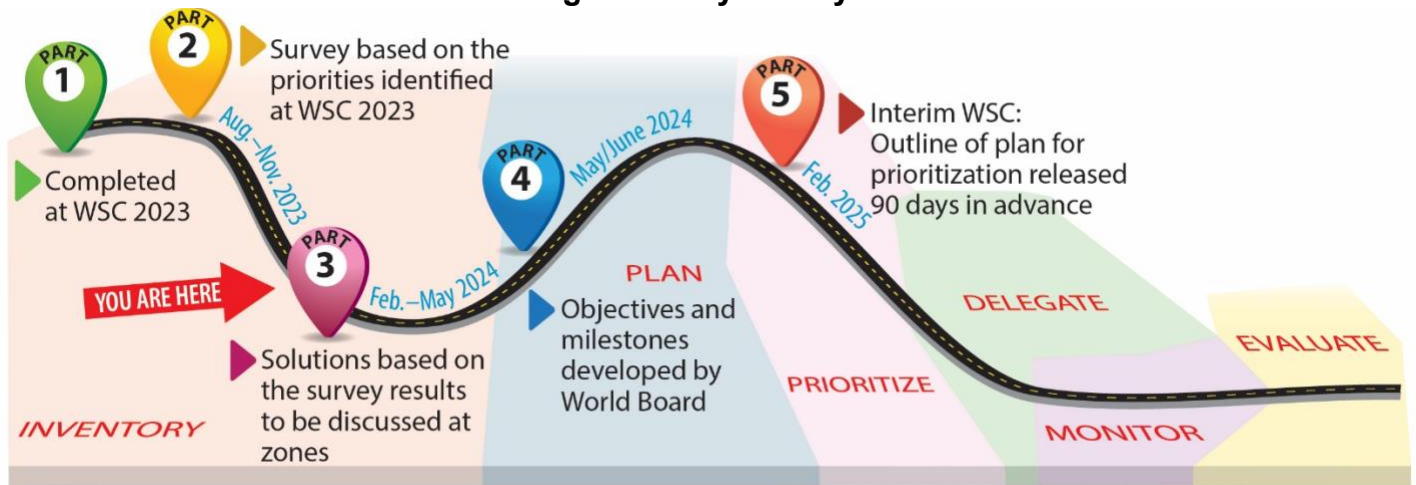# Planning Inventory Survey Results

In the year leading up to the World Service Conference in 2023, the World Board worked to design a much more collaborative strategic planning process starting with "inventory." We recognize that there are more great ideas than we have the time or resources to address. We are hopeful that this process will help us create common goals that will best serve the Fellowship, whether that be at the region, zone, or World Service level. We are about to launch Part Three of the process, and this document contains the results of the environmental scan survey.

Background

Part One: Completed at WSC 2023

Conference participants at WSC 2023 began this process with Part One: identifying and then prioritizing factors within NA and in the external environment that might affect our ability to achieve our Vision.

Part Two: Survey based on the priorities identified at WSC 2023

The inventory (environmental scan) survey was opened 28 July 2023 and closed 21 November 2023. Over that time the survey was translated into Farsi, Italian, Portuguese, Russian, and Spanish. Currently there are 149 total voting participants for the WSC. Total number of responses to the survey was 196. 110 of those were identified as voting conference participants representing regional or zonal responses and 86 classified as "other" with a large portion comprised of delegates or alternates responding as individuals, not on behalf of a service body. Survey respondents were asked to identify the level of impact (Little to No Impact, Some Impact, or High Impact) of each of the External and Internal Factors prioritized at WSC 2023 that are shaping the environment in which NA strives to achieve its vision.

Part Three: Solutions based on survey results to be discussed at zones

These survey results will be analyzed in zonal workshops scheduled February–May. See the Planning section at the top of www.na.org/conference for more information.

