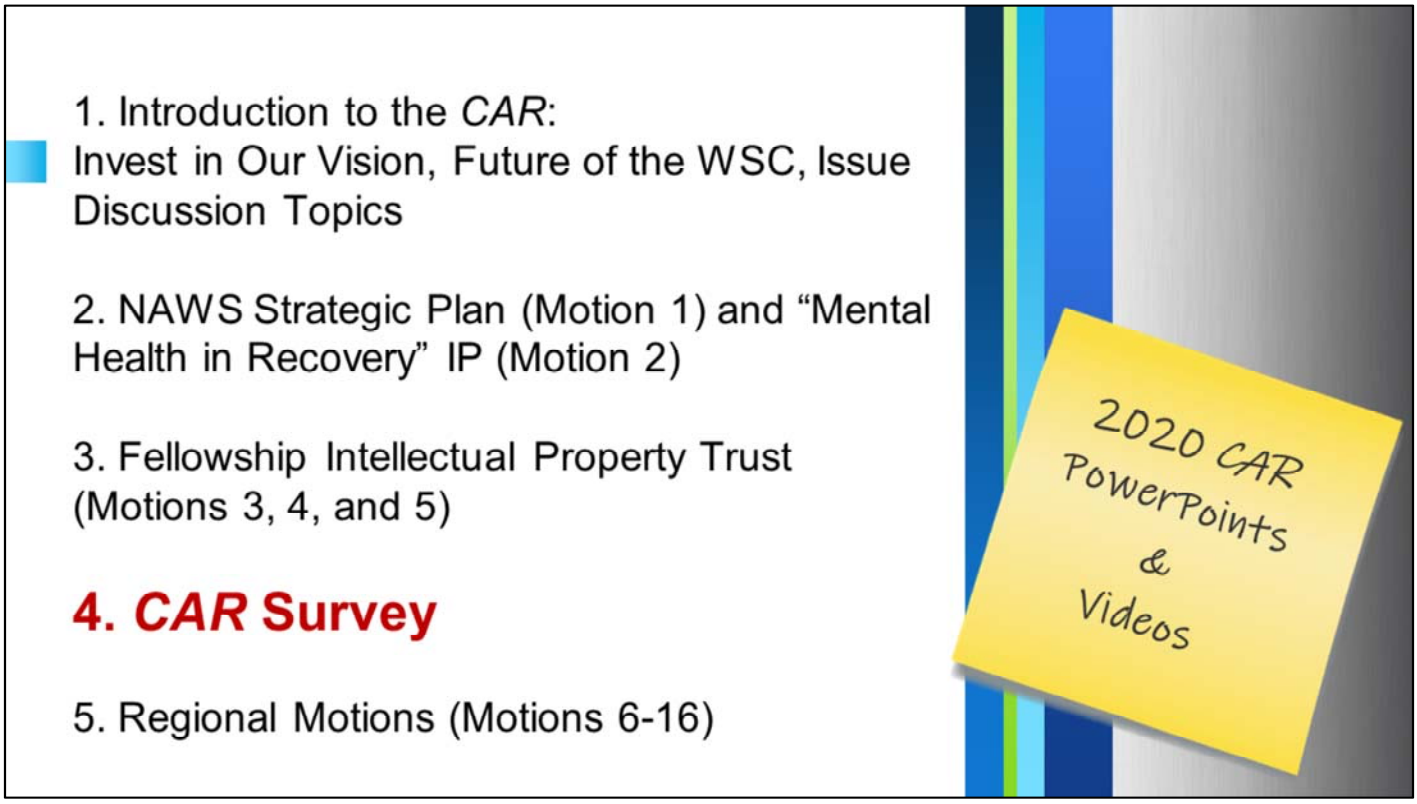
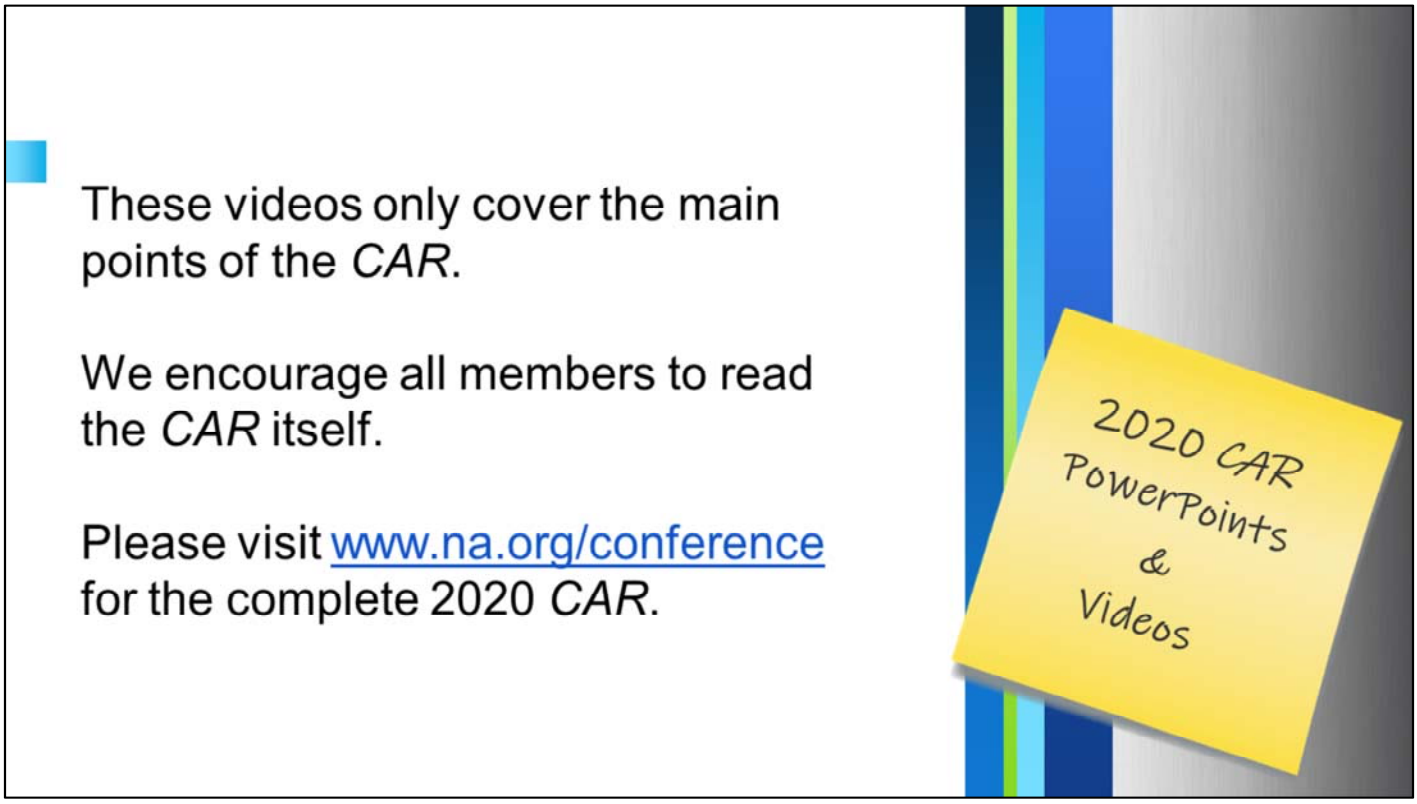
This is the fourth of five PowerPoints covering material in the 2020 *Conference Agenda Report* (or *CAR* for short).



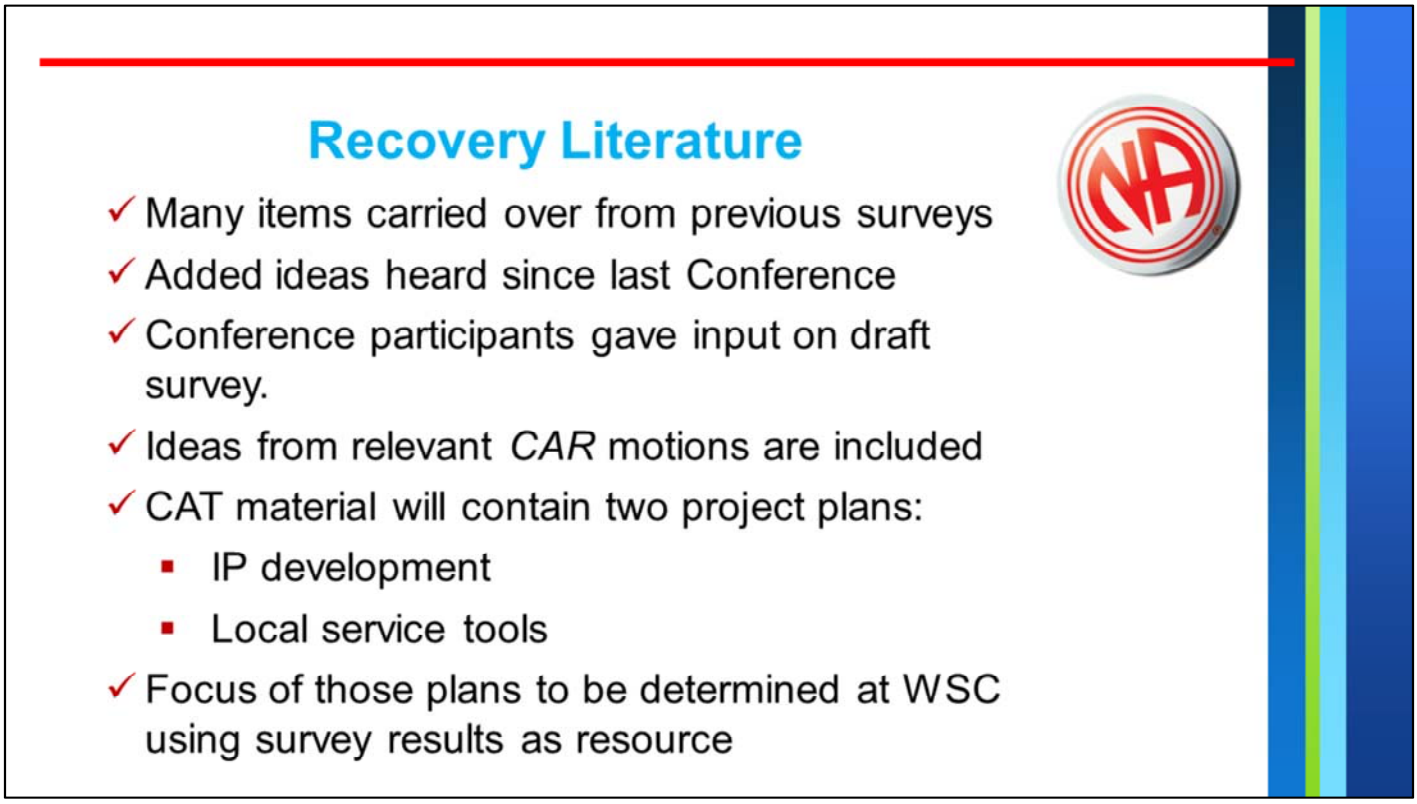
This video covers the literature, service material, and issue discussion topic survey. This year, the survey also includes questions that will help shape discussions at the WSC about the future of literature and service tools.



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 for the complete 2020 *CAR*, the other videos, and other Conference materials.

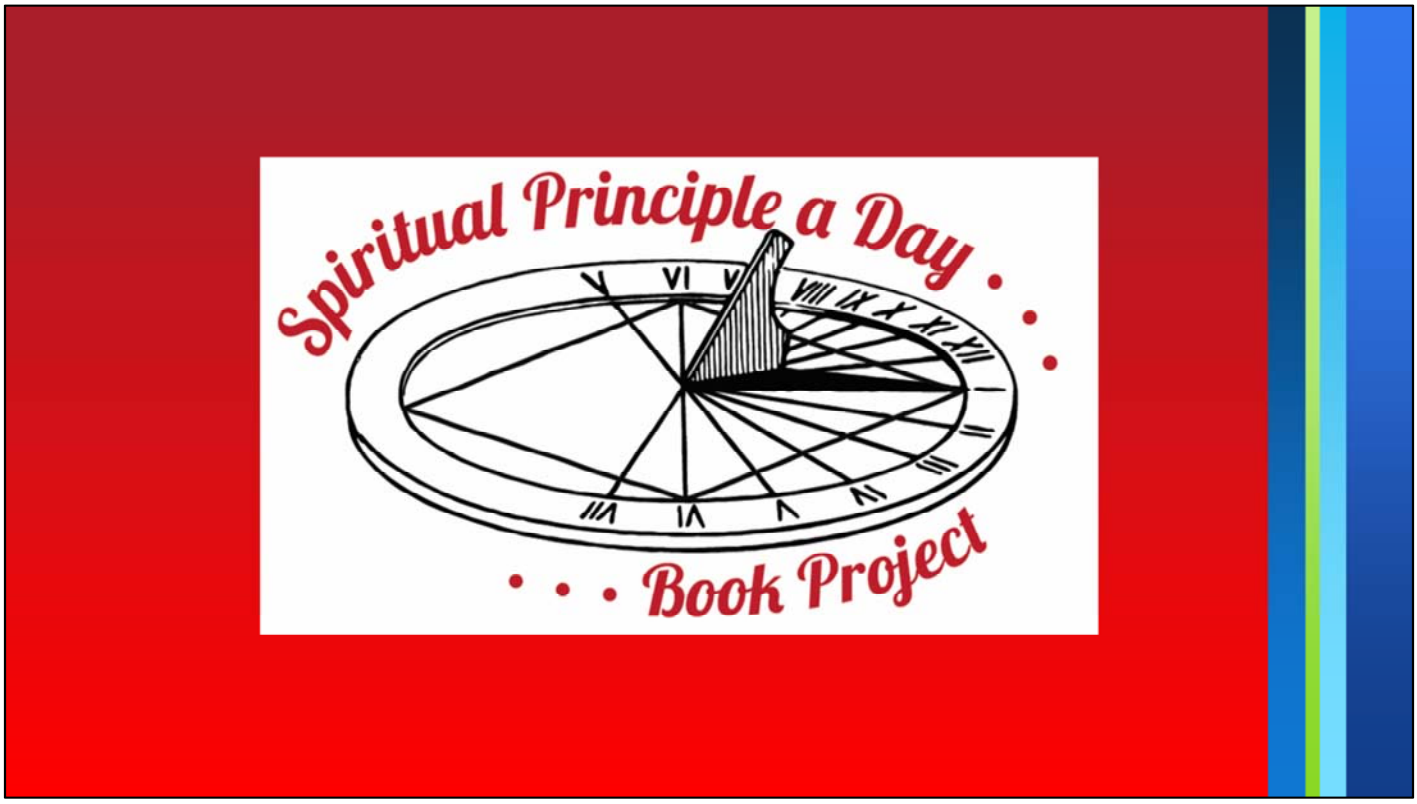
This is the third time we will include a survey in the *CAR* to help set priorities for recovery literature, service material, and Issue Discussion Topics (IDTs).

We are asking members to fill in the online version of the survey posted at www.na.org/survey 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.

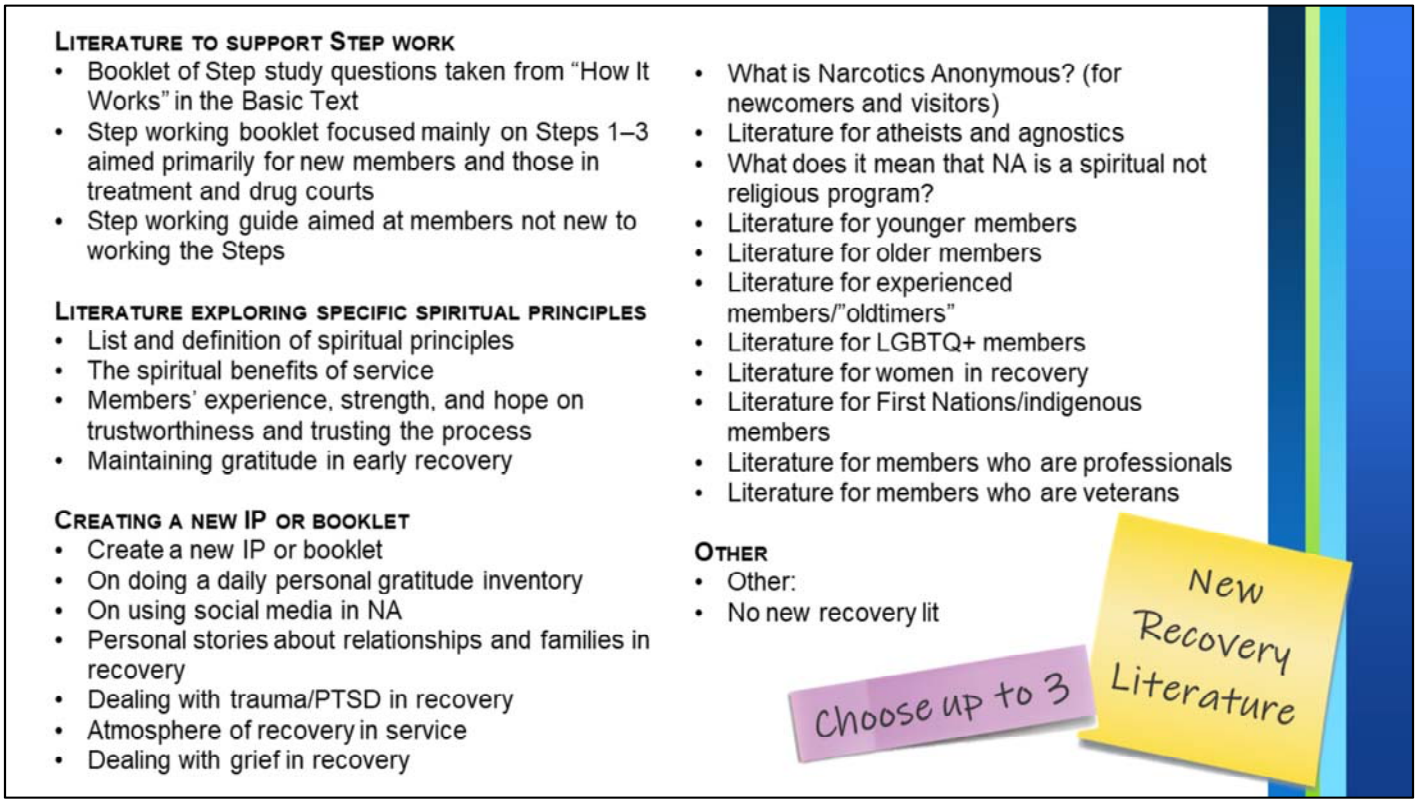


Many of the items in this survey are simply carryovers from the surveys in the previous two *CARs*. We added ideas we have heard since the last Conference through conversations, emails and phone calls, workshops, and input to the planning process. After compiling all of those ideas, we distributed a 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 .



