



Interim WSC 2022 Minutes 22, 23, 29, 30 April 2022

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Friday 22 April 2022

NAWS UPDATE / REVIEW PROCESSES / QUESTIONS & ANSWERS

11:00 am–12:53 pm

Tim S (WB Chair), Anthony E (NAWS ED)
Daniel C and Mario T (WSC Cofacilitators)

Tim S (WB Chair) opened by reviewing the plan for each session of the conference. He reminded everyone that at the end of this interim event the body would recess until 2023 when it was hoped that an in-person WSC would be held.

Tim then conducted a poll to determine how many conference participants had attended a WSC before: 55% had not been to an in-person WSC, and 26% were at their first WSC, whether in-person or virtual.

Tim then introduced Anthony E (NAWS ED) to provide a financial update.

Anthony began by reminding everyone that a financial update had been posted to Dropbox. He then announced that due to the rising cost of paper, fuel, shipping, and raw materials, NAWS would need to increase the price of books and bronze medallions by 12% starting at the beginning of the 2023 calendar year. The cost of goods has risen substantially more than that, he said.

After announcing that the 60th Anniversary White Book would be available very soon, and that the 2021 *NAWS Annual Report* was posted, Anthony concluded the update by focusing on the contributions-by-type graph in the report. Contributions increased in every category in the last fiscal year, with those from members increasing most significantly. Member contributions constitute the most sustainable source of income for World Services moving forward.

Tim then announced the posting of *Virtual Meeting Basics* for the 90-day delegate review period, and let everyone know that recognizing virtual meetings as groups will be a topic of discussion at the 2023 World Service Conference. Tim continued with a reminder of the backlog of motions from the 2020 WSC and asked participants to submit ideas to the CAR survey rather than as CAR motions. He reminded everyone of the survey gathering input on revising IP #21, *The Loner*, and let everyone know that another survey on DRT/MAT as it relates to Narcotics Anonymous would be posted next month.

Tim then welcomed the newly seated regions, Minas in Brazil, and Northwest Russia, before handing the session over to Daniel C and Mario T (WSC Cofacilitators).

Mario reviewed the details of the process for the discussion pool and queue, and announced that there were 129 voting members present.

Daniel reviewed the decision-making process and conducted a poll to determine if everyone understood the process. He then invited participants to ask questions.

Ivy (British Columbia RD) asked if reducing the profit margin on literature had been considered as a way to limit the price increase.

Anthony responded that NAWS finances did not currently allow for that, but it could possibly be a discussion in the future if contributions continue to increase.

Reza (RD Iran) asked what Anthony could do about the problems in Iran, which had seen literature price increases and disunity.

Anthony responded that, due to the nature of printing in Iran, the cost increase was necessary to print and provide literature without losing money. He said he welcomed further communication from Reza, or anyone in Iran, about this issue.

Gail (Upper Rocky Mountain RD) asked if the literature price increase would affect the budget that participants had reviewed?

Anthony said that the price increase was not incorporated into the income projected in the budget, and that many things had changed between October when the budget was drafted and now. The budget represents what the board believes can be lived with for the last year of the extended cycle.

In response to a question from Dezzz (Wisconsin RD) Anthony confirmed that it would be possible to offer corrections to the contributions report in the *Annual Report*.

Donnie (AD Hawaii) asked if licensing agreements for literature production could potentially lower costs?

Anthony replied that it was something that the Business Plan Group was looking into. Currently the only places with agreements are places where NAWS is unable to effectively deliver literature.

Kirby (AD Ohio) asked if there was a pamphlet that dealt with social media, or anonymity and technology?

Tim answered that *Virtual Meeting Basics* is geared towards that exact thing.

After further discussion regarding the price increase and WSC processes, the conference took a break until 2:00 pm.

BUSINESS: ICC MOTIONS & MOTION 6

2:00 pm–4:00 pm

Daniel C and Mario T (WSC Cofacilitators)

Daniel C (WSC Cofac) began by reminding everyone of the decision-making rules: If an item has consensus in an initial straw poll, two people in the minority will be able to speak, and then a second straw poll will be taken. If consensus remains, that is a decision.

Daniel conducted a roll call. A total of 131 participants were present: 113 regional delegates, 5 zonal delegates, and 13 World Board members.

(See Appendix A for the attendance record.)

Daniel then introduced Motion 6.

Motion 6 World Board

To adopt, for WSC 2022 only, the Proposed Rules for WSC 2022 described on pages 7-16 of the WSC Orientation and Processes document posted on na.org/conference.

***Initial Straw Poll: 110 yes – 1 no – 5 abstentions – 5 present not voting
95% Consensus Support***

***Decision: 123 – 0 – 2 – 2
98% Carried with Consensus Support***

Mario (WSC Cofac) then introduced Motion 2

Motion 2 World Board

To extend the terms of the WSC elected positions for the two Human Resource Panel members and one WSC Cofacilitator currently set to expire in 2022 to 2023.

Intent: To acknowledge the change in conference cycle due to the global pandemic

***Initial Straw Poll: 105 – 1 – 0 – 2
99% Consensus Support***

***Decision: 115 – 0 – 1 – 0
99% Carried with Consensus Support***

Motion 3 World Board

To extend the terms of the three WSC elected positions on the World Board currently set to expire in 2022 to 2023.