Inventory Results

The results of the survey have been organized in order of priority based on the weighted average from the responses. The Weighted Average is a calculation that considers the varying degrees of importance of the responses in the survey. For this survey High Impact was assigned a weight of 3, Some Impact a weight of 2 and Little to No Impact a weight of 1.

While all of the factors are important, it is not possible to try to address them all at one time. Prioritizing the factors from the inventory results helps focus our attention to the factors that delegates agree have the highest impact across the Fellowship. Moving forward, we will be focusing discussions on the top two external factors and the top four internal factors. We will be calling out any zonal results that differ in priority. We will focus on:

- External Factors
    - Evolution of technology (pros and cons)
    - Harm reduction models or approach
- Internal Factors
    - Development and organization of trusted servants
    - Impact of the rise of virtual NA
    - Sense of safety, welcomeness, and inclusion
    - Redundancy and lack of cohesion in the service system

We have included the description of each factor from the discussions at WSC 2023.

Note: The compiled list of "comments" from the survey that identify other internal or external factors could be beneficial to help focus on solutions during Part 3 of the planning process. (See the last three pages of this document.)

External factors (outside of NA)

Based on the data received, the external factor with the highest impact to NA is the "evolution of technology (pros and cons)" with a weighted average of 2.67. 74% responded that the "evolution of technology" has a high impact. An additional 20% identified it as having some impact. The second external factor identified by the results is "harm reduction models or approach" with a weighted average of 2.14 and 34% identifying this topic with high impact.

Evolution of technology (pros and cons)

Evolving technology has increased opportunity for service and delivery efforts. This includes the expansion of our global reach to addicts. At the same time, access to this technology is not available for all members, and the use of technology has, in effect, decreased in-person attendance not only for our groups but in service efforts.

- o Accessibility to virtual resources in some countries
  - ▪ Internet speed and bandwidth
  - ▪ Cost
- o Increased opportunity for unity, access to meetings
- o New and increased opportunities for PR, H&I, and FD
- o Decrease in in-person attendance
- o Increased global awareness of NA and NA's global reach among members

	Weighted Average	High Impact (3)		Some Impact (2)		Little to No Impact (1)	
		Responses	Percent	Responses	Percent	Responses	Percent
Conference Participants	2.67	81	74%	22	20%	7	6%
Other		56	65%	28	33%	2	2%

Harm reduction models or approach

Harm reduction models and approaches to treat the disease of addiction, including DRT/MAT, have been affecting the efficacy of our message for decades.

- o Such as DRT/MAT
- o Non-NA language, confusion about cleantime, taking service positions
- o Decrease in stigma around addiction (pro)
- o Sober companions
- o Prescription medication and over the counter psychiatric medications

	Weighted Average	High Impact (3)		Some Impact (2)		Little to No Impact (1)	
		Responses	Percent	Responses	Percent	Responses	Percent
Conference Participants	2.14	37	34%	50	45%	22	20%
Other		30	35%	41	48%	14	16%

Alternative programs for addicts

Our relationship with other twelve-step groups, religious organizations, or other entities that offer a program of recovery can be competitive or cooperative and collaborative.

- o Sober living programs
- o Recovery houses

	Weighted Average	High Impact (3)		Some Impact (2)		Little to No Impact (1)	
		Responses	Percent	Responses	Percent	Responses	Percent
Conference Participants	2.08	34	31%	51	46%	25	23%
Other		26	30%	39	45%	21	24%

Generational/cultural differences and societal discrimination

How we experience the differences, generational and cultural. The ways in which massive shifts in our society shape how members engage our Fellowship. What those changes and different expectations bring that we will need to address or accommodate as a Fellowship.

o Gender issues
o Class issues
o Stigma and its effect on our reputation
o Women not being seen, access to meetings
o Racism, sexism, and homophobia

	Weighted Average	High Impact (3)		Some Impact (2)		Little to No Impact (1)	
		Responses	Percent	Responses	Percent	Responses	Percent
Conference Participants	2.08	33	30%	53	48%	24	22%
Other		23	27%	43	50%	20	23%