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
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carry
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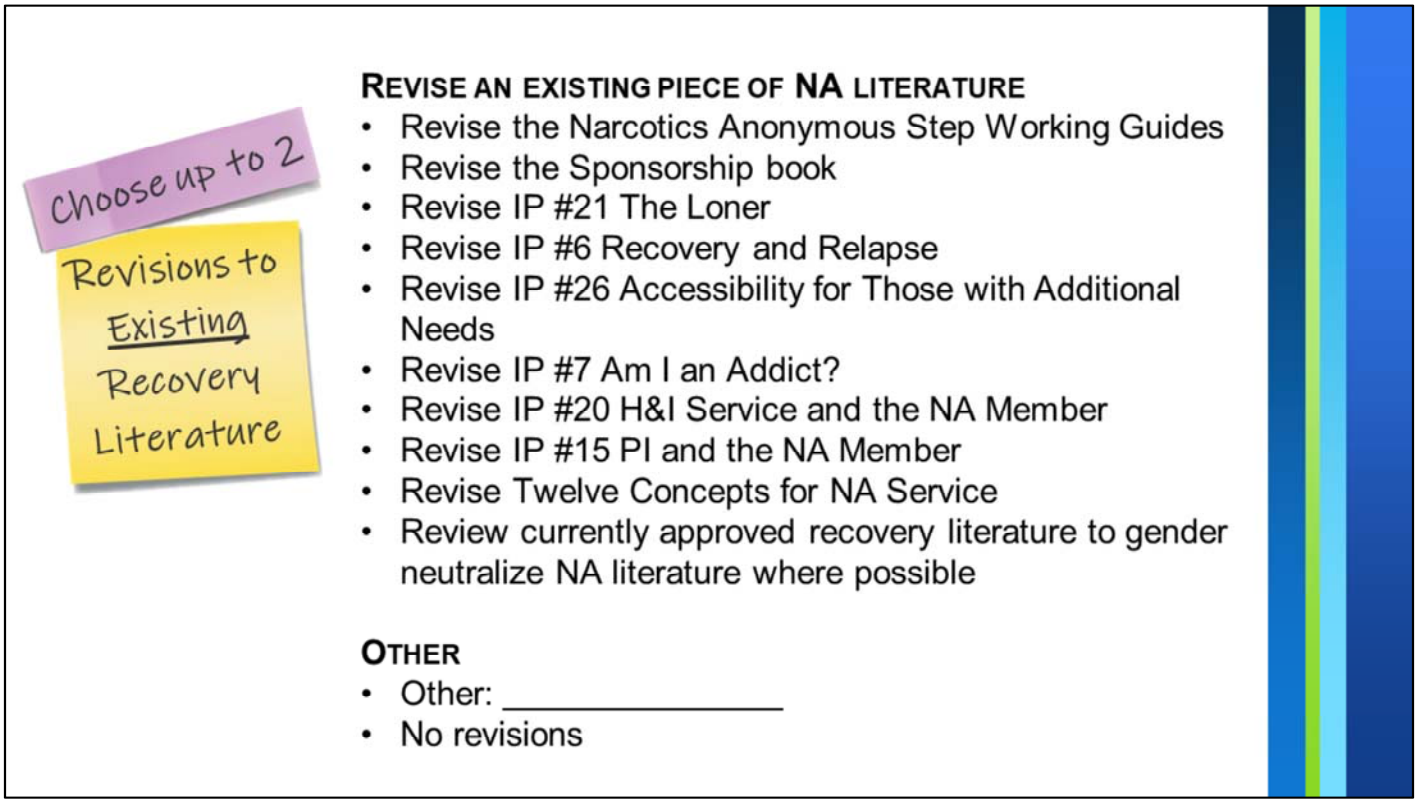
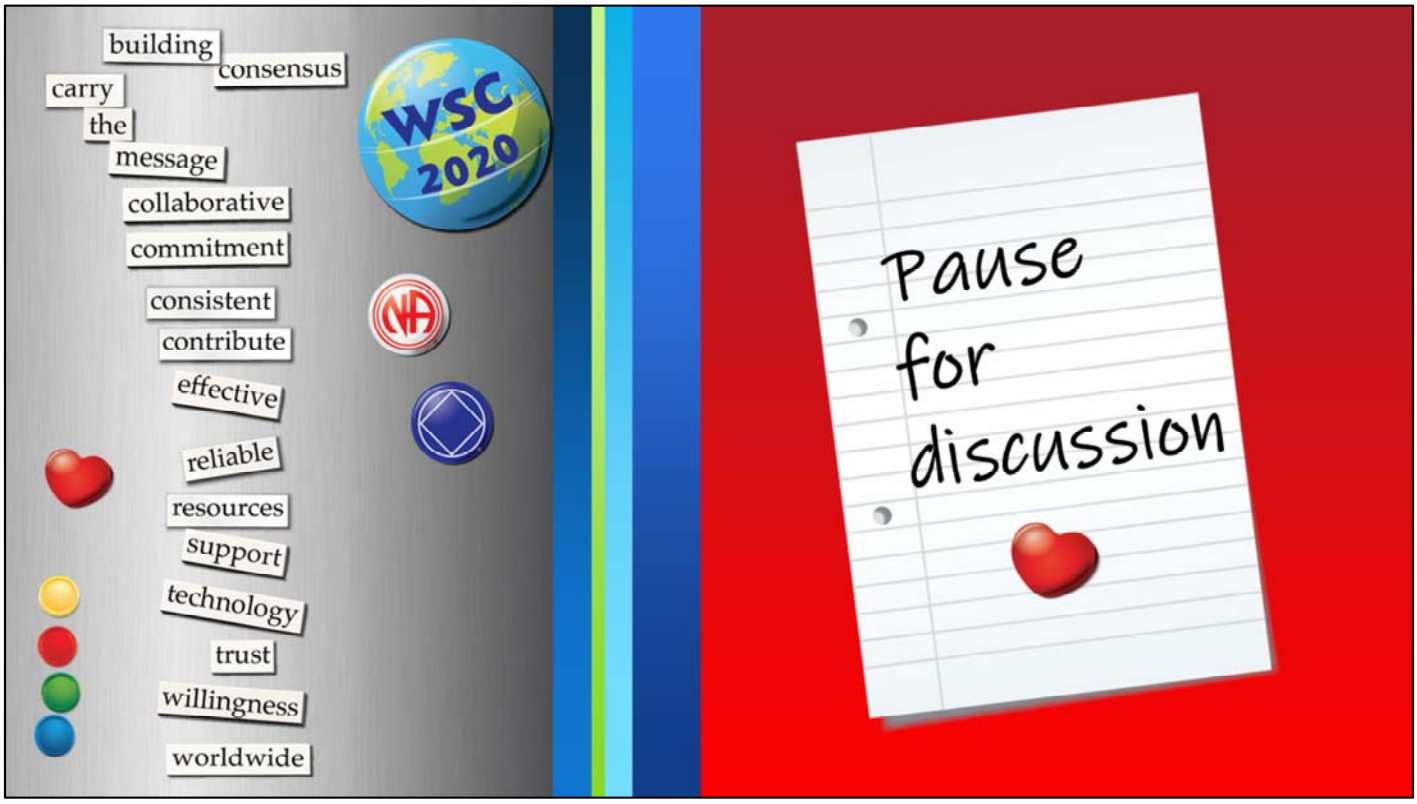
WSC 2020
Pause for discussion



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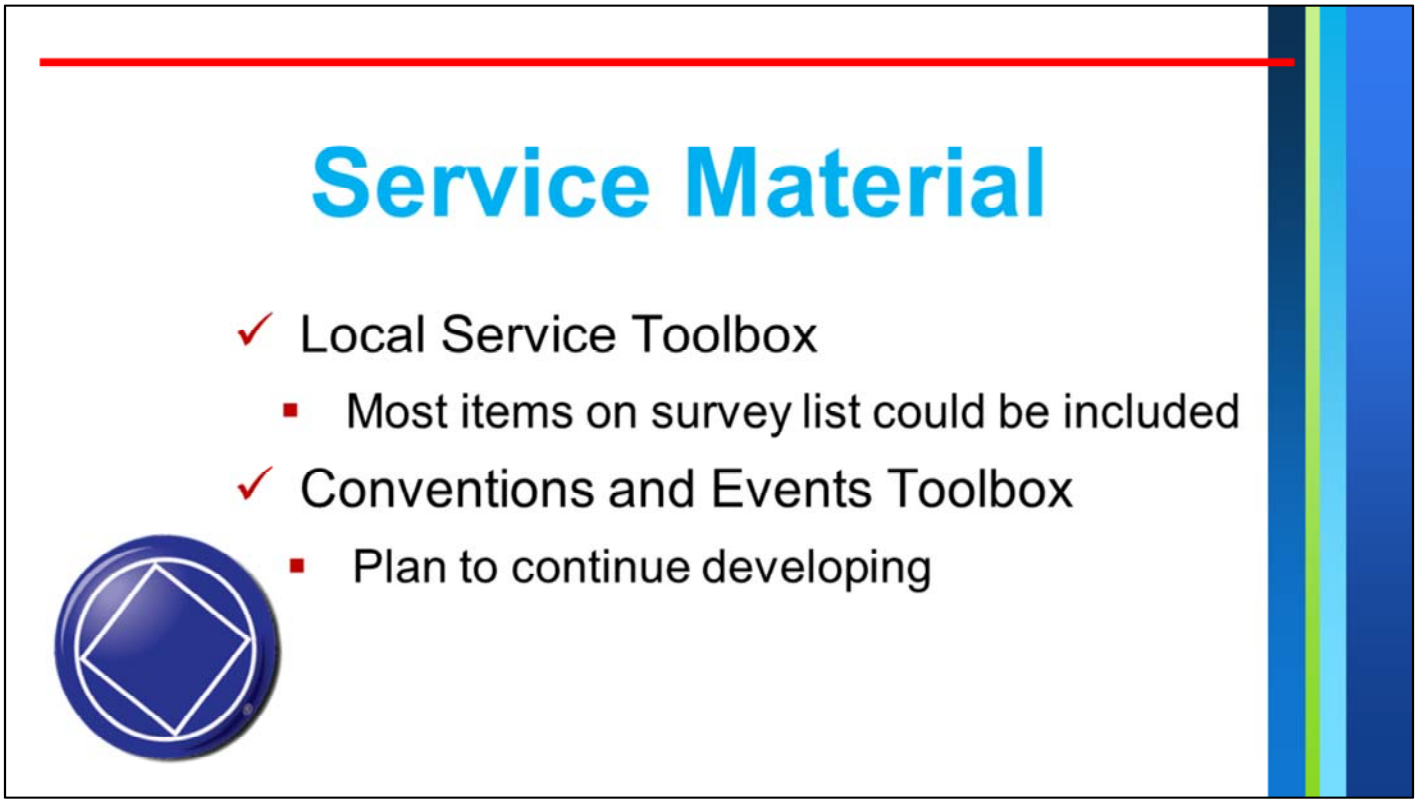
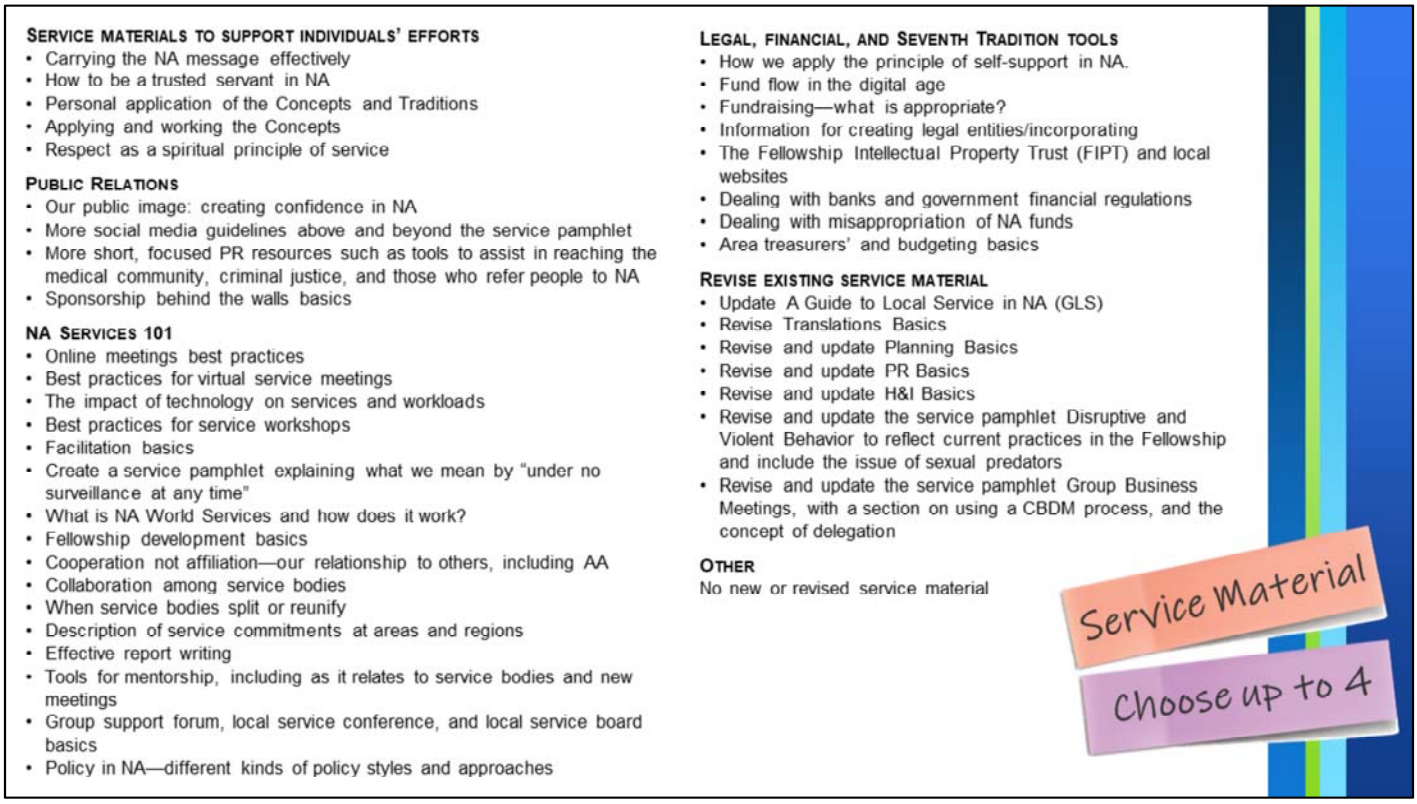
Pause for discussion



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.