Intent: To adjust for the change in conference cycle due to the global pandemic.

Initial Straw Poll: 106 – 0 – 0 – 2

Unanimous Support

Decision: 117 – 0 – 0 – 0

Carried with Unanimous Support

Daniel then moved on to Motion 4. Mario reminded everyone that on Motions 4 and 1, only RDs would be allowed to vote.

Motion 4 World Board

To approve the book contained in Addendum B, “A Spiritual Principle a Day” as Fellowship-approved recovery literature. (Note: Addendum B refers to the draft posted on na.org/conference dated February 2022 on the cover.)

Intent: To have an additional piece of Fellowship-approved material available for use by NA members, groups, and service committees

Initial Straw Poll: 98 – 1 – 1 – 2

98% Consensus Support

Decision: 109 – 2 – 0 – 1

98% Consensus Support

ZD vote for record: 5 – 0 – 0 – 0

Daniel then introduced Motion 1.

Motion 1 World Board

Acting as the trustor, the delegates present at the virtual WSC 2022, are continuing the suspension of Article 5, Section 3 of the FIPT Operational Rules, while we make a decision about the future. This suspension will expire at the close of WSC 2023.

Intent: To extend the existing *FIPT* moratorium on the *FIPT* inspection clause in the Operating Rules for one year.

Initial Straw Poll: 93 – 3 – 2 – 4

95% Consensus Support

Daniel took a question from a participant before opening a second straw poll.

Troy (RD Connecticut) explained that he voted no because the suspension would expire at the close of WSC 2023, but the intent actually reads that the moratorium will be for one year.

Tim (WB Chair) asked if someone could amend the intent to say it would end at the close of WSC 2023, and Daniel said it would be changed to match the motion.

Elliot (RD Australia) and Albert (RD Rio De Janeiro) expressed concerns over the change in the intent, but neither wanted to appeal the facilitator.

John (RD Montana) said that it didn't make a difference what the intent said, as the group had voted on the motion, not the intent.

Dezzz (RD Wisconsin) said she wanted to appeal the facilitator to keep the intent as written and voted on by her region.

Elliot seconded the motion.

There was further discussion, prior to a vote, as to whether the cofacilitator was allowed to change the wording in the intent, as well as who was able to vote on the motion to appeal.

A decision was made to recess and vote on the motion to appeal the decision of the facilitator, as well as Motion 1, during the next session.

Saturday 23 April 2022

BUSINESS: ICC MOTIONS

11:00 am–1:37 pm

Daniel C and Mario T (WSC Cofacilitators)

Daniel (WSC Cofac) began the session with a roll call and announced a total of 131 participants: 113 regional delegates, 5 zonal delegates, and 13 World Board members.

Tim (WB Chair) spoke briefly about the decision to change the intent of Motion 1 the previous day, and acknowledged that there was no process to change the intent of a CAR motion. He asked Daniel to consider reversing his decision to amend the intent, which Daniel agreed to after some comments about the challenges of operating in a virtual environment.

Daniel then introduced Motion 1, reminding everyone that only regional delegates were able to vote.

Motion 1 World Board

Acting as the trustor, the delegates present at the virtual WSC 2022, are continuing the suspension of Article 5, Section 3 of the FIPT Operational Rules, while we make a decision about the future. This suspension will expire at the close of WSC 2023.

Intent: To extend the existing FIPT moratorium on the FIPT inspection clause in the Operating Rules for one year.

Initial Straw Poll: 93 – 3 – 2 – 4

95% Consensus Support

Decision: 107 – 1 – 4 – 1

96% Consensus Support

ZD vote for record: 5 – 0 – 0 – 0

Daniel then moved on to Motion 5:

Motion 5 World Board

To approve the Narcotics Anonymous World Services, Inc. budget for 2022-2023.

Initial Straw Poll: 112 – 3 – 4 – 2

94% Consensus Support

Decision: 126 – 2 – 4 – 1

95% Consensus Support

Daniel then announced that the business session for the 2022 Interim WSC was completed and turned the session over to Tim.

FULL-GROUP DISCUSSION: STRENGTHENING RELATIONSHIPS WITHIN THE WSC, AND BETWEEN THE WSC AND FELLOWSHIP

Tim began by announcing that a daily email containing the *Spiritual Principle a Day* reading had been approved by the board, and would be available soon. He went on to say that the remaining time in the session would be used to discuss improving relationships within the WSC, and between the WSC and the Fellowship.

Tim talked briefly about the board's desire to foster better communication by assigning individual board members as contacts for regional delegates, and through attendance at

zonal forums. He continued by reviewing some of the board’s ideas for utilizing zonal forums more deliberately as part of framing ongoing discussions, and asking for input and feedback. He also talked about the requests the board had received to livestream future conferences and conducted an informal straw poll to ask how participants felt. The poll was open to all conference participants—both RDs and ADs.

How do you feel about live streaming an in-person and WSC?

Cliff (RD Indiana) asked if they had an idea of present livestream viewership?

