that establish fundamental NA philosophy should go through this process
- ✓ How can we be more efficient
  - creating new Fellowship-requested materials?
  - revising material that is outdated?
  - ensuring that members and groups have access to materials?

We strive to bring all interested members into the process and capture the voice of the Fellowship as a whole. As we stated, we believe this process has improved over time and works well. This survey is not motivated by a desire to revise or change the development or approval process for NA Fellowship-approved recovery literature. We believe materials that speak to members about their personal recovery as well as materials that establish fundamental NA philosophy should go through this rather long and involved but invaluable process.

Our challenges today are more about how pieces are designated—whether as recovery literature or as service material—and how we become more efficient and more nimble at creating new materials that the Fellowship requests, revising material that is outdated, and ensuring that members and groups have access to the materials that have been created for them.



## How we categorize our material

(Lit & service material approval designations)

- ✓ Prior to 2000...
  - All material subject to the same approval process
  - Fellowship was primarily English-speaking & service material mostly large handbooks
  - No classification review of already-published materials; all IPs designated Fellowship-approved
- ✓ Addendum F of this *CAR*: current recovery lit & service materials:
  - All of the items we publish
  - Original publication date
  - Last revision date
  - How they are categorized
  - What languages they are currently published in

Record-keeping has improved; data here is the best info from our files. If you note an error, let us know!

Prior to the 2000 World Service Conference, all material was subject to the same approval process. When the designations for recovery and service materials were first created, the Fellowship was primarily English-speaking and service material was primarily large handbooks. No systematic effort was made to review the classification of already published materials, particularly IPs. Instead, all IPs were designated Fellowship-approved material. We have provided a list of our current recovery literature and service materials in Addendum F of this *CAR* to help you understand where we are today. This table includes all of the items we publish, the date they were originally published to the best of our knowledge, the last revision date, how they are categorized, and what languages they are currently published in. We hope that you take the time to review it and hope this information is as interesting to you as it has been to us. It's worth noting that our record keeping has gotten much better over the years, and the data here is the best we have been able to put together from our files. If you note an error, let us know.