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

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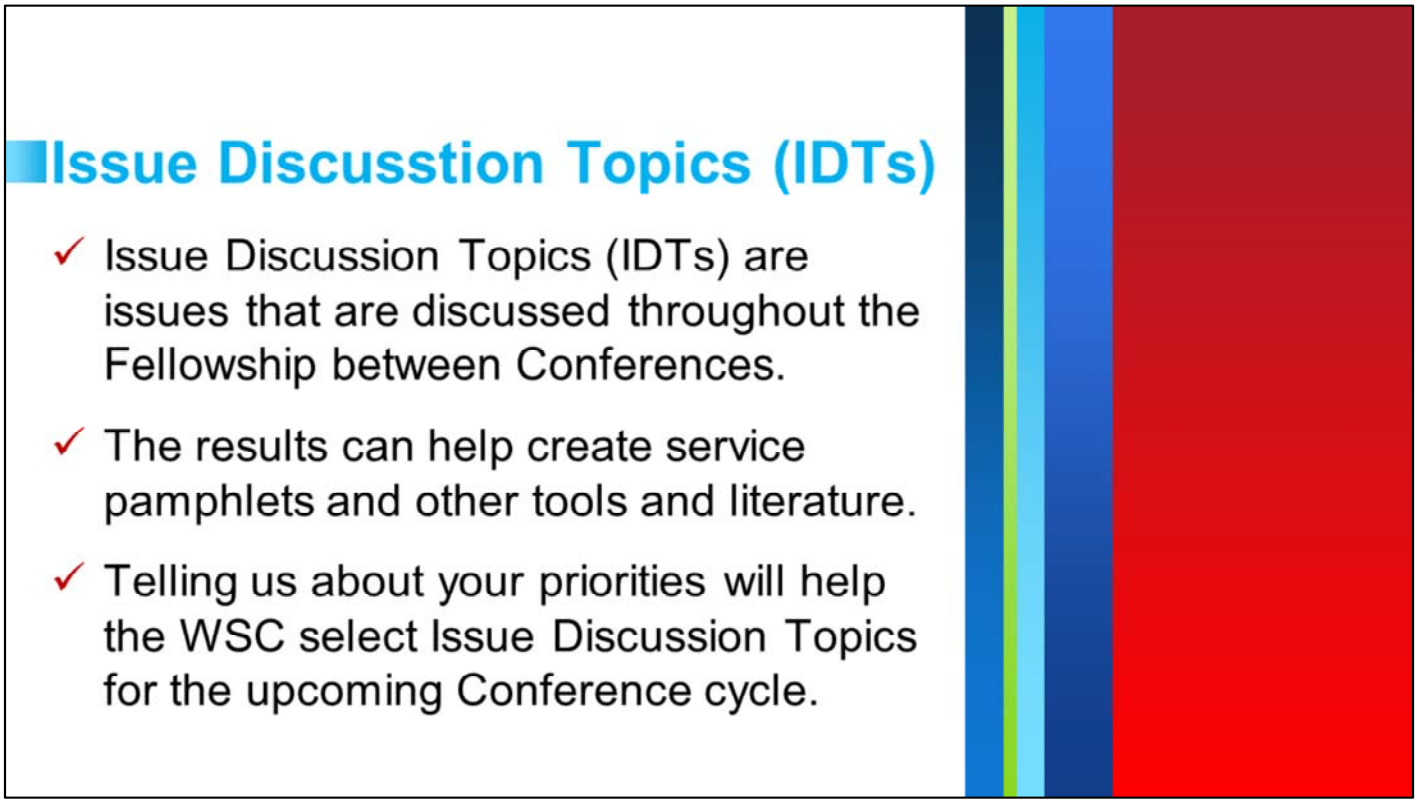
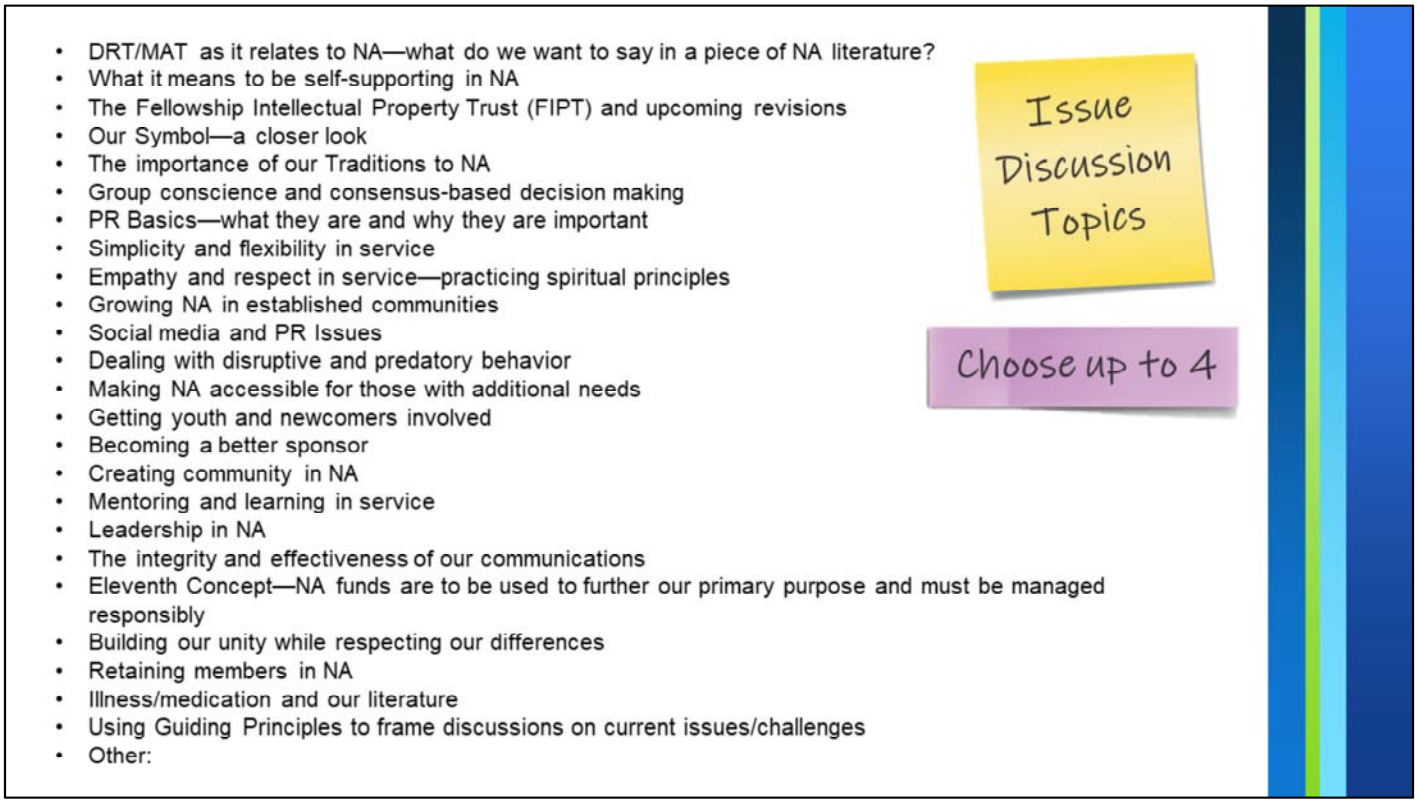
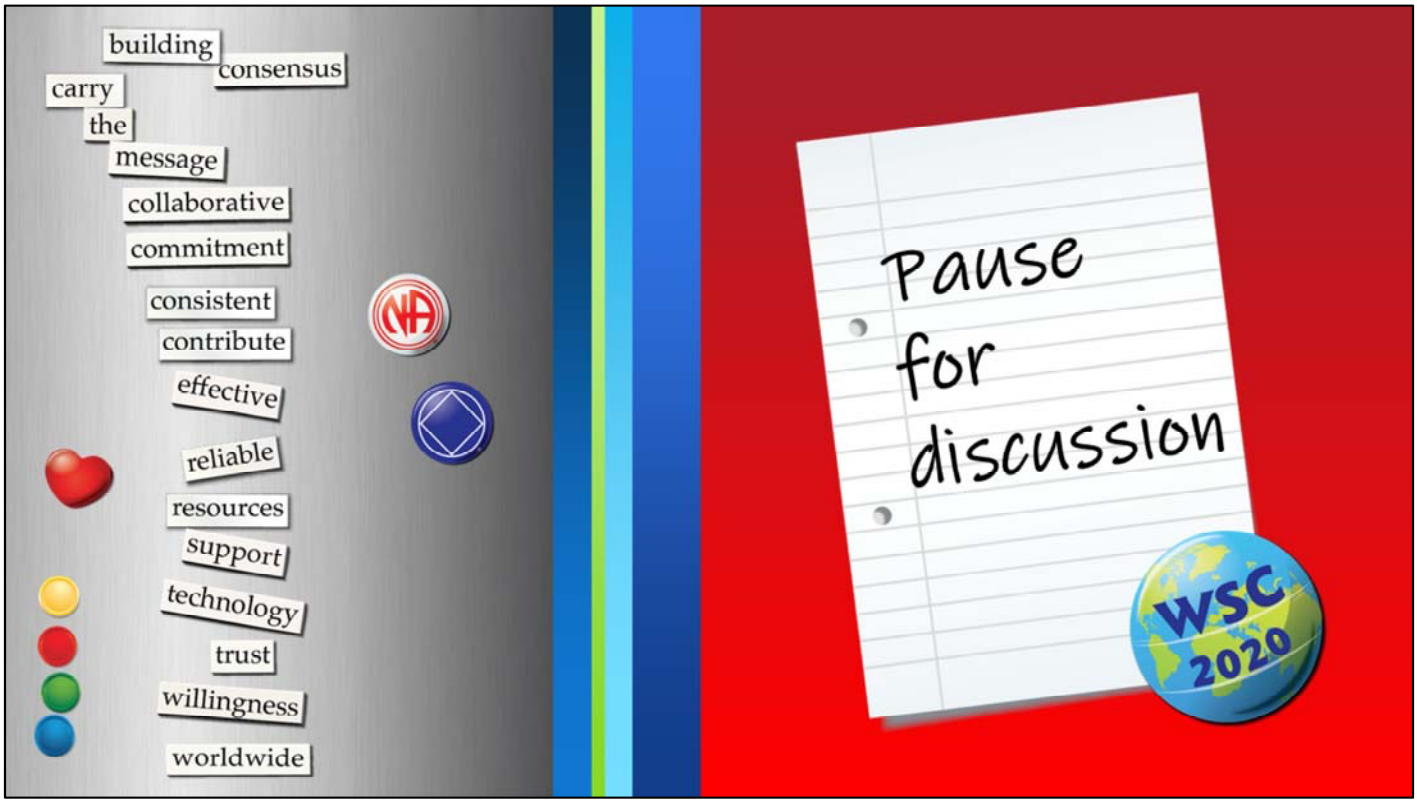


Issue Discussion Topics (IDTS for short) are just that—issues that are discussed throughout the Fellowship for the two years between Conferences. The results of IDT workshops and discussions can help to create the foundation for service pamphlets and other tools and literature. Telling us about your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



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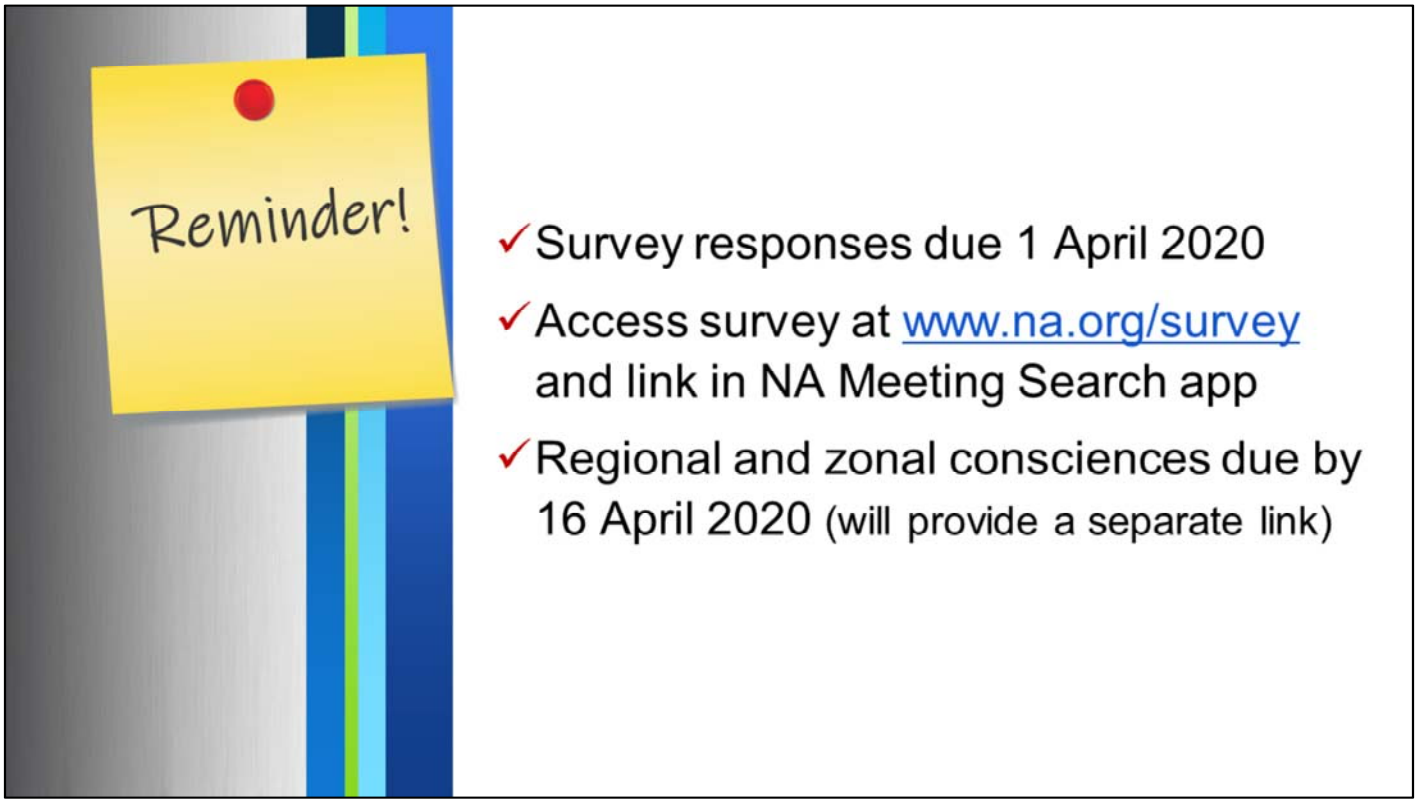
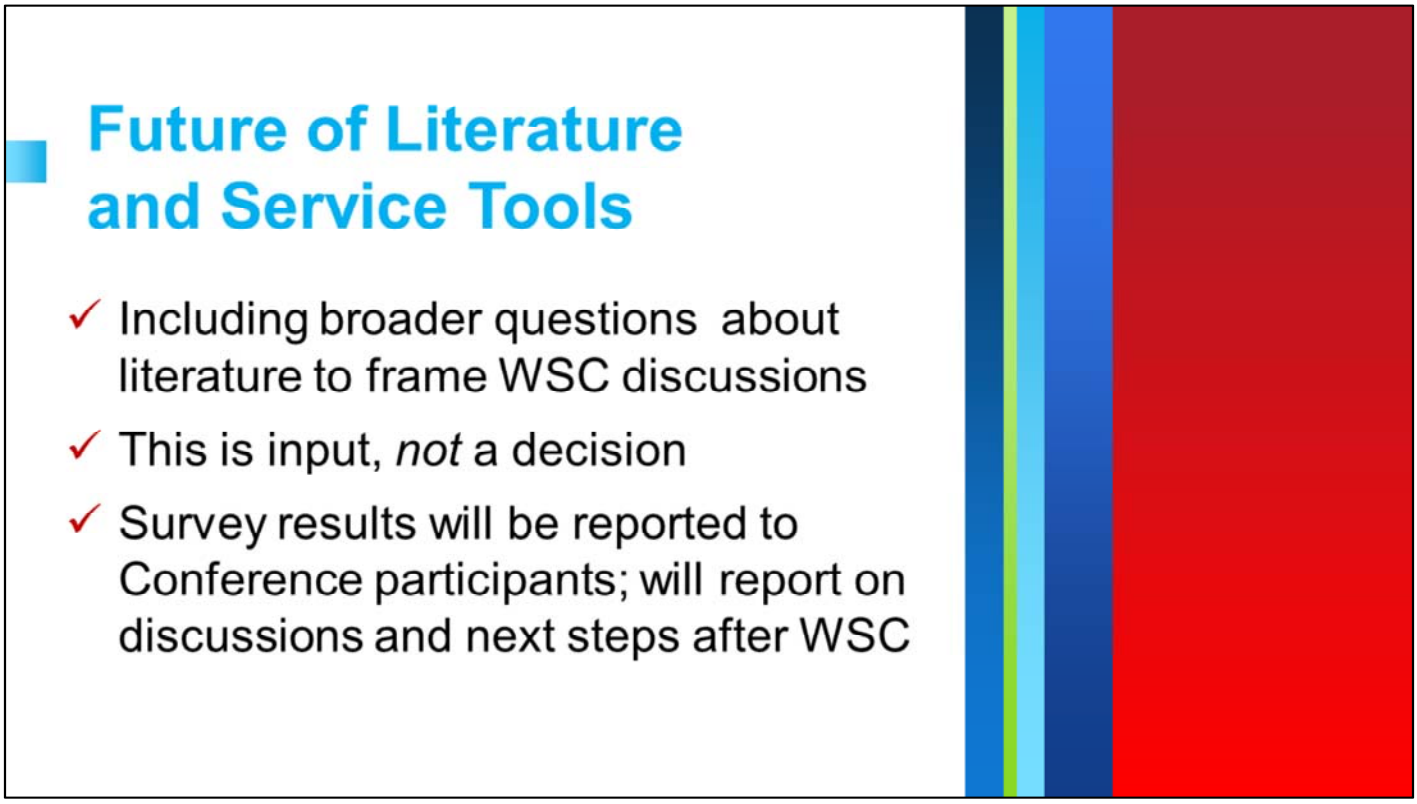
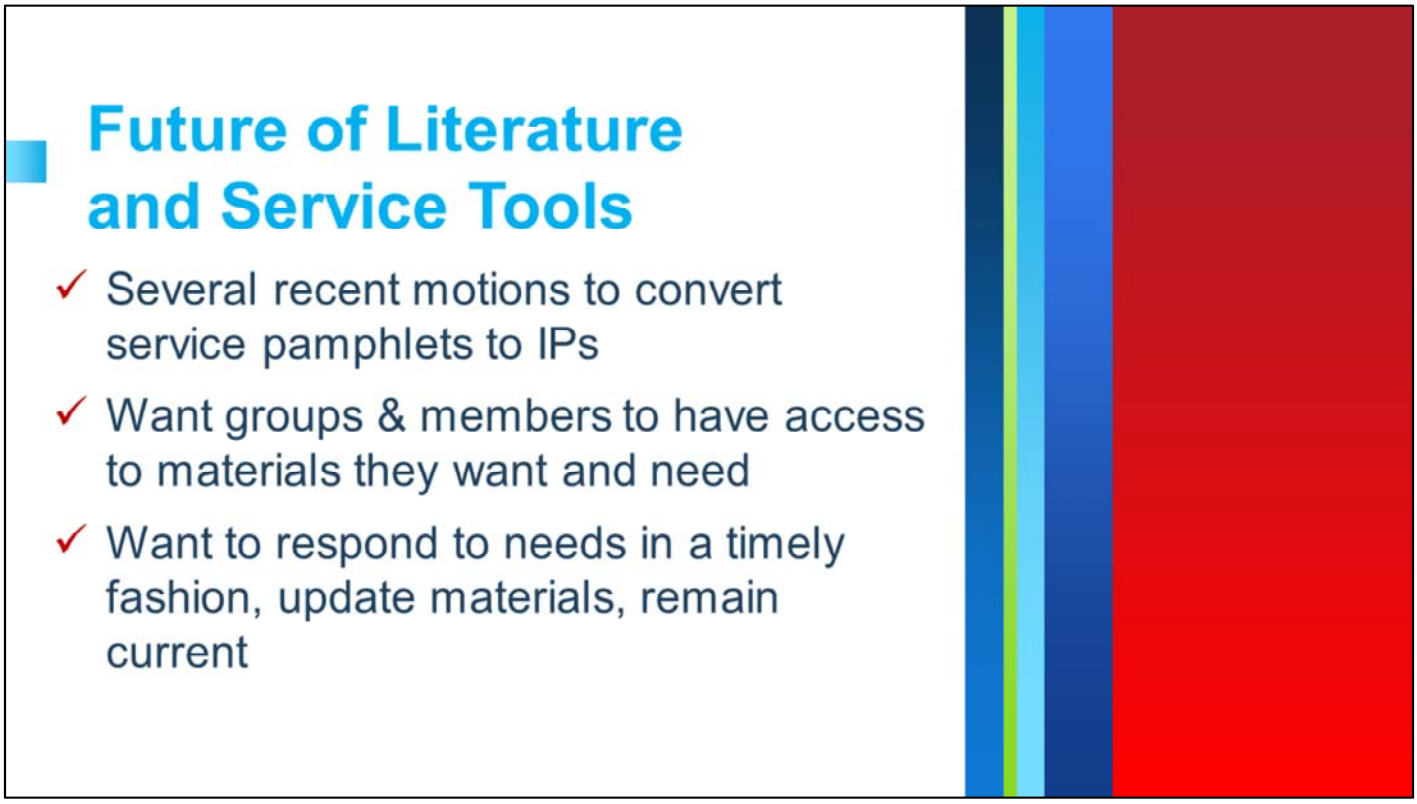