Jack (WB) said that they started the WSC with 250 viewers on the livestream, though they were now down to 75.

In response to other questions, Tim confirmed that virtual participants were able to turn off their cameras to avoid showing their faces on the livestream when they spoke, or sit in an off-camera position at an in-person WSC, and that the recording was not posted permanently on YouTube. The idea of an audio-only stream was also offered.

Edgar (RD Panama) said the YouTube stream was supported in his region; however, the stream was currently only available in English. He wanted to know if it would be possible to do livestreams of translated languages?

Matt S (NAWS Staff) said that would be something they would certainly look into for future conferences.

James (RD New England) reminded everyone that the count was larger than stated, as some people were hosting livestream viewing parties, though their feed would only count as “one” person.

Tim informed the body that the poll showed: **77% of the body in favor of livestreams of the conference, 9% opposed, 13% unsure.**

An open discussion ensued, and the following points were raised:

- Personal anonymity is more of a concern in some parts of the world than in others.
- Some service commitments, such as H&I panels, require members to not be personally anonymous.
- Livestreaming may inhibit some participants in small group discussions.
- Livestreaming creates transparency, which can encourage trust.
- Settings can be adjusted so that faces do not have to be shown.
- The new generation of addicts are more tech-savvy.
- Livestreaming requires extra staff resources.

The conference then moved on to discuss improving relationships between the WSC and the Fellowship. Tim began by offering some general comments on the efforts of NA World Services to engage with NA members and solicit their input. These included Issue Discussion Topics, regular surveys and webinars, and the *CAR* survey that helps to establish priorities for the work of the upcoming cycle.

Tim then posed the following questions to the body:

How can we use zonal forums more deliberately to strengthen relationships? and How can we improve to add to the methods we use to engage members and make sure local needs are being met?

Points offered in response included:

- Misinformation spreads quickly on social media, and delegates may need some strategy to identify and counter it.

- Zonal forums are increasing PR and FD efforts within their zones.
- If a change is made to a three-year conference cycle, an interim meeting mid-cycle may help members to stay informed and engaged.
- Every part of NA should be involved in Fellowship development, and zonal forums provide an opportunity to oversee the FD efforts provided by NA World Services.
- Zones are another layer between NAWS and regions, and may not be best suited to the task of directly communicating with the Fellowship.
- Zones can directly invite members from the community where they are holding their in-person meeting.
- What is the actual job of a zonal forum? There are different ideas in different parts of the world.
- Creating zonal delegates strengthened relationships with unseated regions.
- Monthly webinars in the EDM have helped delegates prepare for the WSC, and could provide an opportunity for World Board members to interact directly with members.
- Virtual attendance by board members in CAR workshops has been beneficial.
- The RMZF met after conference participant webinars to discuss the information from the webinar and ask questions.
- The shift from in-person to virtual has allowed a lot more members to get involved, but there is a lack of planning and coordination with zones and globally to coordinate those efforts.
- Zones have taken steps to start directly delivering services, including PR and H&I, and are taking big steps to share best practices among their member regions and with other zones.
- Regional delegates have the potential to communicate directly with GSRs and not rely entirely on RCMs to convey information.

Tim then closed the session with a reminder to participants to review the WSC of the Future material in preparation for the next session on Friday, 29 April.

Friday 29 April 2022

FULL-GROUP DISCUSSION: FUTURE OF THE WSC

11:00 am–12:58 pm

Jack H and Lib E (WB)

Tim S (WB Chair) opened the session with announcements and then passed the discussion to Jack H (WB) and Lib E (WB).

Jack started the discussion by stating that the WSC had been reluctant to change in the previous 20 years. Now a three-year cycle for the WSC and an opt-in funding model for delegate attendance were being offered as starting points for a dialogue about change. Jack also made it clear that other positive ideas for change were welcome.

Lib then reviewed the board's ideas about opt-in funding for delegates, and reiterated that any delegates who needed funding would continue to receive it.

Tim opened the session for questions and comments.

Mathew (RD South Florida) said he felt the shift to a three-year conference might help change the view of the conference as an event, to a process that occurs throughout the cycle.

Meg (RD Arizona) expressed concern that too much of the agenda and idea-production for the conference was done by the World Board, with not enough input coming from delegates.

Sandy (RD ABCD) expressed concern over legal challenges and increased *CAR* size that a three-year conference would bring.

Other points raised during further discussion included:

- Regions have a two-year cycle, so would need to adjust
- Virtual business meetings can be effective for making some decisions, but do not create personal connections
- A three-year cycle could create more distance between the Fellowship and the WSC, and be a less attractive service commitment for some members
- A three-year cycle would be more cost-effective, and might provide time for regions to budget to fund their delegates

Ash (ZD APF) expressed concern over a three-year cycle's potential effect on the work load at the APF. He also asked for a straw poll.

Tim stepped in to say that they were a long way from a motion at that point, and so a straw poll wasn't currently necessary.

Thomas (AD Denmark) asked to hear from the board regarding the potential loss of oversight over the *FIPT* on a three-year schedule, and whether that could cause legal issues?

Tim responded by saying that the delegates could meet for virtual WSCs during the three-year cycle, to deal with any legal necessities.