Increasing financial constraints

The financial crisis on a global scale influences our 7th Tradition.

o Financial crisis due to COVID
o Global financial crisis and effect on 7th Tradition
o Meeting space availability post-pandemic

	Weighted Average	High Impact (3)		Some Impact (2)		Little to No Impact (1)	
		Responses	Percent	Responses	Percent	Responses	Percent
Conference Participants	2.07	29	26%	60	55%	21	19%
Other		28	33%	45	52%	12	14%

Recovery for profit

Treatment centers using NA for financial gain or NA members owning rehab programs, halfway houses, etc.

o NA members owning rehabs
o Treatment centers using NA for financial gain

	Weighted Average	High Impact (3)		Some Impact (2)		Little to No Impact (1)	
		Responses	Percent	Responses	Percent	Responses	Percent
Conference Participants	2.01	33	30%	44	40%	32	29%
Other		27	31%	40	47%	19	22%

Legalization of drugs

Decriminalization and legalization of drugs in our society as an external factor creating different ways for members to find the need for recovery.

	Weighted Average	High Impact (3)		Some Impact (2)		Little to No Impact (1)	
		Responses	Percent	Responses	Percent	Responses	Percent
Conference Participants	1.86	26	24%	41	37%	41	37%
Other		26	30%	31	36%	28	33%

Geo-political dynamics

The impact of government policies, national disasters, or political conflicts has a different effect on our ability to meet and operate; from court-ordered attendees and discriminatory views, to requirements and permissions from governments on our literature disbursement and ability to meet and operate.

- o War
- o National disasters
- o Inability to obtain visas
- o Lack of PR
- o Government policies
    - ▪ People court-ordered to meetings
        - • Court-ordered addicts in meetings creates larger groups than 7th Tradition can support
    - ▪ Customs, taxes, etc. and effect on getting literature into some countries
    - ▪ Anti LGBTQ+
    - ▪ Making it difficult for NA to operate and to meet
    - ▪ Requiring groups to reapply for government permission to meet
    - ▪ NGO status requirements

	Weighted	High Impact (3)		Some Impact (2)		Little to No Impact (1)	
	Average	Responses	Percent	Responses	Percent	Responses	Percent
Conference Participants	1.72	13	13%	53	49%	43	39%
Other		14	16%	44	51%	28	33%

Comments - External

Survey respondents were also asked to identify any other factors not on the list that are prevalent in their service bodies. Below is a list of commonly mentioned additional factors:

- • Correctional Facilities – the impact of the pandemic on H&I efforts including facilities not allowing volunteers to resume activities, enhanced security, or changes in leadership within the facilities having an impact on programs and volunteers.
- • Transportation & Distance – large distances between communities impacting the ability to support and deliver services.
- • Public Relations – lack of understanding and knowledge about NA amongst professionals.
- • Opioid crisis – inability to deal with the fentanyl crisis and overdoses.

Internal factors (within NA)

Based on the data received, the internal factor with the highest impact to NA is the "development and organization of trusted servants" with a weighted average of 2.65. 67% responded that the "development and organization of trusted servants" has a high impact. An additional 30% identified it as having some impact. The second internal factor identified by the results is the "impact of the rise of virtual NA" with a weighted average of 2.39 and 51% identifying this topic with high impact. The third identified internal factor is the "sense of safety, welcomeness, and inclusion" with a weighted average of 2.31 and 45% identifying a high impact. Followed by, "redundancy and lack of cohesion in the service system" with a weighted average of 2.27 and 37% identifying a high impact.

Development and organization of trusted servants

Not only identifying trusted servants but cultivating, recruiting, training, supporting, and retaining them. Then how we organize them, how we put them in task forces and committees and groups, etc.