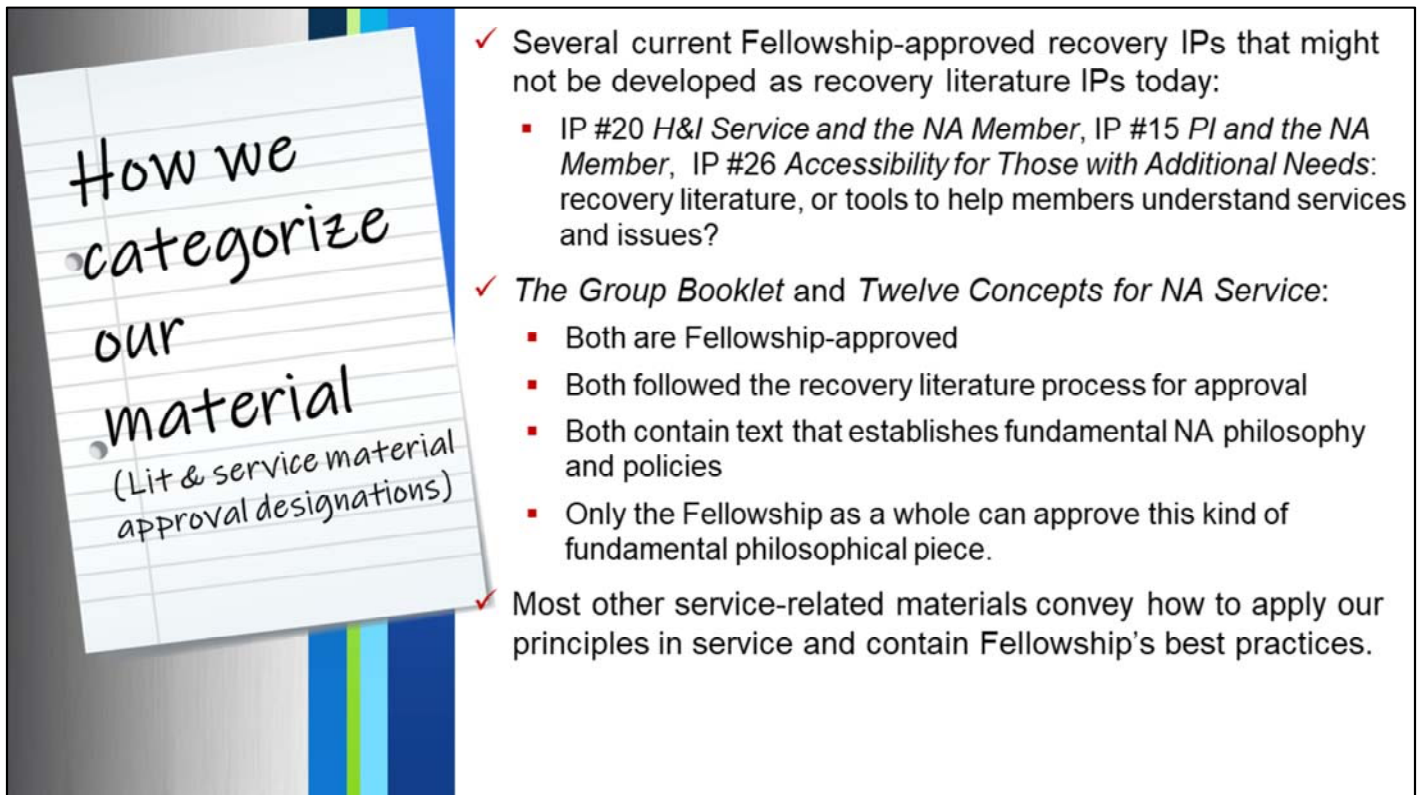


### Three categories of lit and service materials:

- ✓ Fellowship-approved—must be sent out to Fellowship for review & input and included in the *CAR* for Fellowship approval.
- ✓ Conference-approved—may or may not have review & input period, depending on the project plan; can be included in either *CAR* or *CAT* material for approval.
- ✓ World Board-approved—sent to Conference participants for 90-day review before being approved by the Board

Approval processes explained in  
*A Guide to World Services in NA* (pp 41—44)

Currently, we have three basic categories of literature and service materials: Fellowship-approved, Conference-approved, and World Board-approved. These approval processes are explained in detail on pages 41 to 44 of *A Guide to World Services in NA*. In brief, Fellowship-approved material must be sent out to the Fellowship for review and input and included in *the Conference Agenda Report* for approval by the Fellowship. Conference-approved material may or may not have a review and input period depending on the project plan and can be included in either the *Conference Agenda Report* or Conference Approval Track material for approval. Board-approved material is sent to Conference participants for a 90-day review period before being approved by the Board.



How we categorize our material  
(Lit & service material approval designations)

- ✓ Several current Fellowship-approved recovery IPs that might not be developed as recovery literature IPs today:
  - IP #20 *H&I Service and the NA Member*, IP #15 *PI and the NA Member*, IP #26 *Accessibility for Those with Additional Needs*: recovery literature, or tools to help members understand services and issues?
- ✓ *The Group Booklet* and *Twelve Concepts for NA Service*:
  - Both are Fellowship-approved
  - Both followed the recovery literature process for approval
  - Both contain text that establishes fundamental NA philosophy and policies
  - Only the Fellowship as a whole can approve this kind of fundamental philosophical piece.
- ✓ Most other service-related materials convey how to apply our principles in service and contain Fellowship's best practices.

There are several current Fellowship-approved recovery IPs that we do not believe would be developed as recovery literature IPs today. Should items like IP #20 *H&I Service and the NA Member*, IP #15 *PI and the NA Member*, or IP #26 *Accessibility for Those with Additional Needs* actually be considered recovery literature, or are they more like tools to help members understand the importance of these services and issues? These three pieces are pretty dated and might never be prioritized to be updated as recovery literature IPs.