Other points raised included:

- Opt-in funding would have the effect of shuffling money, as WSO contributions would be held in order to fund delegates.
- The conference should be asking itself what it is doing (or not doing) to make itself relevant to home groups?
- The Fellowship needs a cultural change to fund services through direct contributions
- A three-year cycle could allow more time to workshop the *CAR*

Tim then stated the three questions that would be discussed in their next session:

1. Who needs to attend an in-person meeting in the future who can attend virtually?
2. How can we use the time between meetings more effectively?
3. What needs to be, or benefits from being discussed or decided at an in-person conference and what can be done virtually?

Tim closed the session by reminding the delegates that the next session would be spent in small groups discussing these issues.

SMALL-GROUP DISCUSSION: FUTURE OF THE WSC

2:00 pm–4:00 pm

Tim S (WB Chair)

In this session, participants separated into small groups to discuss the future of the WSC. The discussions are summarized below. The complete notes can be found in Appendix B.

1. How can we use the time between meetings more effectively?

More virtual decision making (epolls or in web meetings), less decision making at the in-person WSC:

- Stretch out or parse decisions so they aren't all being done at once.
- CAT can be handled virtually.
- Initial straw polls can help determine what is ready to be decided and what needs more discussion.

Use time in-person on discussion and planning

More vetting and collaboration on motions:

- Use WSC, zones, or RD workgroup to vet motions and build consensus.
- Collaborate on CAR motions between WSCs so they have a broader base and don't just come from one region.
- Develop motions at the WSC.
- Develop motions between WSCs in groups of regions.

Annual virtual meetings or interim WSC:

- Quarterly virtual WSC meetings: More like quarterly conferences. Some suggested focus on voting, formulating/vetting/discussing CAR motions. Others suggested quarterlies with more opportunity for informal discussion.

More webinars and/or continued emphasis on webinars:

- Could prepare for WSC discussions there.
- More opportunity for discussion among RDs.

Smaller meetings with some selection of RDs that allow more interaction. Could be organized by time zone. Could discuss the same issues and then combine input.

More focus on zonal forum activity activity/use of zonal forums:

- Use zonal forums to discuss WSC topics.
- Have World Board attend.
- Increase collaboration among regions and among zones.
- Give projects to zones.

Use time between to improve communication:

- There is still a disconnect from world level to local NA.
- Local concerns about use of funds, WB travel, lack of transparency.
- Take more time workshopping motions locally to increase local involvement/engagement.

More focus on FD, PR and carrying the message locally:

- Sharing experience and best practices

- Need more FD resources.
- Concerns about how the pandemic has affected the groups—helping in-person NA start back up
- Gap between WSC discussions and what NA deals with locally. Need more surveys or planning or discussion to determine what is important locally, what the groups want or believe is important.

More emphasis on training new trusted servants

More space for conference participants to share together informally:

- More breakout rooms and sharing sessions
- NAWS WhatsApp group or bulletin board

Use RDs more in workgroups. Give projects to RDs.

If there was a three-year cycle:

- Send CAR and CAT earlier (especially CAR)
- 18-month or annual budget
- More time for RDs to connect locally
- Build WCNA into the cycle work somehow.
- Could be challenging to find delegates willing to serve that long.

2. What needs to be or benefits from being discussed or decided at an in-person conference and what can be done virtually?

Note: Most items came up in both categories. Items that were clearly mentioned more frequently as virtual or in-person are noted here.

Virtual

- Initial straw polls (much support for epolling)
- Motions with consensus in initial straw poll
- Try all decisions. Those that do not have consensus after discussion and some polling can be done in person. Discussion of complex or controversial topics before in-person decisions.
- CAT motions
- Housekeeping motions
- Approving literature
- Presentations
- Orientation and agreement on the rules (including for the in-person meeting)
- Input gathering by survey
- Mid-cycle decision making

In person

- In depth conversations/discussions
- Complex and controversial discussions and decisions
- Strategic planning

- Discussions to move the work forward and discussion of new projects
- Things related to vision, purpose, unity, culture change
- Strengthen relationships: build trust, create connections
- Mentorship
- Global perspective
- More spiritual
- Hugs
- Make the intangibles a part of what we do instead of a byproduct—collaboration, relationship building, etc.
- Deal with issues with little consensus
- Easier to read the room
- Able to have more time—spend more hours together.

Showed up frequently in both categories though probably more often in virtual—people seem to be split on these:

- Legal issues
- *FIPT* issues
- Budget
- Elections
- *CAR* motions

General ideas offered included:

- Survey conference participants each cycle to determine what to do virtually/in-person
- Discuss all motions in person and vote virtually
- Better use of technology for back channel conversations (to facilitate “hallway talk” and RD-AD communication)
- Hybrid *CAR* workshops
- Use time between WSC meetings to better make connections among delegates and increase collaboration
- Continued challenge of time zones when meeting virtually

3. Who needs to attend the in-person meeting in the future? Who could attend virtually?

There did not appear to be much consensus amongst the small groups when discussing who should be present at the WSC. Many said ADs must be present for mentorship. Others said that was ideal, but perhaps there are other ways to accomplish the same goal—for instance, have them gather at the zonal forum to participate virtually.