As a reminder, we will collect responses from members until the first of April 2020. You can access the survey at www.na.org/survey or from the link on the NA Meeting Search app. We also will ask regions and zones to submit their regional and zonal consciences by the sixteenth of April 2020, and will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

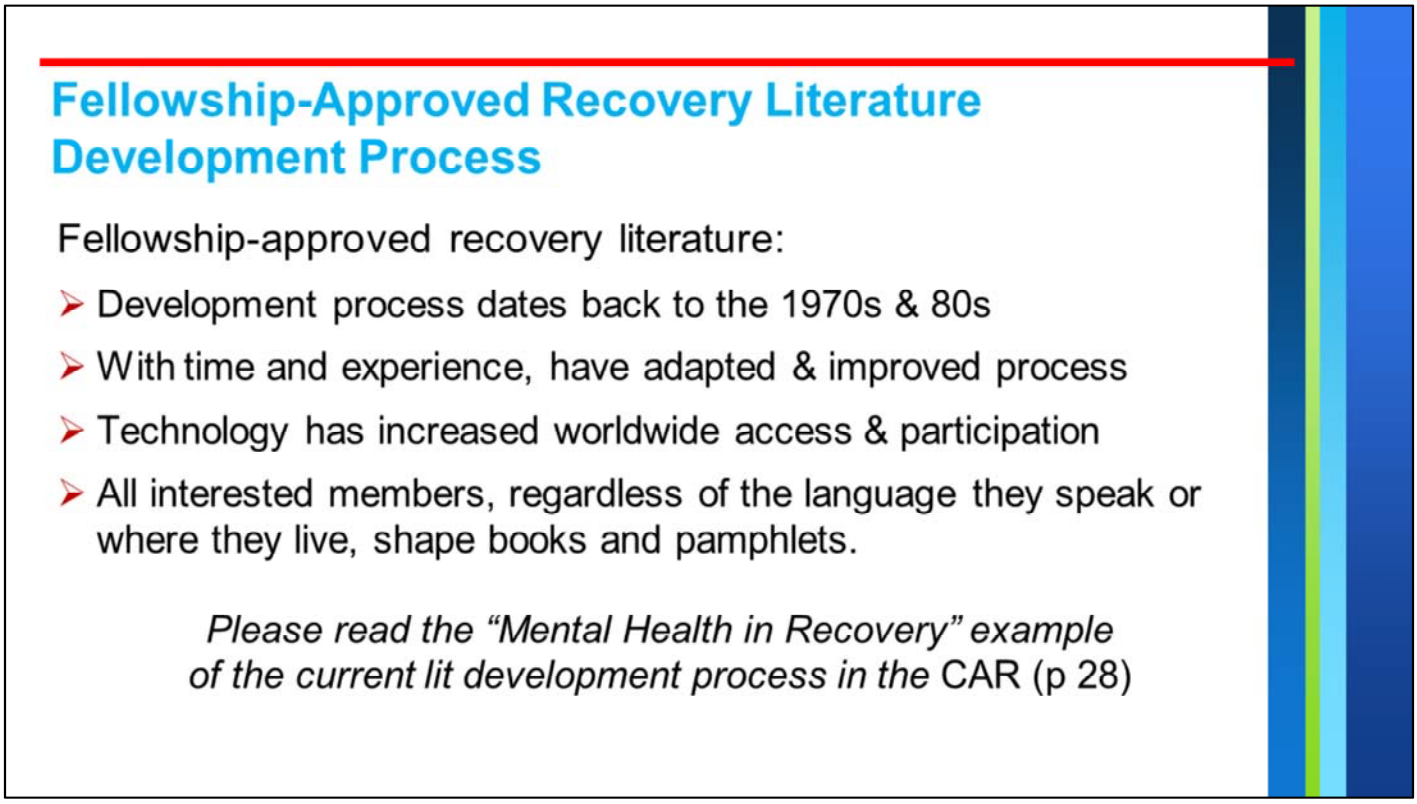


We would also like to ask you some broader questions about literature. We are including these questions in the *CAR* to get a pulse to frame WSC discussions. This is input, *not* a decision. We will report the survey results to Conference participants and, after the World Service Conference, we will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



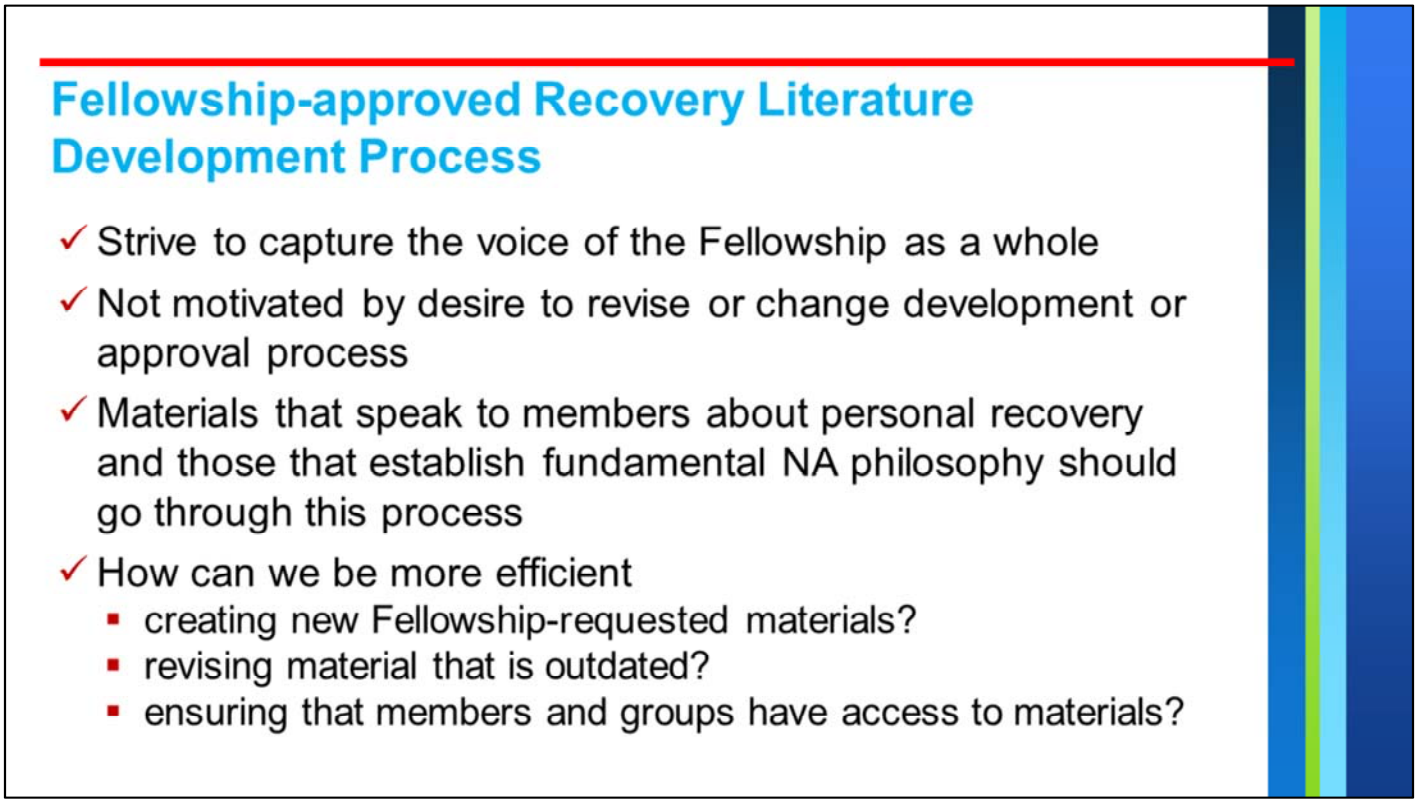
Several recent motions at the WSC have been about converting service pamphlets to IPs, which has us thinking about our literature categories and our development process.

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.



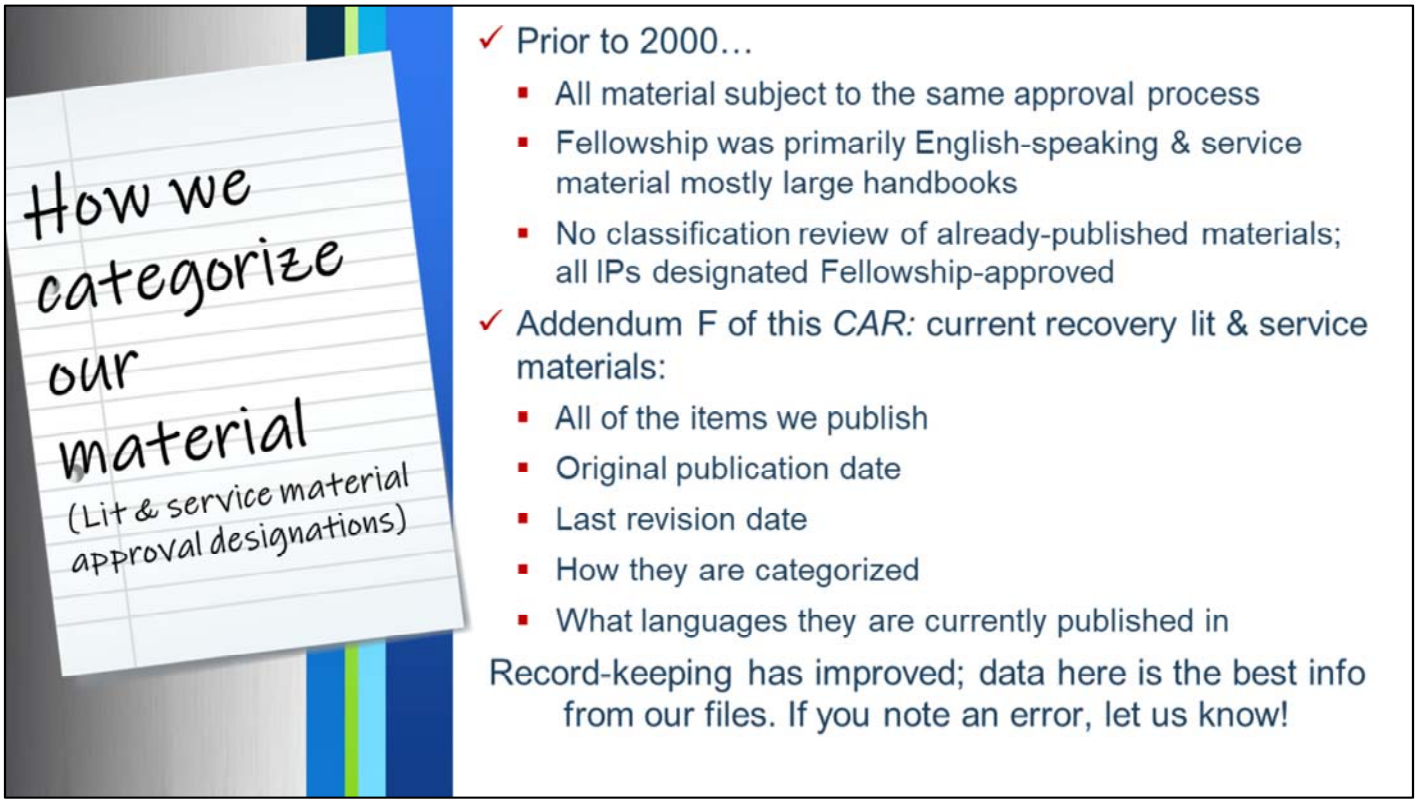
Fellowship-approved recovery literature is the first area we would like to talk about. Our current development process dates back to the 1970s and 80s. Over time and with experience we have adapted the process, and it seems to have improved. Technology has helped increase access and participation from 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.

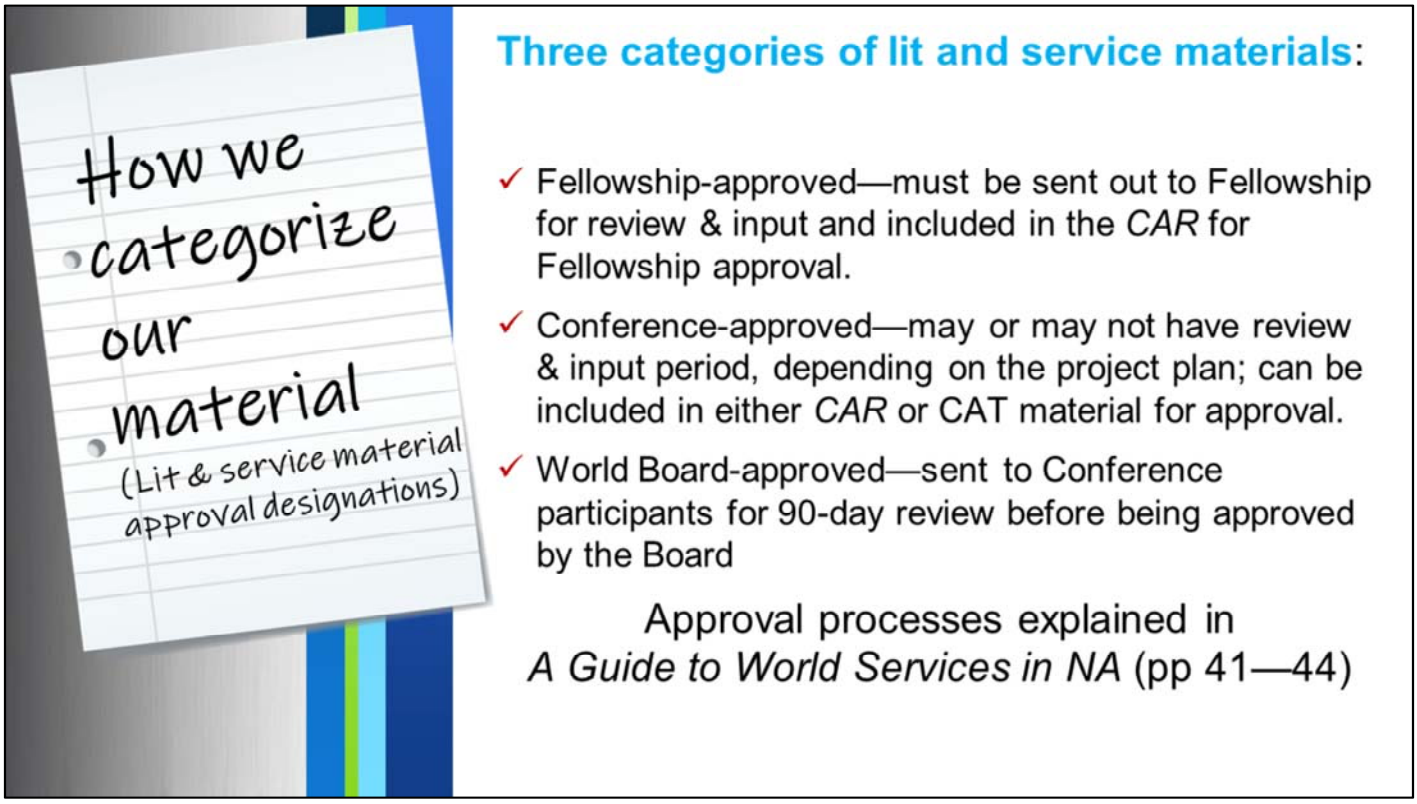


We strive to bring all interested members into the process and capture the voice of the Fellowship as a whole. As we stated, we believe this process has improved over time and works well. This survey is not motivated by a desire to revise or change the development or approval process for NA Fellowship-approved 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.