A few other pieces that are designated as Fellowship-approved are not necessarily considered recovery literature. *The Group Booklet* and *Twelve Concepts for NA Service* are both Fellowship-approved, and both followed the recovery literature process for approval. They both contain text that establishes fundamental NA philosophy and policies, and we believe only the Fellowship as a whole can approve this kind of fundamental philosophical piece. Most other service-related materials simply attempt to convey how to apply our principles in our service efforts and contain the Fellowship's best practices.



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## 1. Should Fellowship-approved material be limited to items that address personal recovery and/or establish fundamental NA philosophy and policies?

- ✓ Currently, Fellowship-approved material includes some items addressed to members but aren't directly about personal recovery:
  - IP #15 *PI and the NA Member* and IP #20 *H&I Service and the NA Member*
- ✓ And items addressed to groups or service bodies:
  - IP #2 *The Group* and IP #26 *Accessibility for Those with Additional Needs.*

The first question in the survey is related to what we categorize as Fellowship-approved material and asks, "Should Fellowship-approved material be limited to items that address personal recovery and/or establish fundamental NA philosophy and policies? Currently, Fellowship-approved material includes some items that are addressed to members but are not directly about personal recovery, such as IP #15 *PI and the NA Member* and IP #20 *H&I Service and the NA Member*, as well as items that are addressed to groups or service bodies, such as IP #2 *The Group* and IP #26 *Accessibility for Those with Additional Needs.*"

• PAUSE  
for  
discussion

## Should Fellowship-approved material be limited to items that address personal recovery and/or establish fundamental NA philosophy and policies?

- ✓ Currently, Fellowship-approved material includes some items addressed to members but aren't directly about personal recovery:
  - IP #15 *PI and the NA Member* and IP #20 *H&I Service and the NA Member*
- ✓ And items addressed to groups or service bodies:
  - IP #2 *The Group* and IP #26 *Accessibility for Those with Additional Needs.*"

## Tools for Members and Groups

- ✓ World Board-approval process can meet needs more quickly and remain responsive to members' input
- ✓ Materials posted online, at least 90 days' notice for review & input
- ✓ Members continue to ask for smaller, easier-to-digest pieces
- ✓ 2007: Created service pamphlets (SPs); many translations, copies distributed, and downloads
- ✓ IP #29, *An Introduction to NA Meetings*, initially created as SP for professionals who refer members to NA. Per a regional motion, revised through Fellowship-approval process as recovery lit IP for new or potential members.

We would also like to ask you about tools for members and groups.

Over the last twenty years, the process for developing and approving service material and tools has continued to change and adapt to meet our members' needs, expectations, and use. The World Board-approval process has been a successful way to meet needs more quickly while remaining responsive to members' input. We post materials online in all stages of development and provide at least 90 days' notice for review and input of drafts before they are considered approved. That process has seemed to work well and has led to increased demand and decreased controversy.

Members continue to ask for smaller, easier to digest pieces that speak to specific needs and service experience. We began responding to these requests with the creation of service pamphlets (or SPs for short) in 2007. The interest in and need for these materials are clear from the number of language groups that choose to translate them and by the number of copies that we distribute and that are downloaded from na.org. Addendum F in the *CAR* contains a list of these.

IP #29, *An Introduction to NA Meetings*, was initially created as a service pamphlet intended for professionals who refer members to NA. In response to a regional motion, it was revised through the Fellowship-approval process to become a Fellowship-approved recovery literature IP speaking directly to new

members or potential members.