Other participants said ADs could attend virtually, and a few said not every World Board member needs to be present in-person. Some suggested ZDs could attend virtually, while others suggested RDs could attend virtually and have ZDs present in-person.

Some said the HRP could attend virtually.

Many suggested candidates for World Service positions don't need to come in person.

Frequently raised ideas included:

- More people in-person is better.
- RDs need support of alternate. Alternates need exposure.
- Anyone should be able to stream.
- Ideally both AD and RD attend, but we need to be fiscally responsible and also acknowledge that growth in size is causing challenges for the WSC.
- Figure out the purpose of the WSC and answer the questions from there.
- Have zones meet physically together and connect to the WSC virtually.
- Make sure virtual participants don't feel like second-class participants.

General seating ideas raised:

These ideas have been offered many times when seating has been discussed, and were raised again during these sessions.

- Have zonal representation exclusively (raised many times)
- Have each zone send a selection of delegates
- Have representation proportional to the number of meetings
- Reevaluate seated regions—reduce proportion of US regions

Saturday 30 April 2022

LARGE GROUP DISCUSSION: WRAP UP OF FUTURE OF THE WSC DISCUSSION / INTRODUCE FELLOWSHIP DEVELOPMENT DISCUSSION TOPIC

11:01 am–1:08 pm

Tim S (WB Chair)

Tim S (WB Chair) opened the meeting by saying they'd spend time hearing some of the ideas brought up in small groups during the previous session, but that there wouldn't be time to hear from them all. The notes from each of the 18 groups were made available to participants on Dropbox. Daniel C and Mario T (WSC Cofacs) assisted with the discussion queue.

How can we use the time between meetings more effectively?

Randy (RD Central Atlantic) said that his group discussed more RD collaboration, motion development and prioritization, more time to workshop motions, more straw polls, and using virtual meetings for budgets and conference participant communication.

Stephen (AD Arizona) summarized his group's discussion by saying they didn't want to jump into anything. If they were going to be on a three-year schedule, they wanted to be sure they thought about it sufficiently, as it would be difficult to unmake changes through the slow process provided by consensus-based decision-making. His group also wanted to work out a more even plane for delegates who were working during difficult hours.

Alberto (RD Rio De Janeiro) recapped his group by stating the importance of face-to-face meetings, and that the time between meetings could potentially be spent on Fellowship development.

What needs to be or benefits from being discussed or decided at an in-person conference and what can be done virtually?

James (RD Utah) said his group considered a virtual portion of the conference to be extremely beneficial. Their group believed issues that showed themselves to be at or close to consensus could lend themselves to voting in a virtual environment. Items with less consensus could be discussed in person.

Krista (RD Best Little) said her group felt that anything dealing with the *FIPT*, project plans for new literature, elections, Fellowship development, and anything that needs to be dealt with legally should be handled in person. Most *CAR* motions could be handled virtually if the timeline for its release was extended.

Wilvena (AD Eastern NY) said that her group discussed the many benefits of in-person, such as the ability to form after-hours caucuses and the ability to talk to staff members for further direction.

Sam (RD UK) said her group thought that seating, literature approval, and elections could be handled virtually. Non-contentious issues could also be discussed virtually, with in-person time reserved for discussion. The idea of shortening the in-person WSC was also raised in her group.

Eduardo (AD Uruguay) added that his group didn't believe it was an either/or proposition; rather, he felt that virtual was a tool NA would need to learn to utilize.

Amy (RD NorCal) said that mentorship was easier in person, and that procedural and other simple motions could be decided virtually prior to the WSC.

Who needs to attend the in-person meeting in the future? Who could attend virtually?

Andrea (ZD LAZF) said his group believed that RDs and ADs should attend in-person in the short-term and self-fund when possible, and in the long-term only ZDs would attend the conference in person, with RDs and ADs attending virtually

Tim then asked Daniel to conduct a straw poll of voting participants to see if a majority of them were ready to take a non-binding poll on the board's recommendations for a three-year conference cycle.

Straw Poll: 60 yes, 49 no, 4 abstention, 12 present not voting

In response to questions, Tim explained that any further discussions about a three-year cycle would involve conference participants, but that he did not presently have the exact details of how that would happen.

Daniel then conducted a second non-binding straw poll of voting participants to ask

Should the WSC continue to explore a three-year cycle?

Straw Poll: 76 yes, 35 no, 6 abstain, 5 present not voting

Tim then moved the body on to a discussion about new ideas for Fellowship development, which was selected by conference participants in a survey prior to the WSC. He asked participants to complete the statement, "FD is ..."