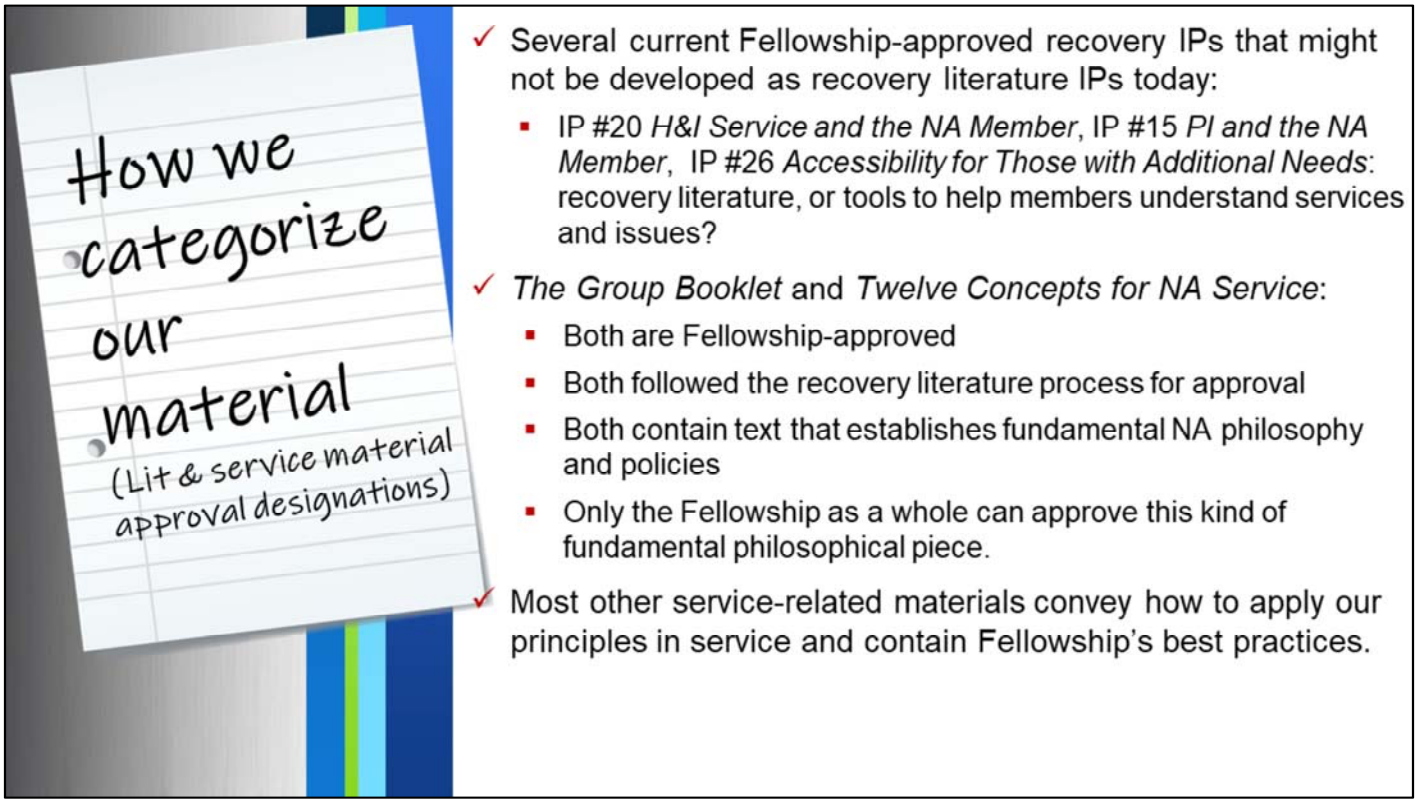
Our challenges today are more about how pieces are designated—whether as recovery literature or as service material—and how we become more efficient and more nimble at creating new materials that the Fellowship requests, revising material that is outdated, and ensuring that members and groups have access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



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.

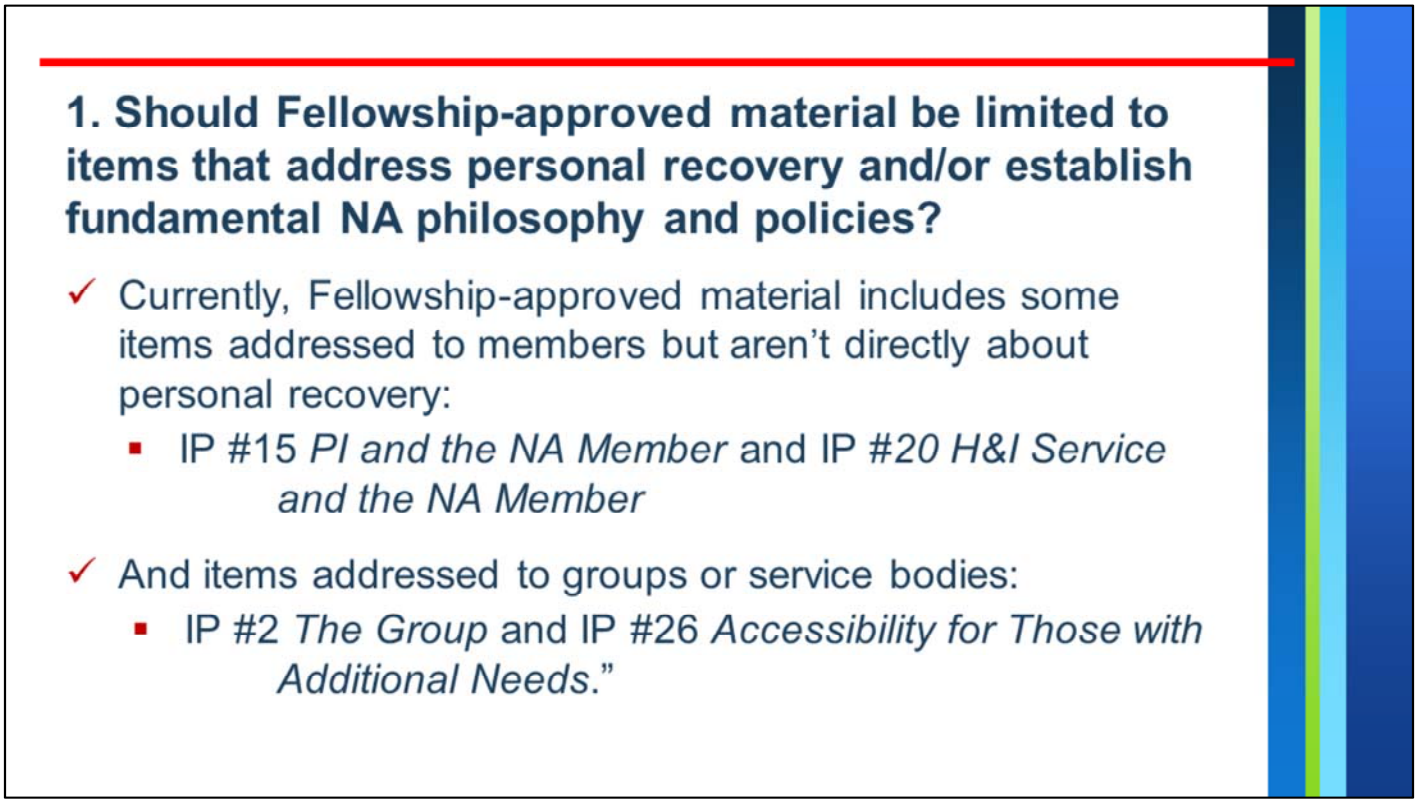


Currently, we have three basic categories of literature and service materials: Fellowship-approved, Conference-approved, and World Board-approved. These approval processes are explained in detail on pages 41 to44 *of A Guide to World Services in NA*. In brief, Fellowship-approved material must be sent 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.



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.

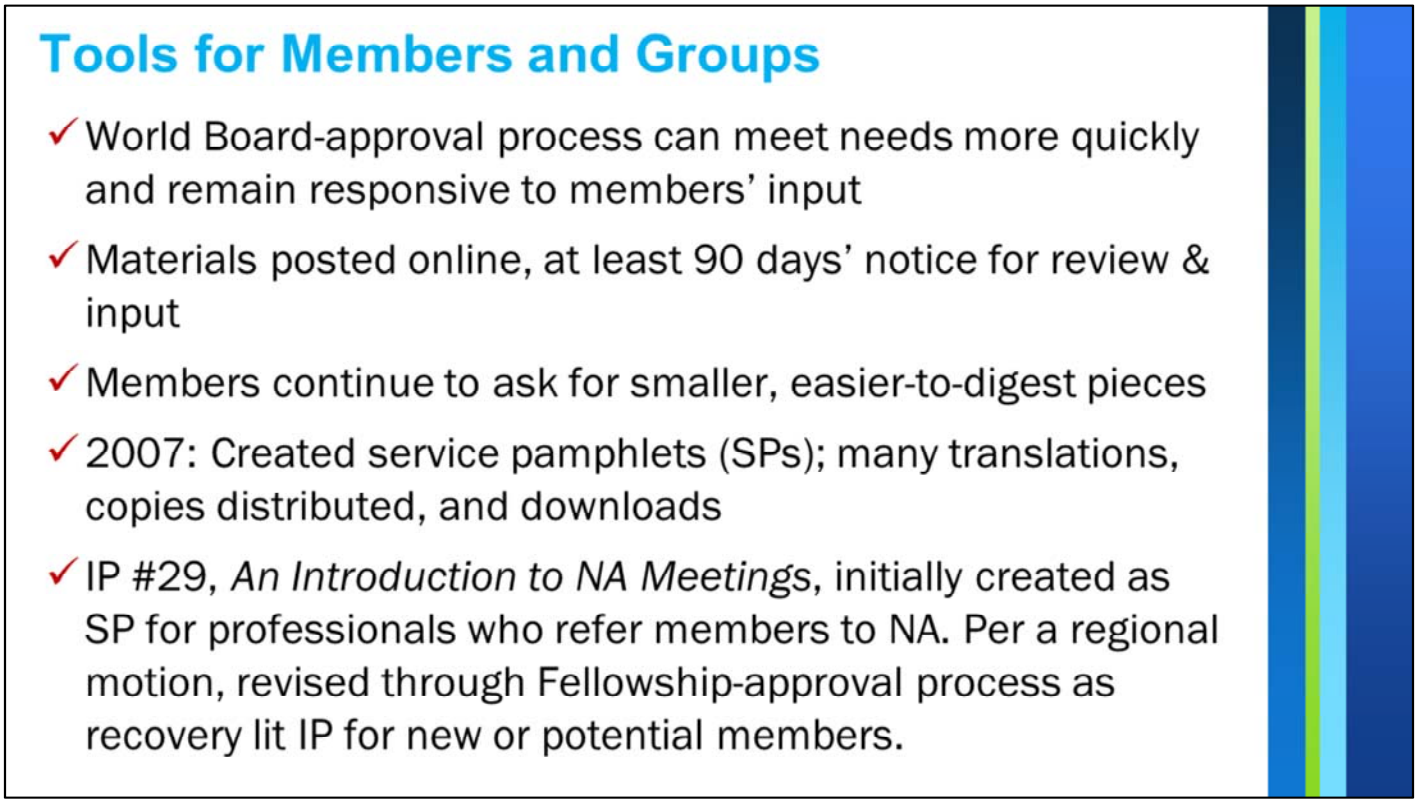
A few other pieces that are designated as Fellowship-approved are not necessarily considered recovery literature. *The Group Booklet* and *Twelve Concepts for NA Service* are both Fellowship-approved, and both followed the recovery literature process for approval. They both contain text that establishes 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.



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*."

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*."



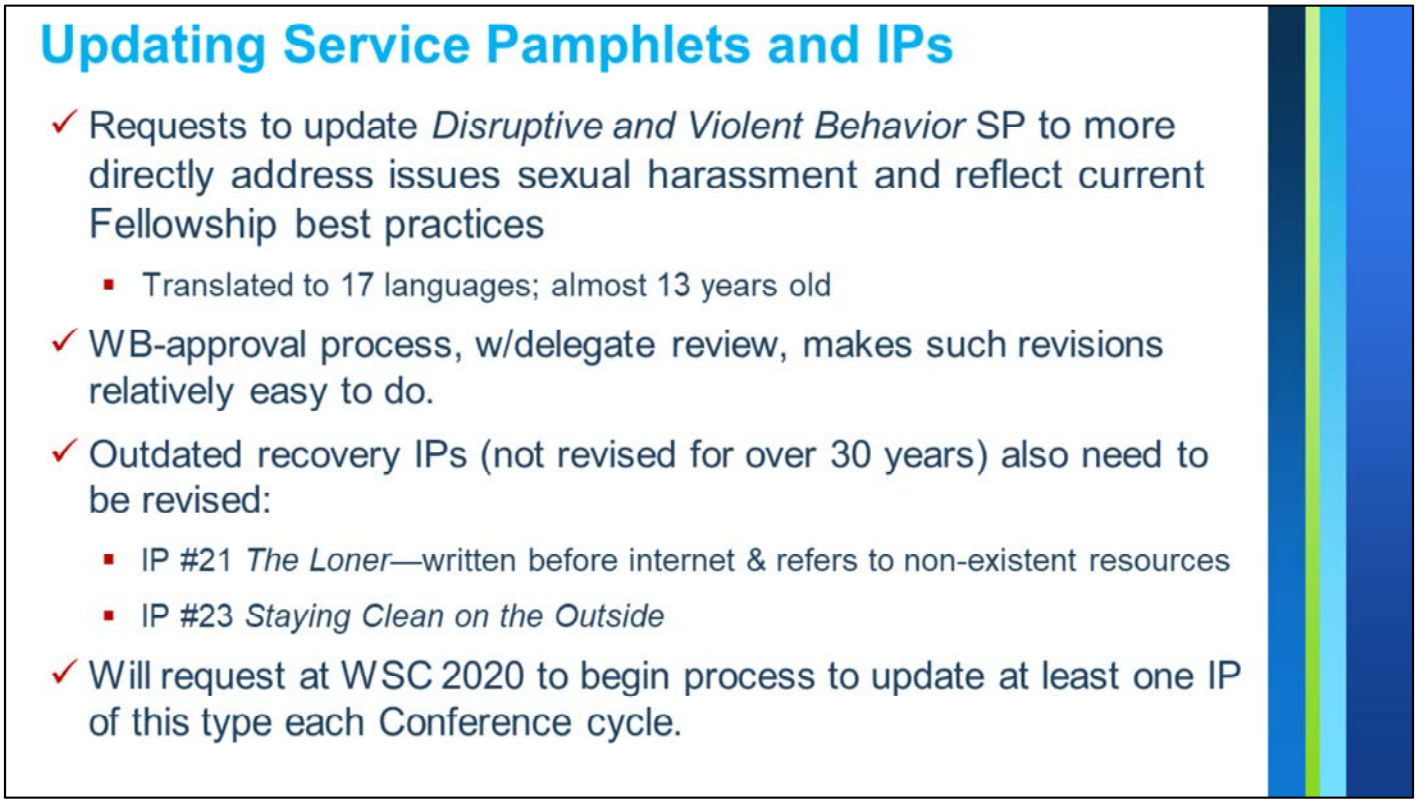
We would also like to ask you about tools for members and groups.

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.