## Updating Service Pamphlets and IPs

- ✓ Requests to update *Disruptive and Violent Behavior* SP to more directly address issues sexual harassment and reflect current Fellowship best practices
  - Translated to 17 languages; almost 13 years old
- ✓ WB-approval process, w/delegate review, makes such revisions relatively easy to do.
- ✓ Outdated recovery IPs (not revised for over 30 years) also need to be revised:
  - IP #21 *The Loner*—written before internet & refers to non-existent resources
  - IP #23 *Staying Clean on the Outside*
- ✓ Will request at WSC 2020 to begin process to update at least one IP of this type each Conference cycle.

We have received several requests this cycle to update the service pamphlet, *Disruptive and Violent Behavior*, which has been translated into 17 languages. It is already almost 13 years old, and the requests ask that the pamphlet be revised to more directly address issues such as sexual harassment and to reflect more current Fellowship best practices in dealing with disruptive members. The World Board approval process, with delegate review, makes such a revision relatively easy to do.

We believe a number of outdated recovery IPs also need to be revised at some point soon, but they are definitely recovery literature, in our perception, because they speak to a member's recovery. They include, but are not limited to, IP #21 *The Loner* and IP #23 *Staying Clean on the Outside*. Neither IP has been revised or updated for over 30 years, and the world has changed tremendously since they were written. *The Loner* was written before the internet or online meetings and refers to resources that no longer exist. We will ask for approval at WSC 2020 to begin the process to update at least one IP of this type each Conference cycle.

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## **2. Do you support updating at least one IP per Conference cycle?**

- If WSC agrees to revising at least one IP each cycle, Conference participants will use survey responses to help prioritize
- We will announce which IP we plan to update and ask members to give input as we do with any recovery literature project.

If the WSC agrees to revising at least one IP each cycle, Conference participants will use survey responses to help prioritize what to focus on first. After the WSC, we will announce what IP we are planning to update and ask all interested members to give input for revisions as we do when undertaking any recovery literature project.

With that in mind, the second question in the survey is related to updating IPs and is, "Do you support updating at least one IP per Conference cycle?"



• PAUSE  
• for discussion

## Do you support updating at least one IP per Conference cycle?

- If WSC agrees to revising at least one IP each cycle, Conference participants will use survey responses to help prioritize
- We will announce which IP we plan to update and ask members to give input as we do with any recovery literature project

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## Improving Accessibility to Service Pamphlets

- ✓ SPs developed primarily for group use, but rarely seen on a group literature table
- ✓ 2018 motion approved to create project plan to change current SP on social media to an IP
- ✓ Have heard no objections to content, so assume motivation is greater access for members, but not sure this is the best way to go about increasing access to an SP

We also want to ask about improving accessibility to service pamphlets. Although SPs have been developed primarily for group use, they are rarely seen on a group literature table. We are not entirely clear why that is, and we are posing questions to you to try to determine why.

The 2018 CAR motion, to create a project plan to change the current service pamphlet on social media to an IP, was adopted at WSC 2018. We assume the motivation to change the approval process and category for this pamphlet is primarily so that members will have greater access to it. We have heard no objections to the content of the current pamphlet; the issue seems to be accessibility. But we are not sure this is the best way to go about increasing access to a service pamphlet.



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## Improving Accessibility to Service Pamphlets

- ✓ Issues related to social media ever-changing
- ✓ SP approval process allows quick update with Conference oversight
- ✓ Concerned about Fellowship-approved IP process on such a fast-moving topic
- ✓ Fellowship-approved IP about social media also seems to further confuse issue of what is recovery literature and what is a tool for interacting with public

Issues related to social media are ever changing, and the approval process for service pamphlets allows us to update material quickly with oversight by the Conference. We have concerns about creating a Fellowship-approved IP on a topic that is so fast moving because our current practices with IPs mean it would not be updated. Creating a Fellowship-approved IP about social media also seems to further confuse the issue of what is recovery literature and what is meant as a tool for members or service bodies to use when interacting with the public.