- o Human resource bottlenecks
- o Lack of trusted servants and new members getting involved in service
- o Getting younger people involved and their natural ability with technology
- o Atmosphere of recovery in service bodies and ways to enhance it – sharing sessions and step work

	Weighted Average	High Impact (3)		Some Impact (2)		Little to No Impact (1)	
		Responses	Percent	Responses	Percent	Responses	Percent
Conference Participants	2.65	74	67%	33	30%	3	3%
Other		54	63%	29	34%	3	3%

Impact of the rise of virtual NA

How we have been operating both virtually and in-person has been impacted by the rise of virtual NA.

- o In-person meeting attendance decline
- o Resistance to change

	Weighted Average	High Impact (3)		Some Impact (2)		Little to No Impact (1)	
		Responses	Percent	Responses	Percent	Responses	Percent
Conference Participants	2.39	56	51%	39	35%	14	13%
Other		29	34%	40	47%	17	20%

Sense of safety, welcomeness, and inclusion

Racial discrimination, predatory and disruptive behavior, discrimination against members on DRT/MAT, etc. are all factors that create a barrier to a sense of safety, welcomeness, belonging, and inclusivity.

- o Racial discrimination
- o Sexual predators
- o Predatory and disruptive behavior
- o Discrimination against members on DRT/MAT
- o Disruption of court-ordered members
- o Homophobia
- o Groups splitting due to resentments
- o Religion and government not supporting NA or making it difficult to develop

	Weighted Average	High Impact (3)		Some Impact (2)		Little to No Impact (1)	
		Responses	Percent	Responses	Percent	Responses	Percent
Conference Participants	2.31	49	45%	46	42%	15	14%
Other		34	40%	38	44%	14	16%

Redundancy and lack of cohesion in the service system

The current focus on tackling the planning process stems from the recognition that planning is carried out in various ways and to varying extents within the service system. While diversity in planning approaches is acceptable, there is a need to establish unity and alignment in order to achieve our goals. It is important to avoid redundancy and overlapping roles within the service system, as this can impede efficiency. By identifying areas of overlap and separating them, we can potentially enhance our effectiveness and streamline operations. Taking a holistic view, we need to analyze who is responsible for what, where services are being delivered, and identify opportunities for greater efficiency. We must determine where consistency is necessary and where it may not be required.

- o Redundant service models and lack of cohesive service efforts
- o Increased group independence post-pandemic
- o Zonal forums being more involved

	Weighted Average	High Impact (3)		Some Impact (2)		Little to No Impact (1)	
		Responses	Percent	Responses	Percent	Responses	Percent
Conference Participants	2.27	41	37%	55	50%	12	11%
Other		27	31%	41	48%	17	20%

Generational preferences for engagement, communication, etc.

The generational gaps and differences in expectations and perceptions create varying preferences for engagement from our members.

- o Generational difference in how to approach and carry out service (paperless, etc.)
- o Strong personality issues – control of groups, members, "we've always done it this way" attitude

	Weighted Average	High Impact (3)		Some Impact (2)		Little to No Impact (1)	
		Responses	Percent	Responses	Percent	Responses	Percent
Conference Participants	2.23	39	35%	57	52%	14	13%
Other		15	17%	52	60%	19	22%

Disruption or bottlenecks in the flow of funds

Disruption and/or bottlenecks in the flow of funds from the individual to the service system at all levels.

- o 7th Tradition – foster culture of giving

	Weighted Average	High Impact (3)		Some Impact (2)		Little to No Impact (1)	
		Responses	Percent	Responses	Percent	Responses	Percent
Conference Participants	2.12	34	34%	54	50%	21	19%
Other		15	17%	39	45%	32	37%

Impact of illicit literature

The use of illicit literature impacts communities throughout NA. From disrupting unity in our groups to hampering our ability to deliver our message in our service efforts.