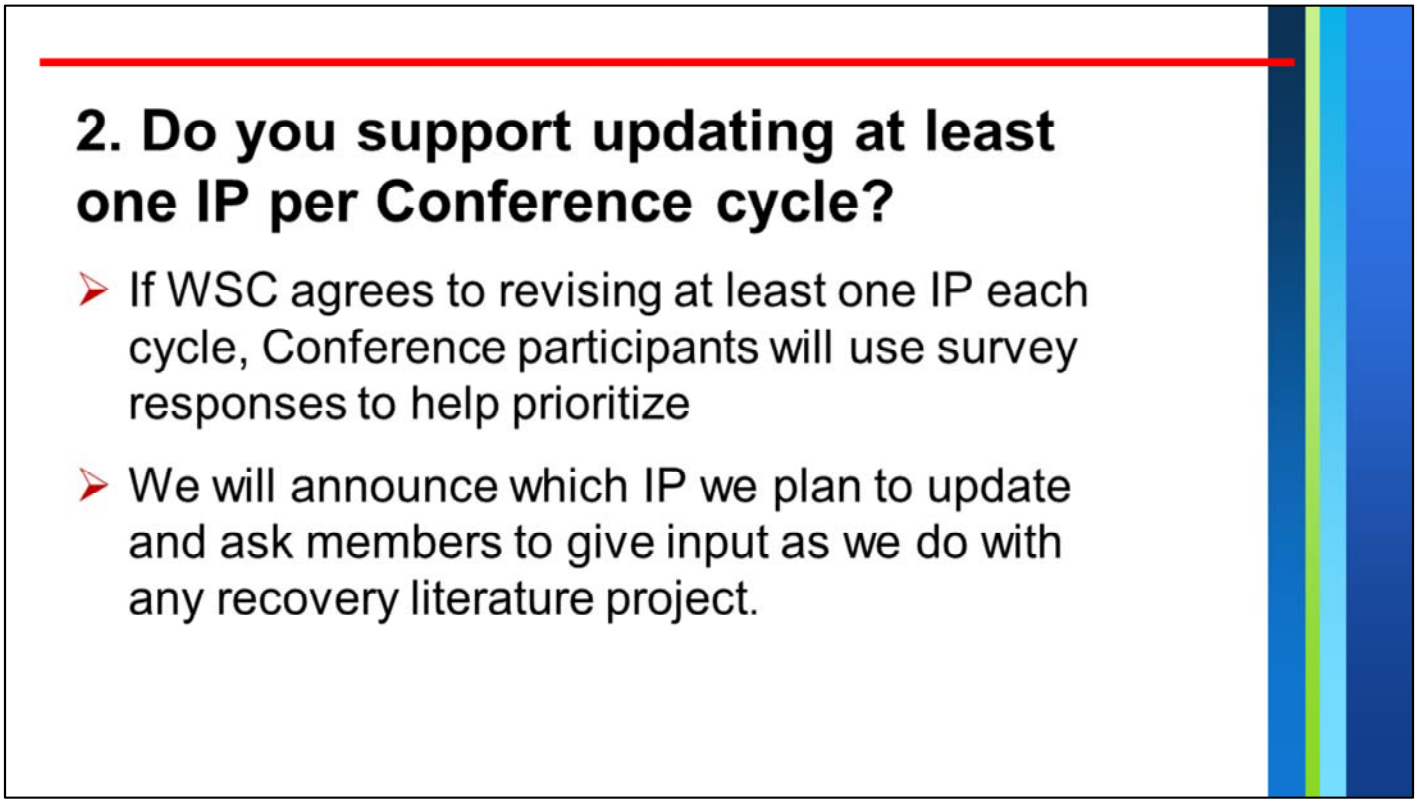
IP #29, *An Introduction to NA Meetings*, was initially created as a service pamphlet intended for professionals who refer members to NA. In response to a regional motion, it was revised through the Fellowship-approval process to become a Fellowship-approved recovery literature IP speaking directly to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

members or potential members.



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.

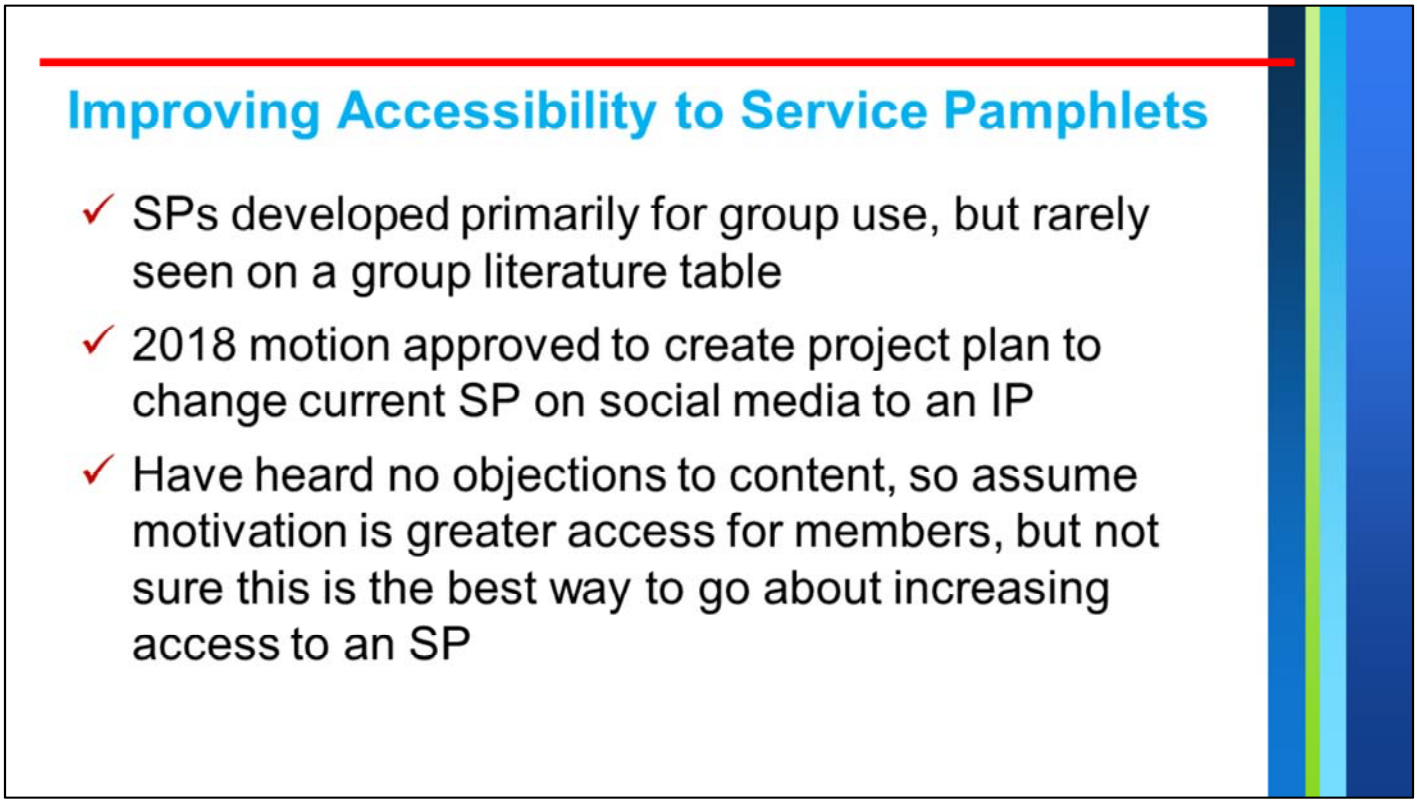


If the WSC agrees to revising at least one IP each cycle, Conference participants will use survey responses to help prioritize what to focus on first. After the WSC, we will announce what IP we are planning to update and ask all interested members to give input for revisions as we do when undertaking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

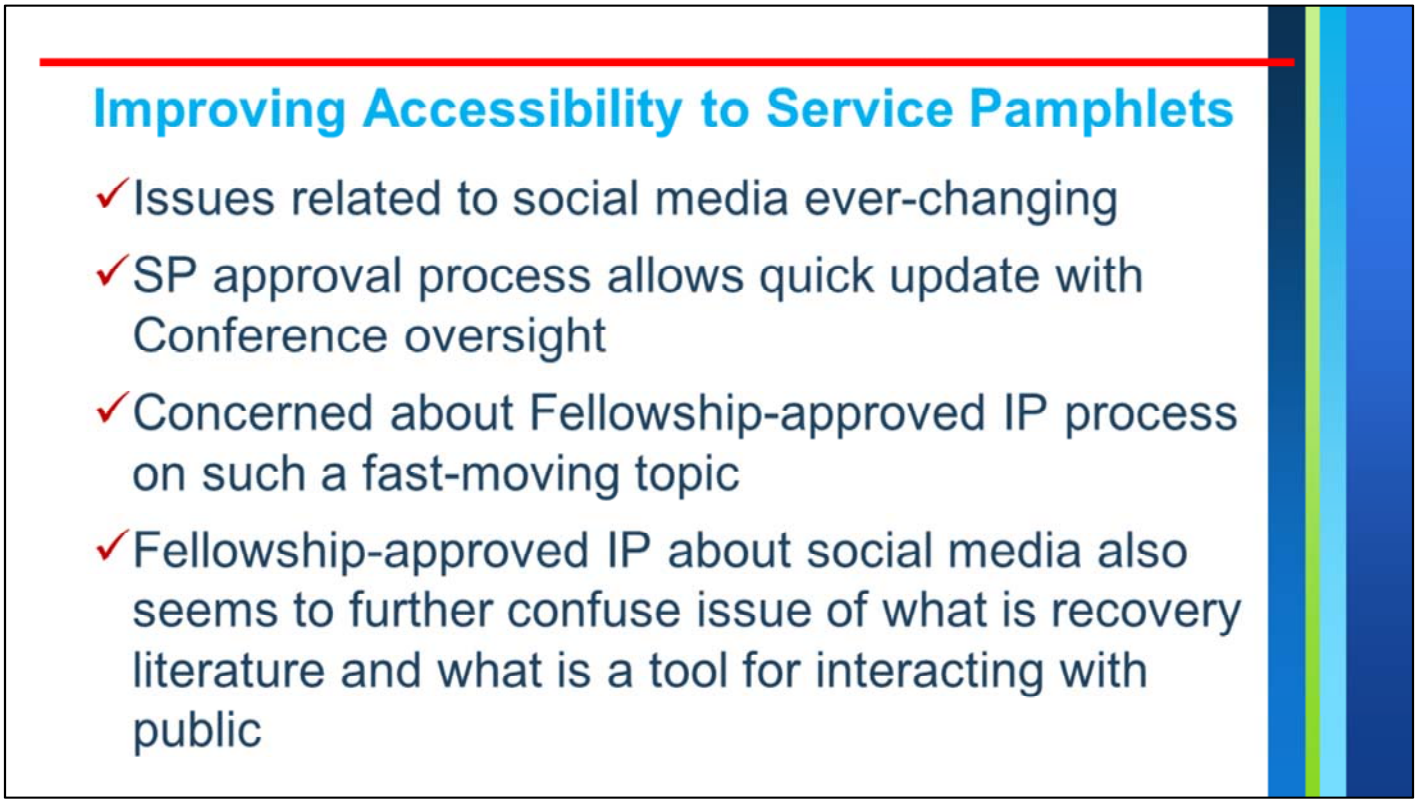
Do you support updating at least one IP per Conference cycle?

- 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

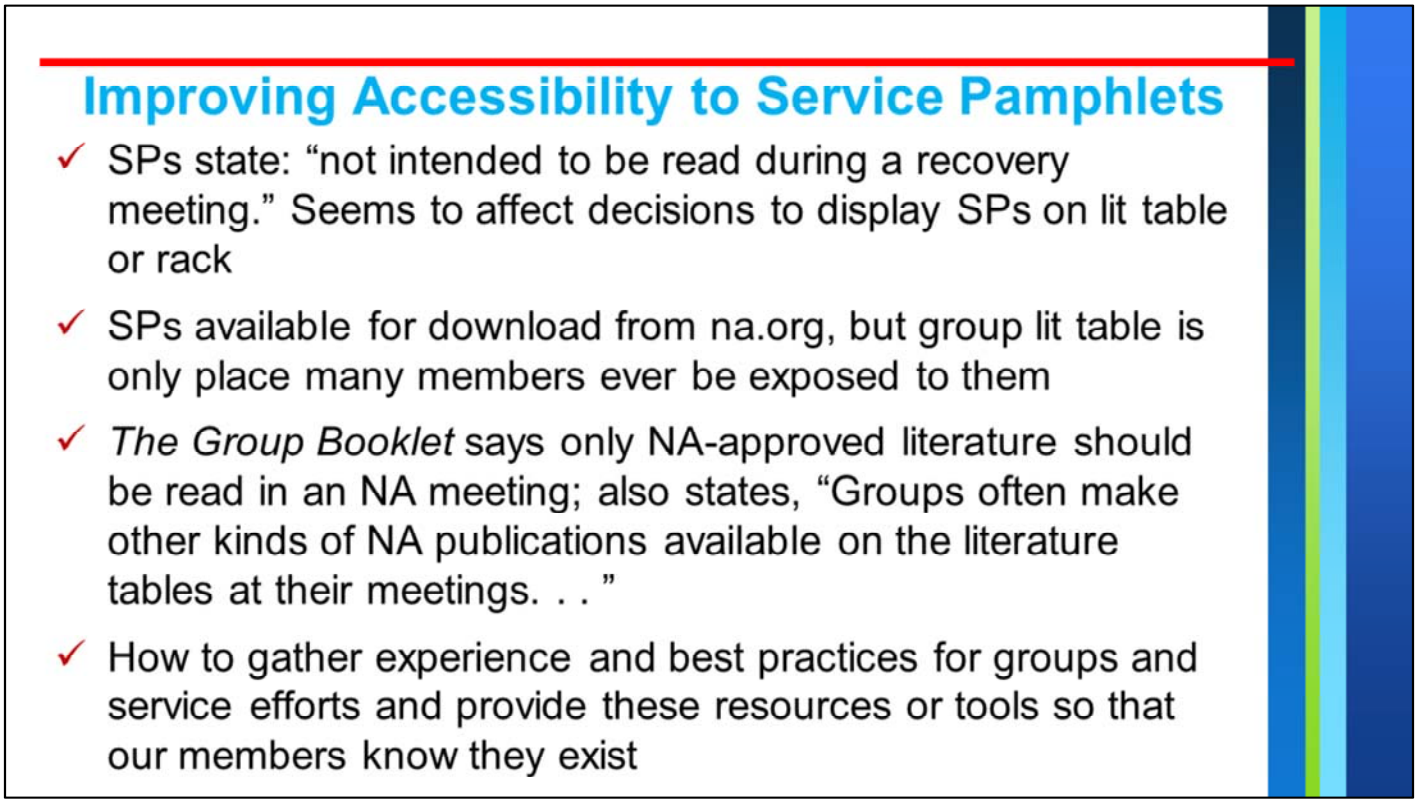


We also want to ask about improving accessibility to service pamphlets. Although SPs have been developed for primarily for group use, they are rarely seen on a group literature table. We are not entirely clear why that is, and we are posing questions to you to try to determine why.

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.

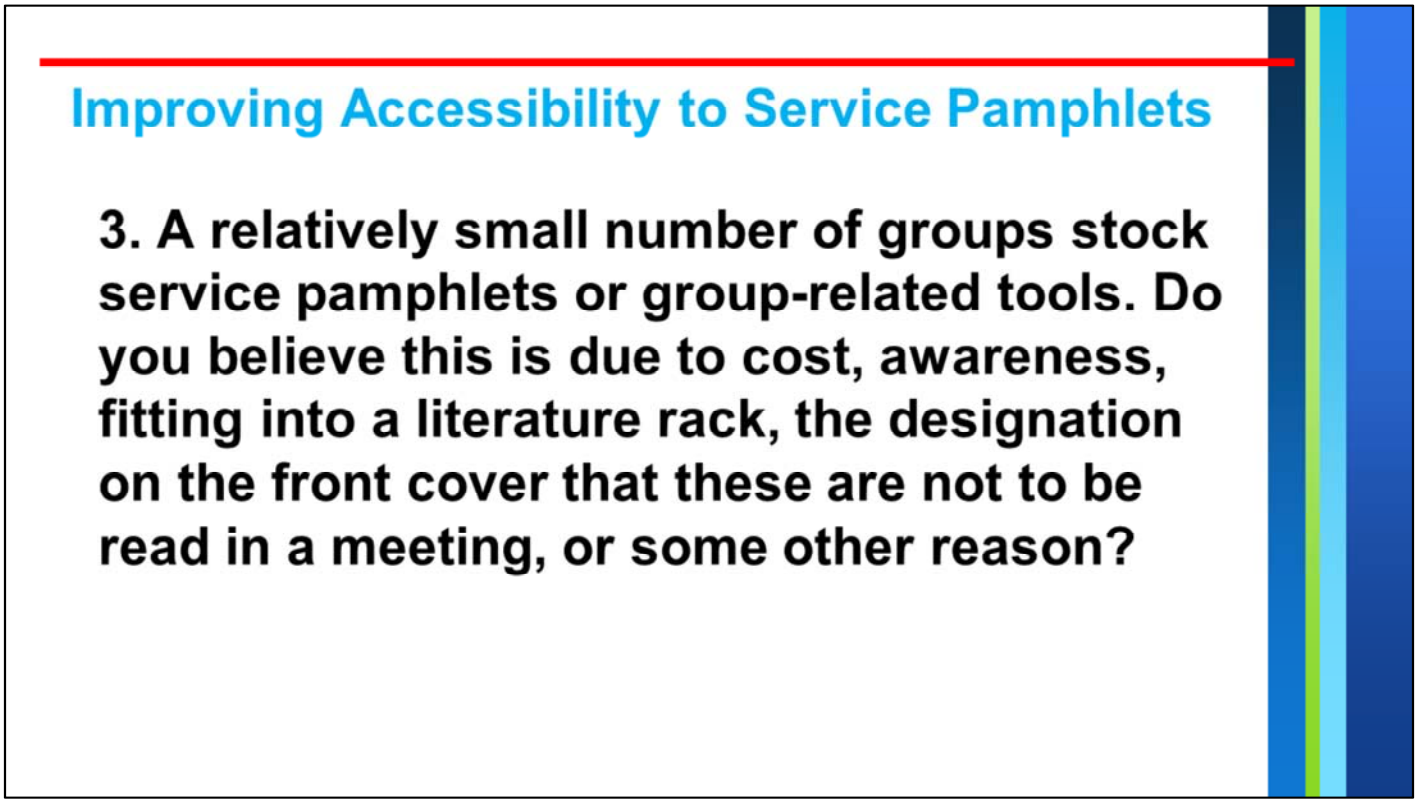


Issues related to social media are ever changing, and the approval process for service pamphlets allows us to update material quickly with oversight by the Conference. We have concerns about creating a Fellowship-approved IP on a topic that is so fast moving because our current practices with IPs mean 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.