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## Improving Accessibility to Service Pamphlets

- ✓ SPs state: “not intended to be read during a recovery meeting.” Seems to affect decisions to display SPs on lit table or rack
- ✓ SPs available for download from na.org, but group lit table is only place many members ever be exposed to them
- ✓ *The Group Booklet* says only NA-approved literature should be read in an NA meeting; also states, “Groups often make other kinds of NA publications available on the literature tables at their meetings. . . .”
- ✓ How to gather experience and best practices for groups and service efforts and provide these resources or tools so that our members know they exist

Service pamphlets state on the cover that they are not intended to be read during a recovery meeting. This seems to affect groups’ decisions about having them available on a group literature table or rack. Though service pamphlets are available for download from na.org, a group literature table is the only place that many members would ever be exposed to these tools. While *The Group Booklet* clearly states that only NA-approved literature should be read in an NA meeting, it also states, “Groups often make other kinds of NA publications available on the literature tables at their meetings: various NA service bulletins and handbooks, The NA Way Magazine, and local NA newsletters.”

We are interested in finding ways to continue to gather Fellowship experience and best practices for groups and service efforts and how to best provide these resources or tools so that our members know they exist.

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## Improving Accessibility to Service Pamphlets

**3. A relatively small number of groups stock service pamphlets or group-related tools. Do you believe this is due to cost, awareness, fitting into a literature rack, the designation on the front cover that these are not to be read in a meeting, or some other reason?**

The third question in the survey asks for your thoughts on how to improve accessibility to service pamphlets and asks: "A relatively small number of groups stock service pamphlets or group-related tools. Do you believe this is due to cost, awareness, fitting into a literature rack, the designation on the front cover that these are not to be read in a meeting, or some other reason?" We are asking you to please choose all the options that apply when answering this question.

• PAUSE  
for  
• DISCUSSION

A relatively small number of groups stock service pamphlets or group-related tools. Do you believe this is due to cost, awareness, fitting into a literature rack, the designation on the front cover that these are not to be read in a meeting, or some other reason?

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## Improving Accessibility to Service Materials

- ✓ Similar accessibility challenges with other tools for groups
- ✓ Local Service Toolbox Project currently working on “GSR Basics;” has completed *Serving NA in Rural and Isolated Communities* and *CBDM Basics*. More info: [www.na.org/toolbox](http://www.na.org/toolbox)
- ✓ Positive feedback, but we struggle with how to inform members these resources exist and how and where to access them

We would also like to ask about improving accessibility to other service materials.

We have similar accessibility challenges with other tools intended for groups. Our current Local Service Toolbox Project has helped us create tools more quickly and involve any interested member in the process. The project is currently working on “GSR Basics” and has completed materials for *Serving NA in Rural and Isolated Communities* and *CBDM Basics*. You can find more information about that project here [www.na.org/toolbox](http://www.na.org/toolbox). We have received positive feedback from members who have used these tools, but we struggle to inform members that these resources exist and how and where to access them.

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## Improving Accessibility to Service Materials

- ✓ *PR Handbook*, approved and published in 2006, is most current service handbook, other than *GWSNA*
- ✓ *PR Basics* developed through World Board-approval process. Distribute almost eight times as many paper copies of *PR Basics* as we do *PR Handbook*
- ✓ Shorter, easier-to-digest, easier-to-translate pieces seem to be Fellowship preference.
- ✓ Considering ways to package shorter, more current resources to make more accessible
  - Plan to include them as addenda to *GLS*
  - Discussing apps and other ideas

Complete list of all service tools in Addendum F

Other than *A Guide to World Services in NA*, which is revised each Conference cycle, our most current handbook is the *PR Handbook*, approved and published in 2006. Since that time, we have developed *PR Basics* through the World Board-approval process, and we distribute almost eight times as many paper copies of *PR Basics* as we do the *PR Handbook*. In fiscal year 2019, we distributed 305 *PR Handbooks* and 2,315 copies of *PR Basics* from our Chatsworth office. And that does not take into account the number of *PR Basics* that are downloaded from the website.