- ... identifying where our message is missing, where are addicts suffering without knowing there is hope, and then looking for ways to plant the seeds of recovery in those places and help those seeds to grow
- ... outreach, education, and mentorship
- ... trying our best to reach out on a personal level and on a service level to anyone who hasn't been able to find what we have found
- ... a necessity for our continuous growth
- ... everyone's responsibility

- ... the actions taken to create and construct groups and local services in NA
- ... the flow of life energy from one addict to another
- ... continued actions so all parts of the structure work as they're supposed to
- ... sharing experiences in a simple way to carry the message

Tim then invited Gail (RD Upper Rocky Mountain) to share about some of the outreach her region had done in some of its less-populated areas. Gail told the group that her region covers all of Wyoming and parts of Nebraska. The northernmost area is 400 miles from the southernmost. The region formed an ad-hoc in 2018 that met online to explore the creation of a regional PR committee. The main objective was to provide a single point of contact, to support the area PR committees, and to help them collaborate, particularly in H&I service. Each of the 23 counties in Wyoming has their own county jails, and there are five state prisons within the region. The areas appreciated the intent but decided that they wanted to stay independent, and the ad-hoc concluded that a regional committee would be a duplication of the services the areas were providing. Gail said the region respected the area's decision, though they continued to encourage collaboration within the areas, especially for H&I within prisons.

Tim then asked Patrick (RD Finland) to talk about PR efforts within the EDM. Patrick talked first about PR efforts in Finland, and travelling 1,000 kilometers to provide PR services in Lapland. Police, doctors, and reporters were invited to PR events in the community and gave positive feedback about the NA program. The EDM formed a workgroup to respond to a request for a presentation from the European Parliament, and then continued after that by participating in two conferences on addiction in Lisbon, Portugal, with the assistance of NA World Services. Patrick closed by sharing about the many times he has provided a PR table at an event in his home town. The last time he was there, a researcher approached him and said that he didn't know what was more important than seeing NA there every time, which reinforced the message from NAWS that that PR is long-term job.

Tim then introduced Keith (RD South Africa) to talk about training and mentorship, which has been the focus of both the Afri-can Zone and the South African region. Keith shared about the online efforts that began in 2019 to connect with and support geographically and economically isolated areas in South Africa. Four online meetings and a remote sponsorship program were created by the end of 2019, which meant the FD committee of the region was well positioned to respond to the pandemic. The committee helped groups to get online and created a training program for virtual meetings and service. The regional platform hosted 52 meetings per week, a new ad-hoc subcommittee for online meeting support was created, and 300 members were sponsored online.

Tim thanked everyone for sharing, and then ended the session with a reminder to everyone that after the break, participants would again go to small groups.

SMALL-GROUP DISCUSSION WRAP UP

2:00 pm–3:40 pm

Tim S (WB Chair)

In this session, participants separated into small groups to discuss new ideas for Fellowship development. Some of the ideas from the discussions are summarized below, and the complete notes can be found in Appendix C.

Each small group asked themselves the following question, **What new approaches to FD would help us address gaps, target PR efforts, or provide training and mentorship?**

Groups first prioritized the three areas to decide what to talk about first.

Addressing Gaps

- Find out where NA doesn't exist
- Identify who is missing from meetings using the previous Issue Discussion Topic
- Reaching underrepresented communities:
 - Be aware of different cultural values
 - Consider targeted literature
 - Find members who may be able to connect
- Connect with isolated members and groups virtually and through hybrid meetings
- Travel to isolated areas to start and support meetings on a consistent basis
- Invite isolated members and groups to recovery and service events
- Set goals for number of new connections
- Educate members about creating an atmosphere of recovery
- Provide free literature to new groups
- Look for new ways to provide information about where meetings can be found, keep it up to date, and make it easy to use for new members
- Use tried-and-true methods – e.g. literature racks in probation and parole offices
- Cooperation between PR and FD committees
- Prioritize service efforts to make best use of resources
- Train members to host open meetings that provide accurate information about NA
- Provide services virtually – e.g. H&I panels
- Sponsorship

Targeted PR Efforts

Many of the ideas shared on this topic reinforced the established approaches to PR, with an emphasis on utilizing opportunities to provide services and share information about NA virtually.

Other ideas included:

- Hold PR presentations at recovery and service events
- Aim high – PR with state and national government
- Create informational videos about NA for showing at professional conferences
- Collaborate and share new ideas between regions and zones, e.g. NA info on prescription bags in pharmacies
- Inventory which services are most effective in reaching newcomers

Providing Training and Mentorship

- Make it fun and meet members where they are
- Look for new ways to connect with younger members, such as TikTok videos and social media pages
- Keep informational resources short
- Create online training videos and workshops open to everyone
- Provide training at the grass roots level – GSRs and groups
- Sponsorship of new NA communities by existing, established communities
- Organize and fund local events
- Create team of experienced trusted servants as a training and information-sharing

resource

- Reach out personally to potential new trusted servants, particularly those with skills that are needed
- Invite developing communities to service bodies
- Share best practices between service bodies
- Don't forget to ask people what help they need and to be positive!

Tim (WB Chair) welcomed back participants from their small groups and said they'd spend the remaining time in the session sharing some of the ideas from the discussions.

James (RD NE) said his group wanted Fellowship development to be a collective meeting spot for former delegates. He also brought up a magnet with a QR code his region created to provide easy access to his region's website.

Andrea (RD Aotearoa NZ) shared about the creation of virtual and hybrid meetings in her community that serve isolated addicts.

Robson (RD Grande Sao Paulo) talked about the use of technology in his community, the national helpline in Brazil, and creating a map that shows where NA is not available.