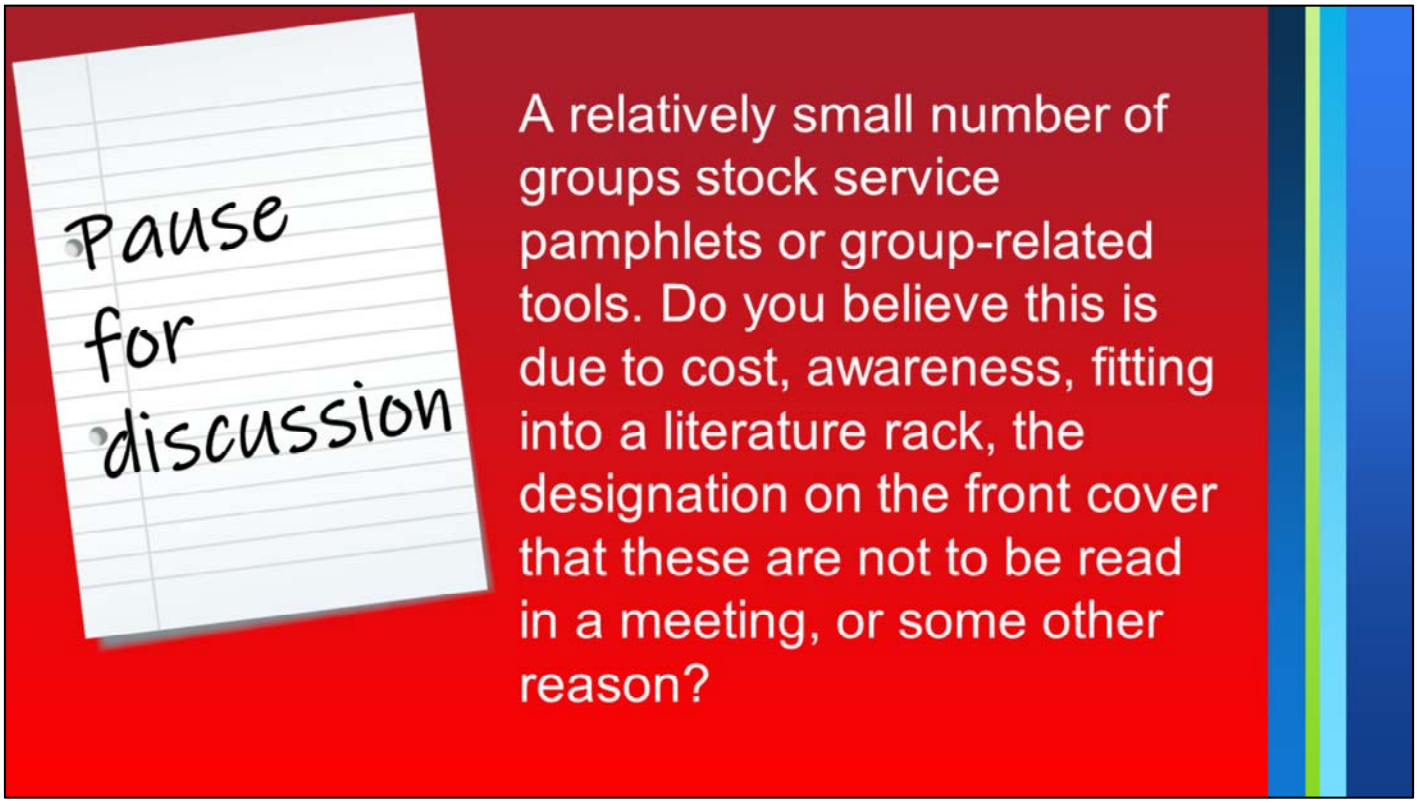


Service pamphlets state on the cover that they are not intended to be read during a recovery meeting. This seems to affect groups' decisions about having them available on a group literature table or rack. Though service pamphlets are available for download from na.org, a group literature table is the 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.



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
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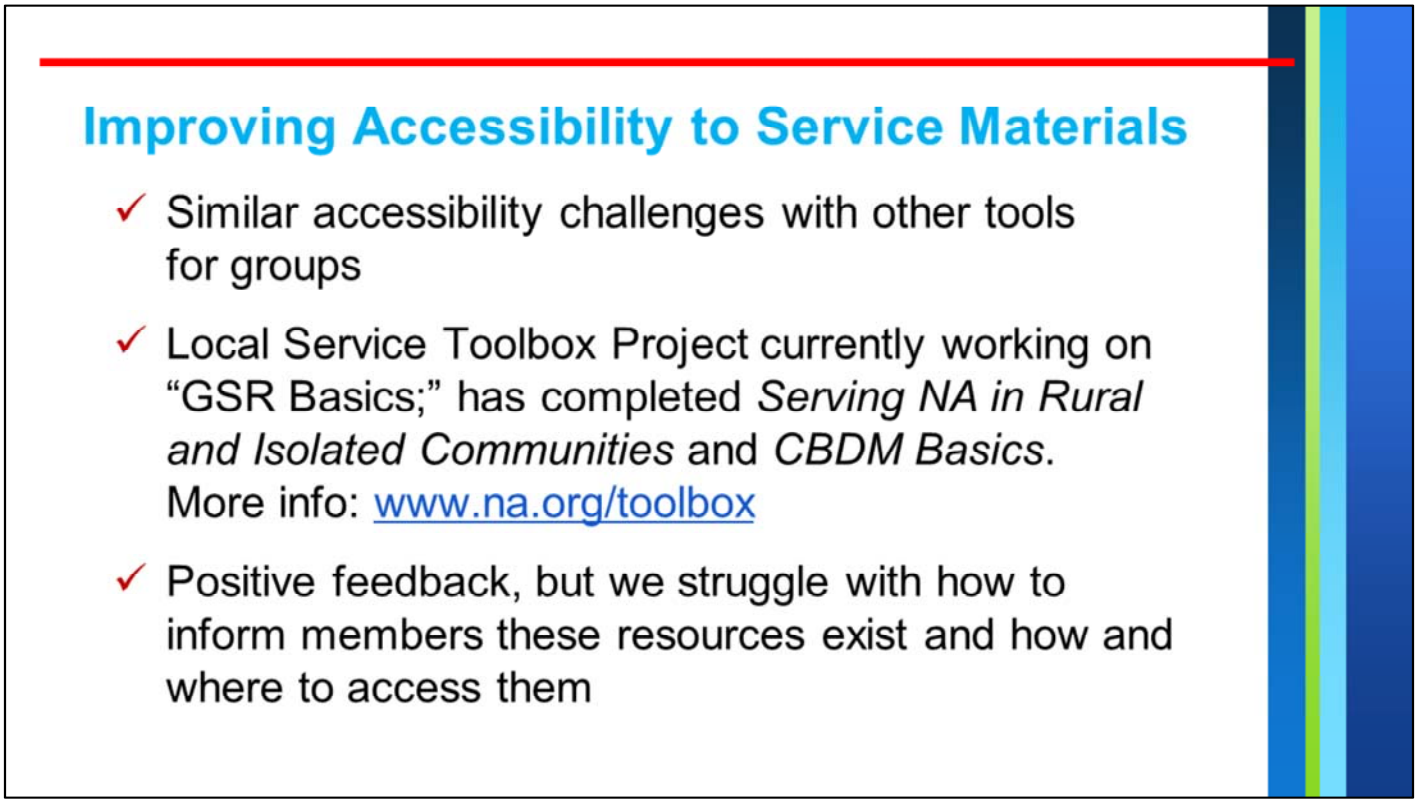
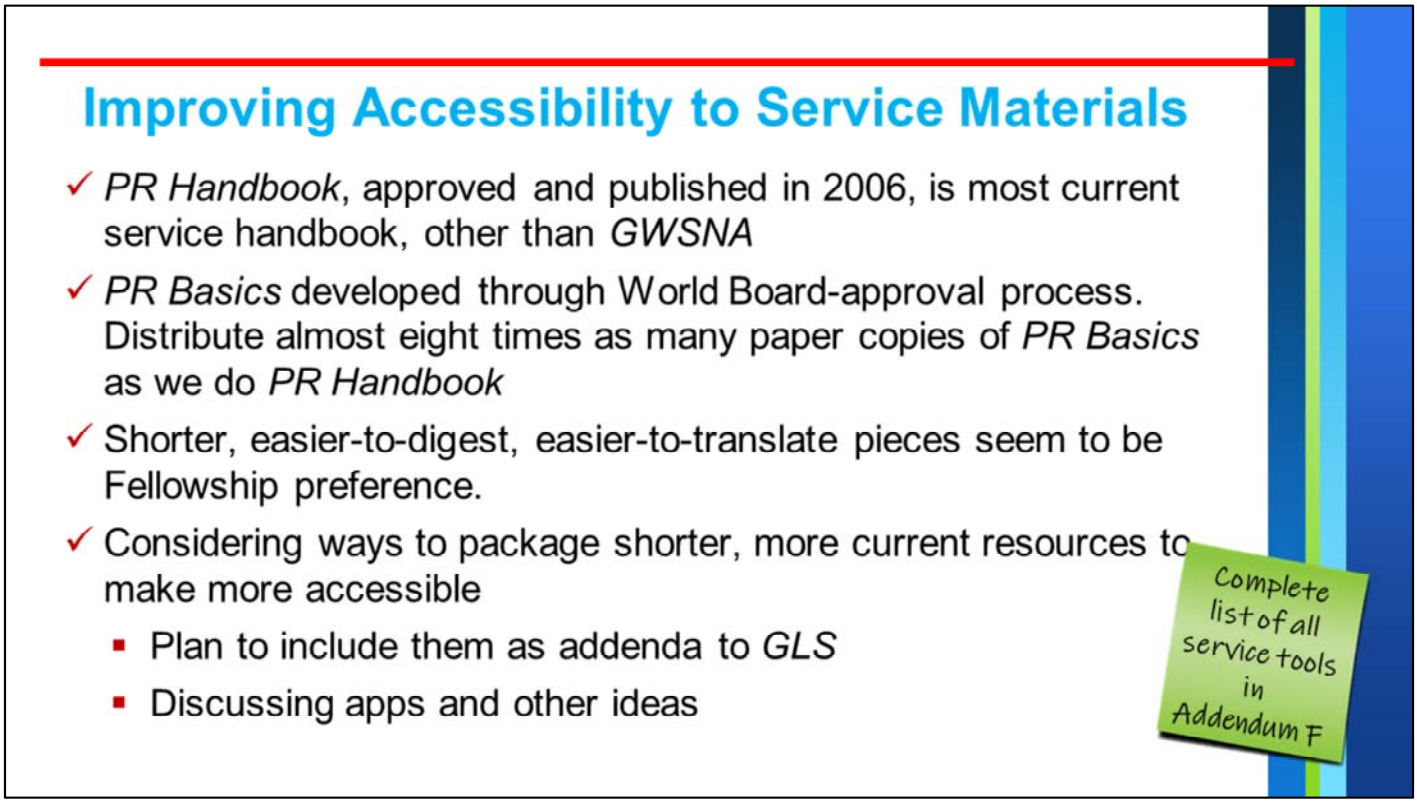


We would also like to ask about improving accessibility to other service materials.

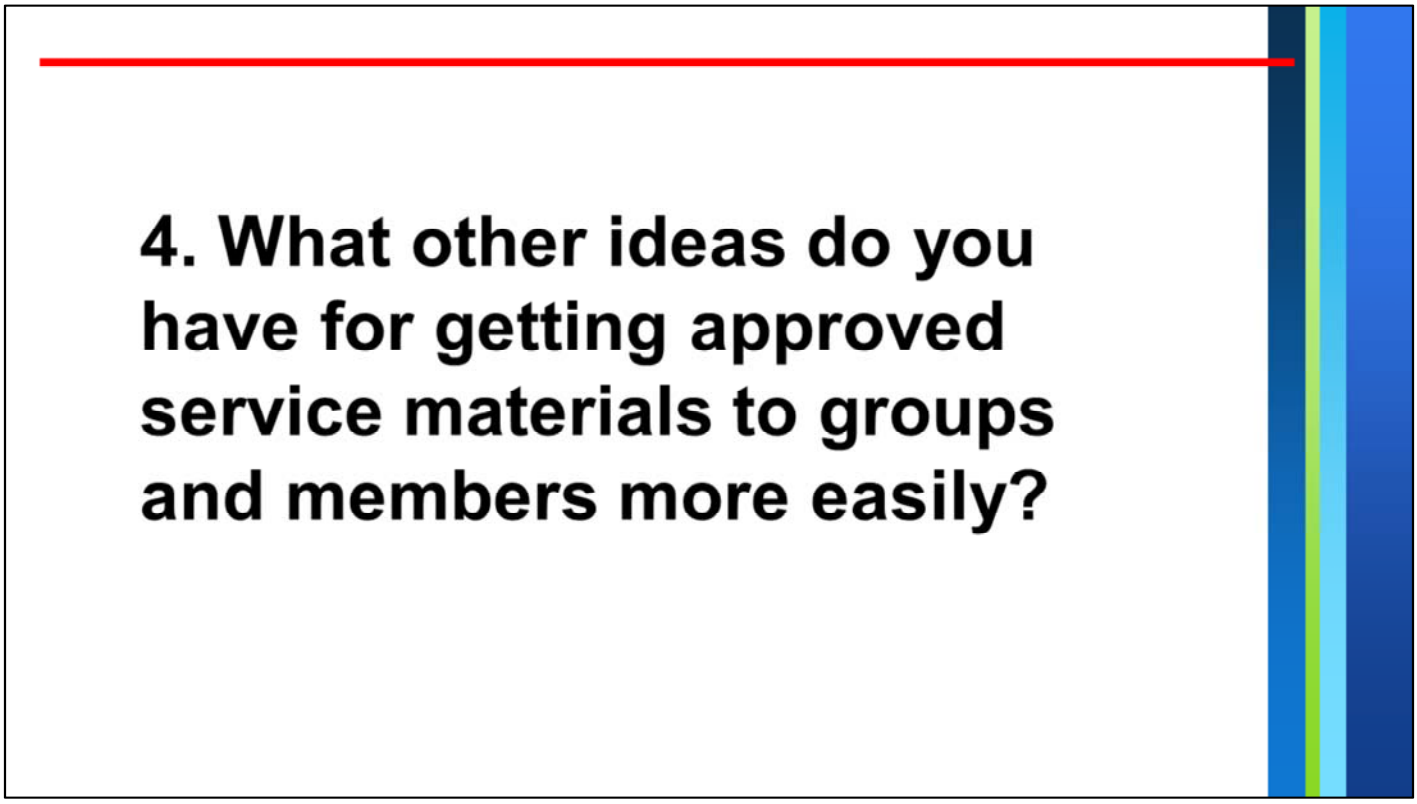
We have similar accessibility challenges with other tools intended for groups. Our current Local Service Toolbox Project has helped us create tools more quickly and involve any interested member in the process. The project is currently working on "GSR Basics" and has completed materials for *Serving NA in Rural and Isolated Communities* and *CBDM Basics*. You can find more information about that project here www.na.org/toolbox. 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.