- o Availability and accessibility of our approved literature
- o Allowing development and distribution of illicit literature (ex. Books that look like the Basic Text but content is gray form)

	Weighted Average	High Impact (3)		Some Impact (2)		Little to No Impact (1)	
		Responses	Percent	Responses	Percent	Responses	Percent
Conference Participants	1.73	23	21%	34	31%	52	47%
Other		12	14%	28	33%	45	52%

Survey respondents were also asked to identify any other factors not on the list that are prevalent in their service bodies. Most of the comments under this question could be categorized in already identified Internal Factors. However, accessibility was identified a few times with participants mentioning the need for NA to be more available for deaf, blind and disabled.

Next Steps

We will be discussing the prioritized items at the upcoming zonal planning sessions in Part 3. Again, those factors are:

- External Factors
  - Evolution of technology (pros and cons)
  - Harm reduction models or approach
- Internal Factors
  - Development and organization of trusted servants
  - Impact of the rise of virtual NA
  - Sense of safety, welcomeness, and inclusion
  - Redundancy and lack of cohesion in the service system

Before your zonal planning session, we are asking you to think about what could be done to address these challenges. They are all pretty broad topics. Part 3 is when we need to begin to identify what we could do and not how we could do it, which can be challenging! Some of the ideas generated may be more appropriately addressed at a zonal level and some may become future priorities for NA World Services.

Since this is a new process for all of us, we will be sharing the results from all of the zonal discussions. If you have additional information to add after your zonal session, we will be taking input until 10 May 2024 at wb@na.org.

We will talk about this more at the January CP webinar. In the meantime, if you are a Canadian or US delegate, alternate, zonal contact, or HRP member, please take the time to register at: https://naws.formstack.com/forms/us_canadian_zonal_webinars

Are there any other External Factors not on the list that are prevalent in your service body?

- Correctional Facilities
  - Prison Reentry
  - Unable to get into any jails & prisons since Covid.
  - Increased security not allowing H&I members to come in to facilities (2)
  - Change of leadership in institutions. That is, when the leadership changes, the attitude towards the community may change.
- Transportation & Distance
  - Transport system based only on highways. Demanding more time and financial resources. Affecting to some extent NA Long Range and Development services in more distant cities. (2)
  - Jungle territory-geography-conditions of public order-distances.
  - High homeless population with limited access to vehicles to get to meetings
  - Situations within the country that make the mobilization and security of members difficult to attend in-person groups.
  - Territorial division within the region.
  - Long distances and remoteness of cities from each other. (2)
- Cultural & Societal
  - Social stigma of addiction.
  - Many differences in urban and rural areas
  - Language barrier (4)
  - The differences between race
  - Sanction for some country
  - Cultural values as gender issues
  - Social issues, giving impact to gangs or consumer groups.
  - Dominance of bureaucracy, not accepting other opinions
  - Global capitalism pervades everything everywhere.
- Financial
  - Drug addiction and jail make people poor
  - Lack of affordable housing forcing addicts back to the streets (could be part of increasing financial/gov't policy)
  - Need for liability insurance
- Facility Use
  - Meeting location availability.
  - Lack of affordable and available meeting spaces.
  - Need for storage
- Public Relations
  - Lack of understanding and knowledge about NA among the public and professionals (5)
  - Medical advancements - Understanding of Addiction. Misinformation.
  - PR tools are outdated.
- Opioid Crisis
  - Inability to deal with the fentanyl crisis and overdoses. (3)
- Harm Reduction Models
  - Don't see the importance of NA when busy with other parts of recovery
  - Just so many alternative programs and their information coming into our rooms
  - We are overwhelmed with outside recovery places and their models coming into NA and suboxone (DRT)
  - Long term DRT & MAT with no plan to quit
  - Maintenance drugs

- COVID and all of its impacts
- Alternative Programs to Recovery
  - Clubhouses that host NA and AA meetings dilute the NA message when members from other fellowships cross-attend.
  - People working on AA literature and promoting it at NA meetings
  - Multi-Fellowship members not carrying a clear NA message (4)

Are there any other Internal Factors not on the list that are prevalent in your service body?