Jose Louis (WB) shared about the virtual channel created in Peru to get information about NA into prisons.

Meg (RD Arizona) talked about the value of mentorship and the training of RCMs by an RD team in Philadelphia. They also discussed framing, and how in West Virginia they now described their service needs as "opportunities."

Tom (AD Rio Grande) shared about focusing on reaching out to reentry managers from treatment centers.

Joel (RD Florida) talked about creating templates for FD service that could be accessed globally.

Nathanael (HRP) shared about his group feeling quite strongly about marrying fun and connection with mentorship and training.

Mat (RD South Florida) talked about identifying the gaps and the causes for them, whether they be cultural, financial, or lack of people living in that specific area, and resolving those gaps through the use of NA technology.

Andrea (ZD LAZF) shared about multiregional, virtual H&I efforts in the zone.

Tim apologized for not being able to get to everyone, and reminded everyone that the notes from all the discussions would be posted in Dropbox.

Irene (WB) then invited participants who celebrated a cleantime anniversary in the last week to introduce themselves, and then introduced a song.

A video memorializing the former World Board chair, Tali M, was then shown.

Tim then thanked the interpreters and participants once more, reminded everyone about NA's newest piece of literature, *A Spiritual Principle a Day*, and recessed the interim conference with the Serenity Prayer.

APPENDIX A: WSC 2022 ATTENDANCE

Voting Participants	Session 1 Friday 22- April 2022	Session 2 Friday 22- April 2022	Saturday 23-April 2022	Session 1 Friday 29 April 2022	Session 1 Saturday 30 April 2022
001 RD ABCD Sandy	1	1	1	1	0
002 RD Alabama/NW FL Kelly	1	1	1	1	1
003 RD Alaska Mandy	1	1	1	1	1
004 RD AL-SASK Richard	1	1	1	1	1
005 RD Aotearoa NZ Andrea	1	1	1	1	1
006 RD Argentina Jorge	1	1	1	1	1
007 RD Arizona Meg	1	1	1	1	1
008 RD Arkansas Dyanne	1	1	1	1	1
009 RD Australian Elliot	1	1	1	1	1
010 RD Baja Son Daniel	1	1	1	1	1
011 RD Best Little Krista	1	1	1	1	1
012 RD Brazil Saymon	1	1	1	1	1
013 RD Brazil Sul Sadala	1	1	1	1	1
014 RD British Columbia Ivy	1	1	1	1	1
015 RD Buckeye Mark	1	1	1	1	0
016 RD California Inland Mike	1	1	1	0	0
017 RD California Mid- State Dean	1	1	1	1	1
018 RD Canada Atlantic Jim	1	1	1	1	1
019 RD Carolina Randy	1	1	1	1	1
020 RD Central Atlantic Randy	1	1	1	1	1
021 RD Central California Mike	1	1	1	1	1
022 RD C & P Greg	1	1	1	1	1
023 RD Chicagoland Charles	1	1	1	1	1
024 RD Chile	X	X	X	X	X
025 RD Colombia Simon	1	1	1	1	1
026 RD Colorado Aaron	1	1	1	1	1
027 RD Connecticut Troy	1	1	1	1	1
028 RD Costa Rica Gabriela	1	1	1	1	1
029 RD Denmark Berit	1	1	1	1	1

030 RD Eastern New York Thomas	1	1	1	1	1
031 RD Ecuador	X	X	X	X	X
032 RD Egypt Soliman	1	1	1	1	1
033 RD El Salvador	X	X	X	X	X
034 RD Finland Patrick	1	1	1	1	1
035 RD Florida Joel	1	1	1	1	1
036 RD France	X	X	X	X	X
037 RD Free State Christian	1	1	1	1	1
038 RD Georgia Jimmy	1	1	1	1	1
039 RD German Speaking Fritz	1	1	1	1	1
040 RD Grande Sao Paulo Robson	1	1	1	1	1
041 RD Greater Illinois John	1	1	1	1	1
042 RD Greater New York Tom	0	1	1	1	1
043 RD Greater Philadelphia Clarence A	1	1	1	1	1
044 RD Greece Maria	1	1	1	1	1
045 RD Guatemala Andres	1	1	0	1	1
046 RD Hawaii Summer	1	1	1	1	1
047 RD HOW Brazil Marcelo	1	1	1	1	1
048 RD Indiana Cliff	1	1	1	1	1
049 RD Iowa Michelle	1	1	1	1	1
050 RD Iran Reza	1	1	1	1	1
051 RD Irish Roisin	1	1	1	1	1
052 RD Israel Yuval	1	1	1	1	1
053 RD Italy Rossella	1	1	1	1	1
054 RD Japan Shigeto	1	1	1	1	1
055 RD Kentuckiana Mike	1	1	1	1	1
056 RD Lithuania Tomas	1	1	1	1	0
057 RD Lone Star Jennette	1	1	1	1	1
058 RD Louisiana Lee J	1	1	1	1	1
059 RD Metro Detroit Michael	1	1	1	1	1
060 RD Mexico Carlos	1	1	1	1	1
061 RD Michigan Marty	1	1	1	1	1
062 RD Mid-America Ben	1	1	1	1	1