These shorter, easier to digest, easier to translate pieces seem to be the clear Fellowship preference. We are currently looking at ways to package some of these shorter, more current resources so that they are more accessible. We are planning to include them as addenda to *A Guide to Local Services in NA*, and we have talked about possibly creating apps and other ideas to make it easier for members, groups, and service bodies to find and use the materials they need.

For a complete list of all service tools, including handbooks, basics, and more, see the List of Published Materials in Addendum F.

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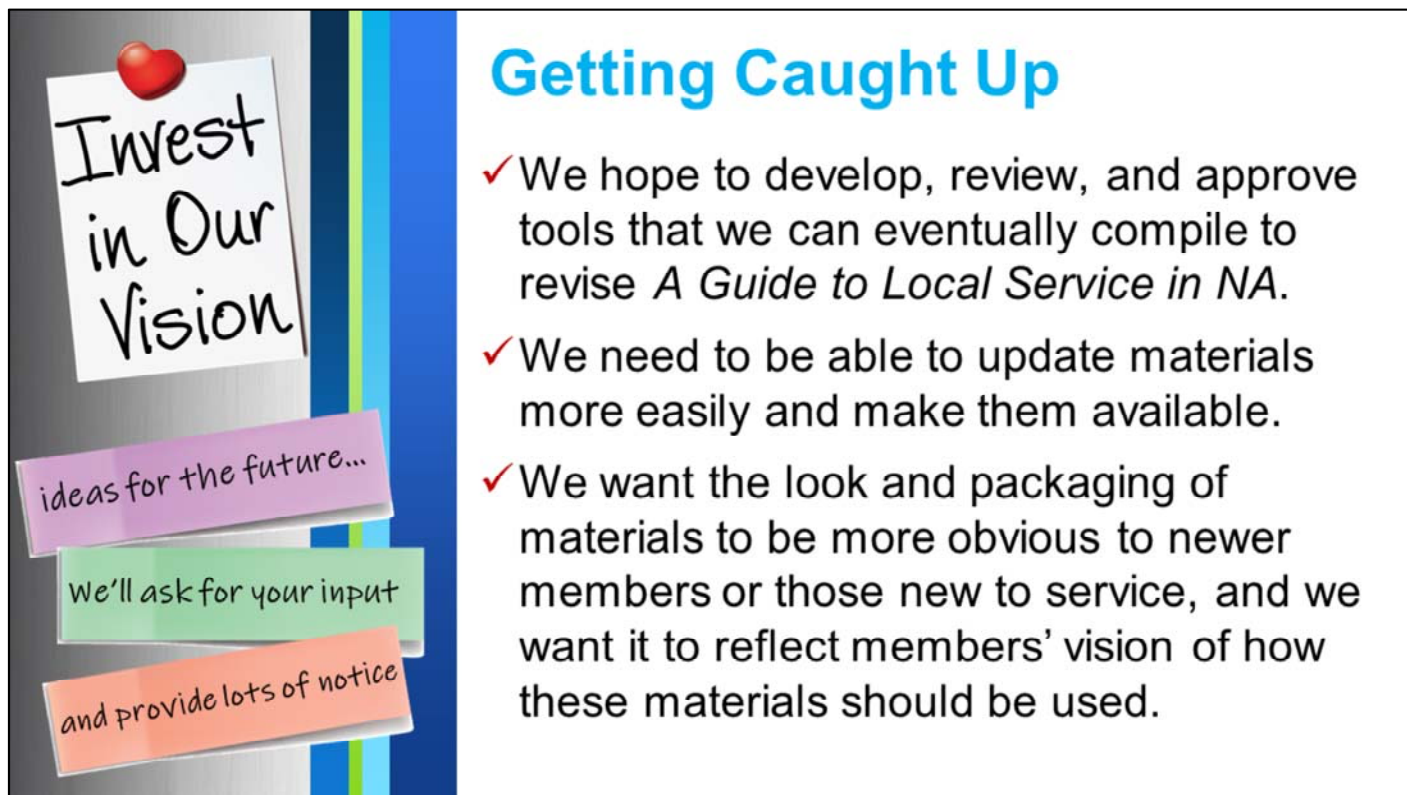
## **4. What other ideas do you have for getting approved service materials to groups and members more easily?**

- The fourth question in the survey asks you about improving accessibility to materials and reads: “What other ideas do you have for getting approved service materials to groups and members more easily?”