- Generational
  - Resistant to change for the better
  - there seems to be a big gap in clean-time from newcomer to old-timer. A lot of newcomers want to recover their own way and aren't staying clean, they are dying.
  - Have new folks always ignored oldtimers or not wanted to learn the NA ways? The fellowship seems less teachable now, but I only have my experience as I remember it.
- Redundancy and lack of cohesion
  - Elected politicians out of touch with the reality of the areas they are to represent!
  - Dis-unity amongst our own communities
  - Lack of collaboration/consolidating (3)
  - The lack of involving NA members in the decision and development of the fellowship in the way we organize the downward structure.
  - Less participation in groups and area service
  - Certain positions seem to be outdated. Literature, PR, Outreach. Locally don't seem to be enough of a priority anymore with easier routes to communicate or accomplish these areas independently for groups.
  - Communication between layers of service
  - Service structures represented in the same service body struggling to act, think and plan as a unity (such as groups in a area service committee or different areas, board members and service representative on region basis)
  - Closedness of NA world services
- Development of TS
  - Apathy in service, lack of willingness to serve (14)
  - Lack of mentorship (4)
  - COVID reduced number of trusted servants;
  - Communication breakdown
  - Lack of understanding & experience among members. Including practicing NA Traditions and Concepts. (7)
  - Related to developing trusted servants, little accountability for trusted servants somehow despite a hostile service culture.
  - Rotation of services for example people with years within CSR turning in each service
  - Creation of content for a toolbox on flows, processes and service systems.
- Safety, welcome, inclusion
  - Being kinder to each other.
  - Servants with good will
  - Very disruptive behavior and undermining based on the background of a service servant.
  - Antagonism, fighting, ego-based service, meanness, and fault-finding
  - Predatory Behavior
  - Meeting Format issues affect unity

- o Addicts who encourage participation in pyramids and illegal schemes.
  - o Not being able to handle sexual predators, mainly on newcomer women (2)
- Rise of virtual NA
  - o The shift from F2F to virtual and its' impact on numbers of servants (4)
  - o Our area would like a way to contribute via electronic method rather than cash. We can do this per meeting, but we don't have a systemized way that I am aware of.
  - o With online meetings our region has developed more efficient and effective communication, both internally and externally.
  - o Anonymity issues particularly with Facebook,
  - o A lot of new people we were getting from probation and rehab pretend theyre doing online meetings to fill requirements, don't get introduced to local community
- Bottleneck of funds
  - o Closed mindedness around money and or fellowshipping. Money helps us reach the addict that still suffer.
  - o We have some members who don't believe that our zonal service body is a part of the flow of funds
- Accessibility
  - o Lack of facilities well suited for deaf, blind, disabled. Lack within our own fellowship of special needs so we can provide an all-inclusive environment. Another thing is the possibilities that comes with the virtual explosion of mtgs and fellowship since the pandemic. How can we include the experience in our planning process, how can we be a fellowship worldwide, all inclusive, all informative and thrive? That's our joyful exploration this cycle I believe...
  - o Enable sign language, braille, accessible entry/exits for disabled individuals (2)
  - o Bilingual meetings/members/literature
- Other
  - o Rise of splinter groups.
  - o To little focus on our purpose and the values that inform our purpose. The danger of specialization on the cost of collective participation in activities delivering on our vision and purpose
  - o Expand identification approaches. new experiences in literature.
  - o Authorities who use the social dependence of others dependent on them influence the opinions of groups
  - o "Authoritative" members of the community create a split with their statements through social networks and letters of appeal to the community, as well as by organizing events.
  - o Rigidity in interpretation of NA's approach to treating addiction contributes to individual members being unequipped to have nuanced conversations about topics such as MAT, gender, religion, etc. *outside* of meetings (i.e. 1-on-1)