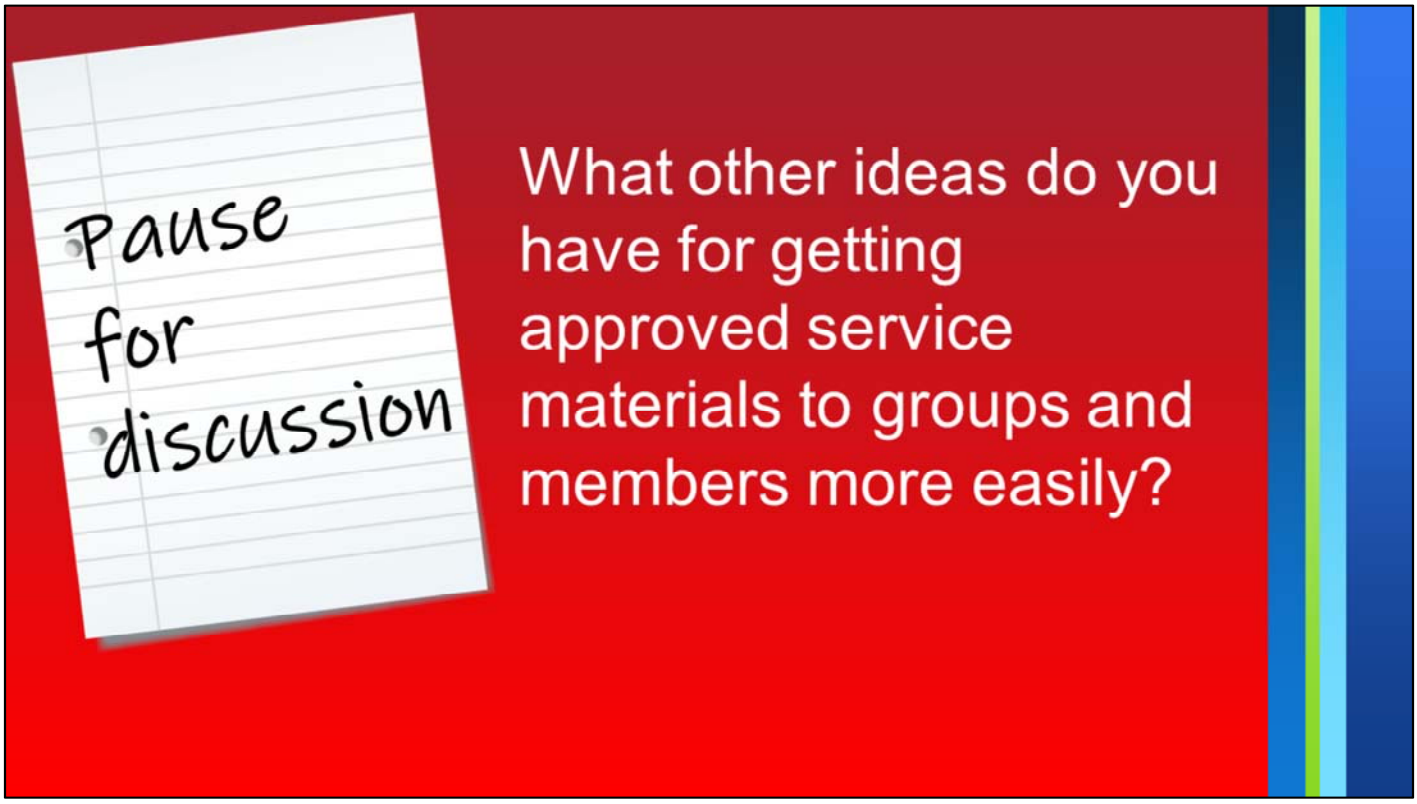
Other than *A Guide to World Services in NA*, which is revised each Conference cycle, our most current handbook is the *PR Handbook*, approved and published in 2006. Since that time, we have developed *PR Basics* through the World Board-approval process, and we distribute almost eight times as many paper 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.

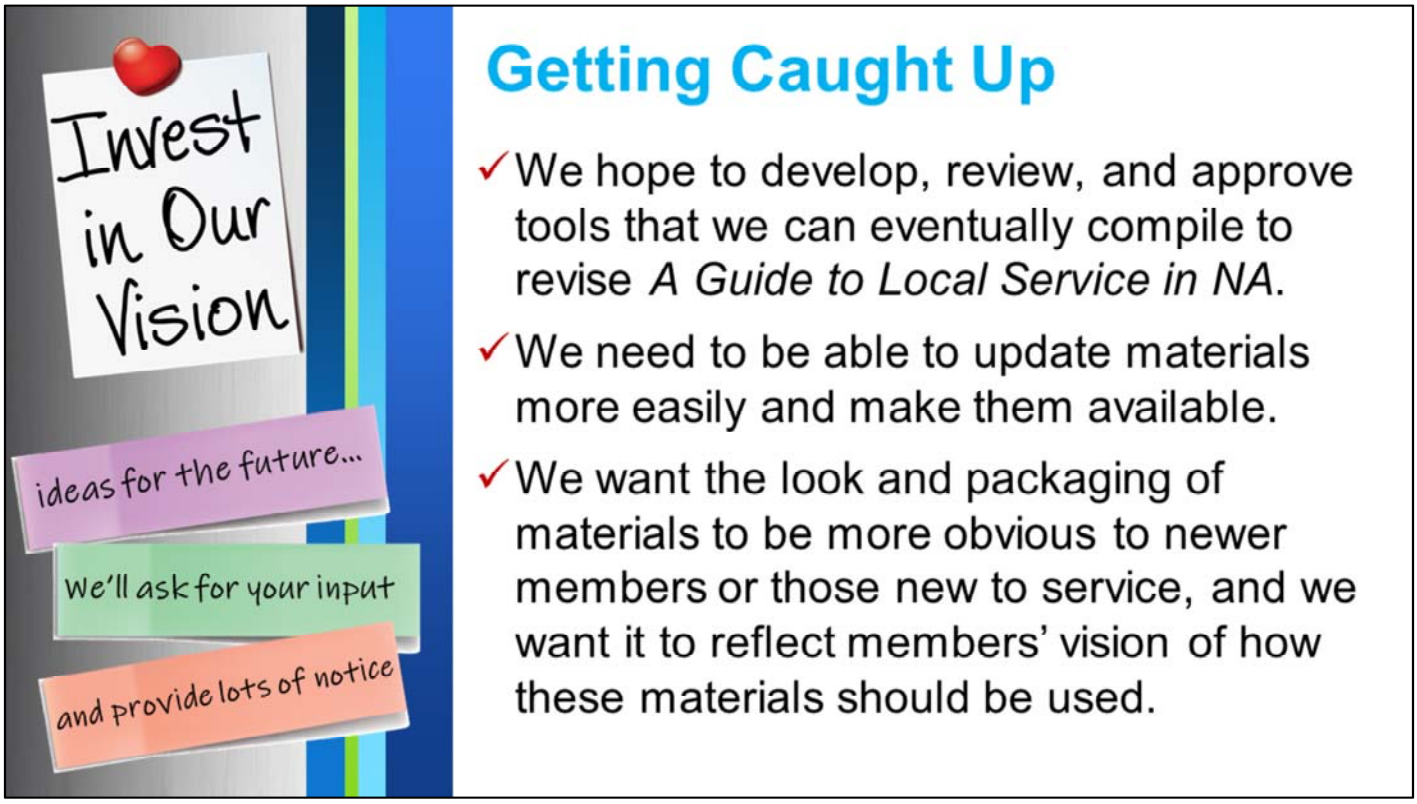
These shorter, easier to digest, easier to translate pieces seem to be the clear Fellowship preference. We are currently looking at ways to package some of these shorter, more current resources so that they are more accessible. We are planning to include them as addenda to *A Guide to Local Services 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.



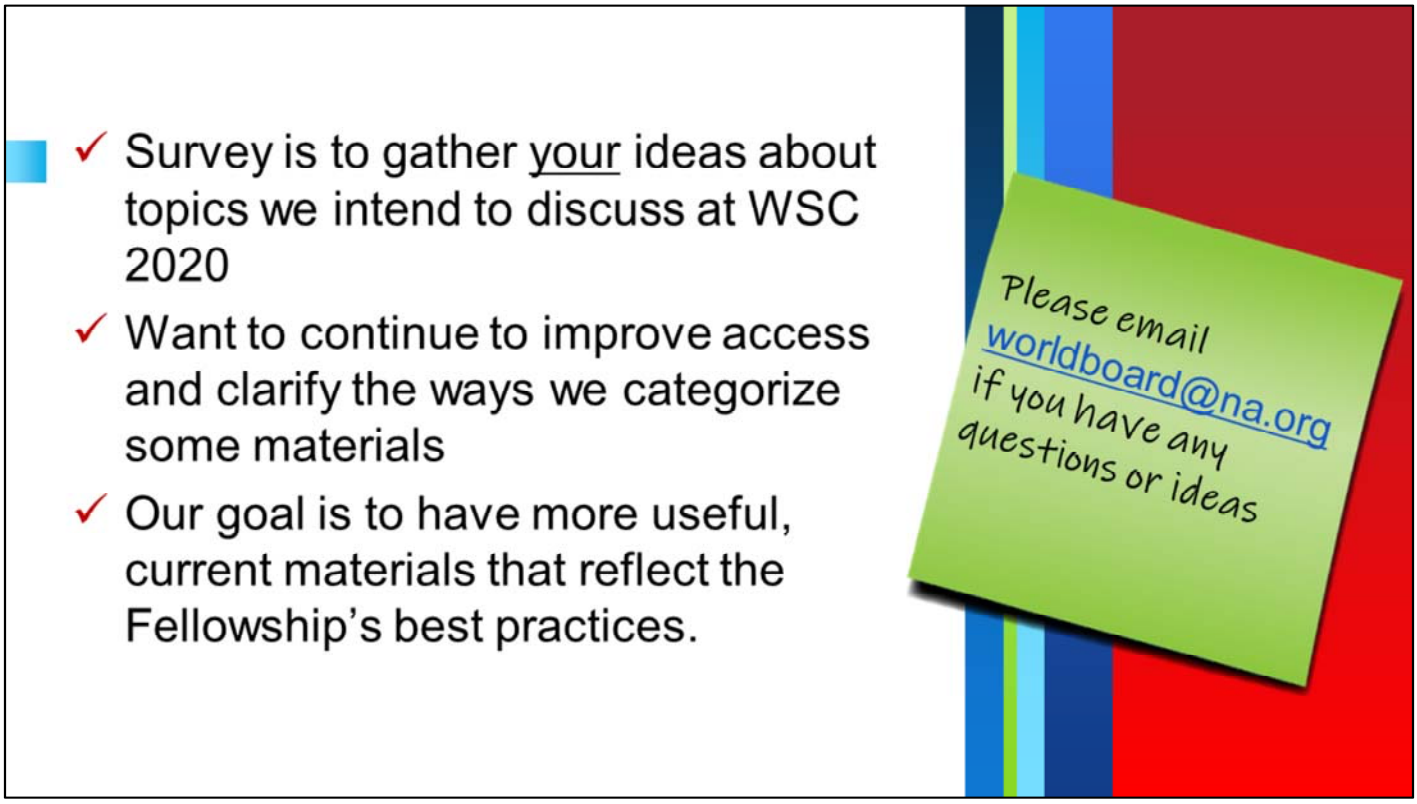
- The fourth question in the survey asks you about improving accessibility to materials and reads: “What other ideas do you have for getting approved service materials to groups and members more easily?”


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



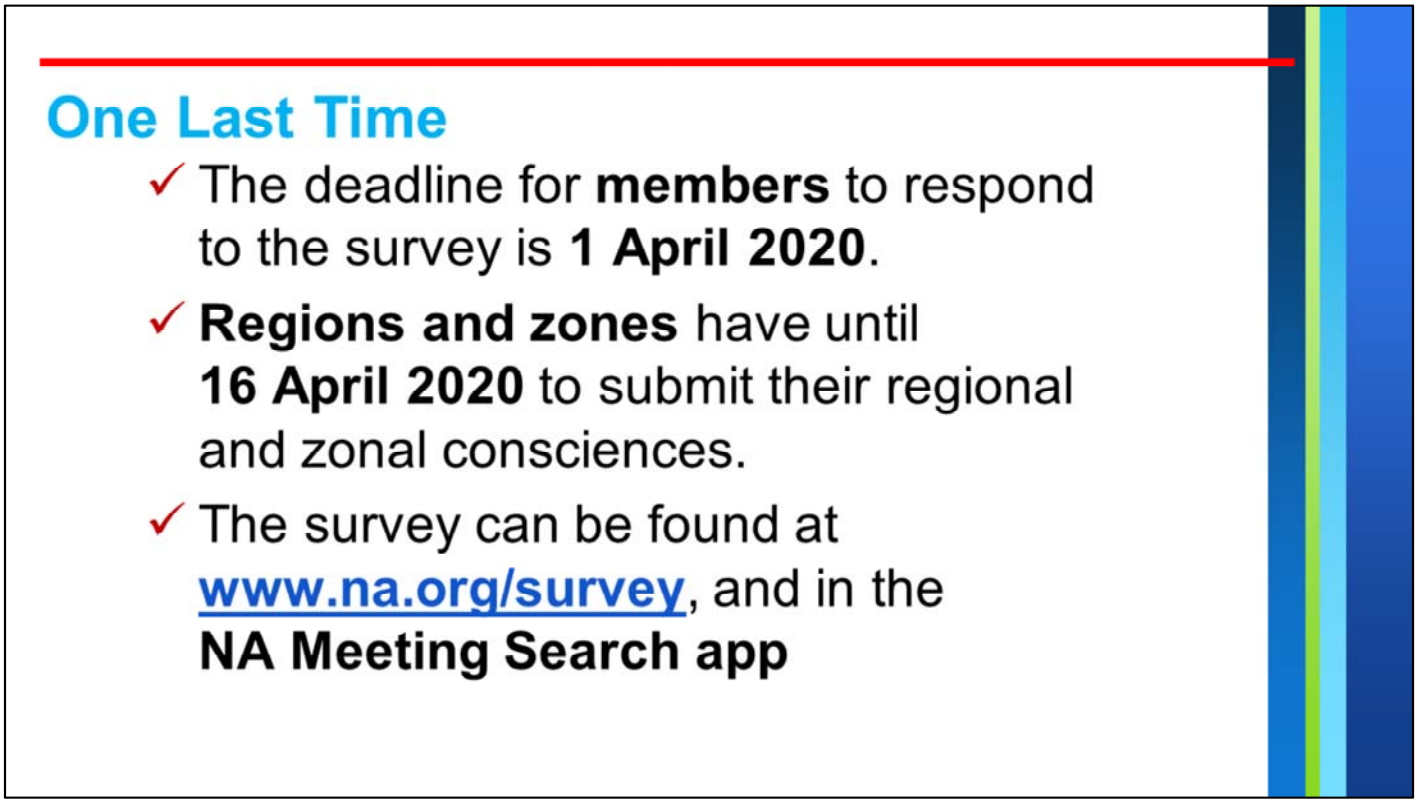
We hope to be able to use some of what we have learned from the Local Service Toolbox Project and the Board-approval process to develop, review, and have approved tools for groups, areas, regions, and zones that we can eventually compile to revise *A Guide to Local Service in NA*. We do not have a successful 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.



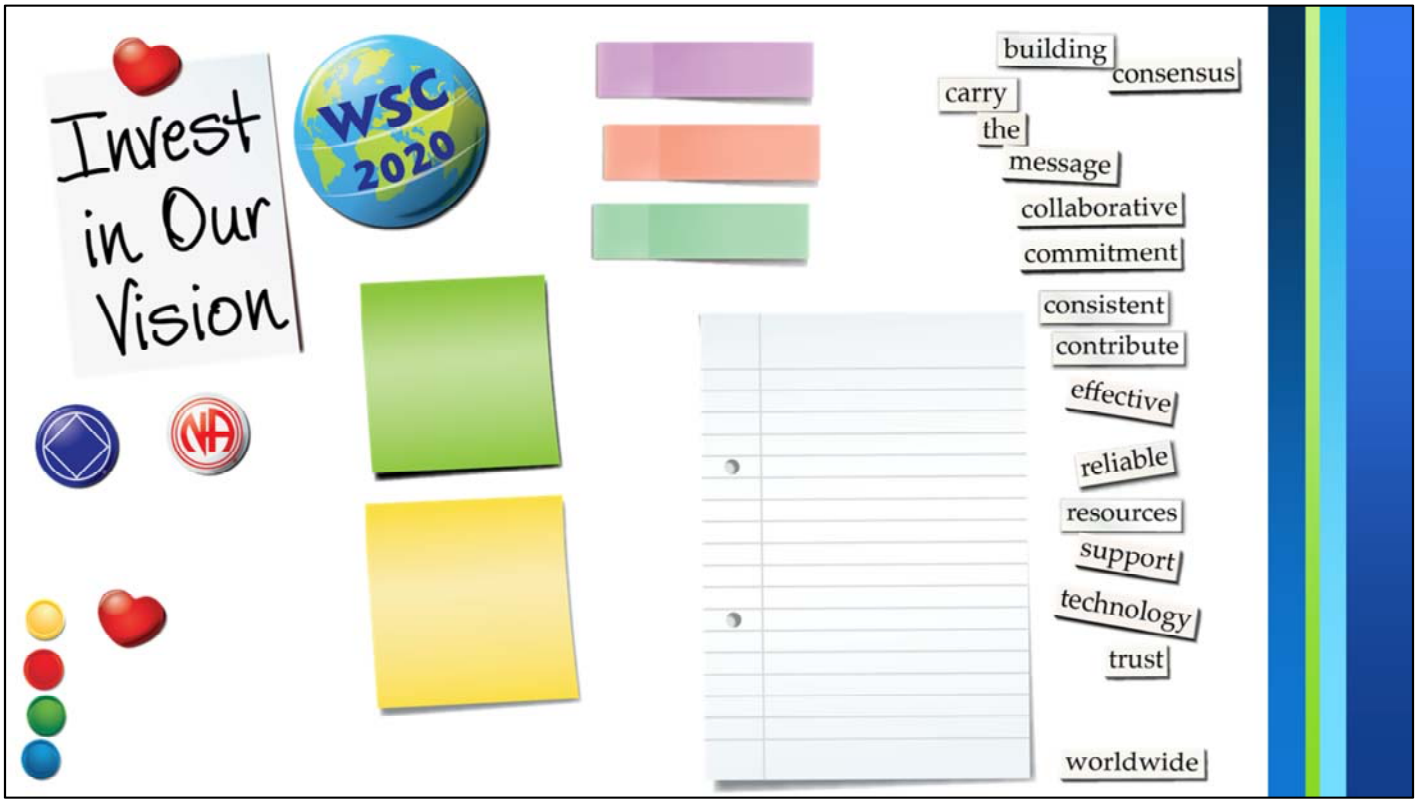
If you're new to NA service or unfamiliar with our literature and service material processes, some of these issues may seem a bit confusing. Please don't hesitate to email worldboard@na.org if you have any questions.

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.



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

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