• PAUSE  
for  
• DISCUSSION

What other ideas do you have for getting approved service materials to groups and members more easily?





## Getting Caught Up

- ✓ We hope to develop, review, and approve tools that we can eventually compile to revise *A Guide to Local Service in NA*.
- ✓ We need to be able to update materials more easily and make them available.
- ✓ We want the look and packaging of materials to be more obvious to newer members or those new to service, and we want it to reflect members' vision of how these materials should be used.

We hope to be able to use some of what we have learned from the Local Service Toolbox Project and the Board-approval process to develop, review, and have approved tools for groups, areas, regions, and zones that we can eventually compile to revise *A Guide to Local Service in NA*. We do not have a successful history of looking at revisions to the entire service system at one time, and this incremental approach seems more realistic to us.

If we are ever to “catch up,” we need to be able to update materials more easily and make them available in a way that members can readily access. At some point in the future, we would like to redesign the look of our IPs and tools, but the blurry line between tools and recovery literature makes this more difficult. Until we know your thoughts about how to categorize literature and tools and make sure they are as accessible as possible, a redesign seems premature. We want the look and packaging of materials to be more obvious to newer members or those new to service, and we want it to reflect members' vision of how these materials should be used. Don't worry; this is an idea for the future, and we won't do anything without asking for your input and providing a lot of notice.

- ✓ Survey is to gather your ideas about topics we intend to discuss at WSC 2020
- ✓ Want to continue to improve access and clarify the ways we categorize some materials
- ✓ Our goal is to have more useful, current materials that reflect the Fellowship's best practices.



Please email  
[worldboard@na.org](mailto:worldboard@na.org)  
if you have any  
questions or ideas

If you're new to NA service or unfamiliar with our literature and service material processes, some of these issues may seem a bit confusing. Please don't hesitate to email [worldboard@na.org](mailto:worldboard@na.org) if you have any questions.

Again, the purpose of this survey is to gather your ideas about topics we intend to discuss at WSC 2020. We are not attempting to change the Fellowship-approval process for recovery literature, but we would like to continue to improve access and perhaps clarify the ways we categorize some materials. Our goal is to have more useful, current materials that reflect the Fellowship's best practices.

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## One Last Time

- ✓ The deadline for **members** to respond to the survey is **1 April 2020**.
- ✓ **Regions and zones** have until **16 April 2020** to submit their regional and zonal consciences.
- ✓ The survey can be found at [www.na.org/survey](http://www.na.org/survey), and in the **NA Meeting Search app**

- One last time, the deadline for members to respond to the survey is April 1<sup>st</sup>, 2020. Regions and zones have until April 16<sup>th</sup> to submit their regional and zonal consciences. The survey can be found at [www.na.org/survey](http://www.na.org/survey), and via the NA Meeting Search app.

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26 April-2 May

contribute

We hope this video has helped in your discussion of this material. Please note that there are four other videos that focus on other *CAR* contents. These videos, the *Conference Agenda Report*, and the *CAR* survey are available online at [www.na.org/conference](http://www.na.org/conference). Hard copies of the *CAR* may be purchased from NA World Services.

We welcome your questions and your feedback on these videos, the *CAR*, and all other issues at [worldboard@na.org](mailto:worldboard@na.org).

WSC  
2020

This is the fourth of five videos covering material in the 2020 *Conference Agenda Report* (or *CAR* for short).

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building  
 carry the message  
 collaborative  
 commitment  
 consistent  
 contribute  
 effective  
 reliable  
 resources  
 support  
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 trust  
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