063 RD Mid-Atlantic Suzi	1	1	1	1	1
064 RD Minas Raphael	1	1	1	1	1
065 RD Minnesota Patty	1	1	1	1	1
066 RD Mississippi Brad	1	1	1	1	1
067 RD Montana John	1	1	1	1	1
068 RD Mountaineer Dana	1	1	1	1	1
069 RD Nebraska Brenda	1	1	1	1	1
070 RD Nepal Roshu	0	0	0	0	0
071 RD NERF - NE India H. Kishorchand	0	0	0	1	1
072 RD Netherlands Remco	1	1	1	1	1
073 RD New England James	1	1	1	1	1
074 RD New Jersey Nancy	1	1	1	1	1
075 RD Nicaragua Melvin	1	1	1	1	1
076 RD North Carolina Lucas	1	1	1	1	1
077 RD N California Michael	1	1	1	1	1
078 RD N New England Sam	1	1	1	1	1
079 RD N New Jersey Maurice	1	1	1	1	1
080 RD N New York Mike	1	1	1	1	0
081 RD NW Russia Pavel	1	1	1	1	1
082 RD Norway Jonas	1	1	1	1	1
083 RD Occidente-Mexico Marco	1	1	1	1	1
084 RD Ohio Charles	1	1	1	1	1
085 RD OK Pam	1	1	1	1	1
086 RD Ontario Dean	1	1	1	1	1
087 RD Pacific Cascade Doug	1	1	1	1	1
088 RD Panama Edgar	1	1	1	1	1
089 RD Peru Emilio	1	1	1	1	1
090 RD Philippines Chris	0	0	0	0	1
091 RD Poland Jadwiga	1	1	1	1	1
092 RD Portugal Jose Pedro	1	1	1	1	1
093 RD Quebec Vincent	0	1	1	0	1
094 RD Quisqueyana Rafael	0	0	1	0	0

095 RD Region 51 Denis	1	1	1	1	1
096 RD Region del Coqui	X	X	X	X	X
097 RD Rio de Janeiro Albert	1	1	1	1	1
098 RD Rio Grande Sashua	1	1	1	1	1
099 RD San Diego/IC Don	1	1	1	1	1
100 RD Show-Me Scott	1	1	1	1	1
101 RD Sierra Sage Vince	1	1	1	1	1
102 RD SOSONA - Indian Prashant	1	1	1	1	1
103 RD South Africa Keith	1	1	1	1	1
104 RD South Dakota Melissa	1	1	1	1	1
105 RD South Florida Mathew	1	1	1	1	1
106 RD Southern California Jade	1	1	1	1	1
107 RD Southern Idaho Charlie	1	1	1	1	1
108 RD Spain	X	X	X	X	X
109 RD Sweden Tomas	1	1	1	1	1
110 RD Tejas Bluebonnet Steven	1	1	1	1	1
111 RD Tri-State Gary	1	1	1	1	1
112 RD UK Sam	1	1	1	1	1
113 RD Ukraine Sasha	1	1	1	1	1
114 RD Upper Midwest Shawn	1	1	1	1	0
115 RD Upper Rocky Mtn Gail	1	1	1	1	1
116 RD Uruguay Cristian	1	1	1	1	1
117 RD Utah James	1	1	1	1	1
118 RD Venezuela Jose	1	1	1	1	1
119 RD Volunteer Vincent	1	1	1	1	1
120 RD Washington/N ID Theo	1	1	1	1	1
121 RD Western New York Sarah	1	1	1	1	1
122 RD Western Russia Alexander	1	1	1	1	1
123 RD Wisconsin Dezzz	1	1	1	1	1
124 ZD Afri-can ZF Suleiman	1	1	1	1	1
125 ZD APF Ash	1	1	1	1	1

126 ZD Brazilian ZF Raimundo F	1	1	1	1	1
127 ZD EDM Matthew	1	1	1	1	1
128 ZD LAZF Andrea	1	1	1	1	1
129 ZD Russian Speaking ZF Alexander	1	1	1	1	1
130 WB Tim	1	1	1	1	1
131 WB Danny	1	1	1	0	1
132 WB Eduardo	1	1	1	1	1
133 WB Hammed	1	1	1	1	1
134 WB Irene	1	1	1	1	1
135 WB Jack	1	1	1	1	1
136 WB Jorge	1	1	1	1	1
137 WB Jose Luis	1	1	1	1	1
138 WB Lib	1	1	1	1	1
139 WB Michael	1	1	1	1	1
140 WB Paul	1	1	1	0	1
141 WB Tana	1	1	1	1	1
142 WB Yoel	1	1	1	1	1
	130	132	132	129	128
Position					
Regional Delegate	111	113	113	112	109
Zonal Delegate	6	6	6	6	6
World Board	13	13	13	11	13

APPENDIX B: FUTURE OF THE WSC SMALL GROUP DISCUSSION NOTES

A two-hour session at WSC 2022 was devoted to discussion of the future of the WSC. Eighteen groups discussed three questions, with odd-numbered groups addressing question #1, even-numbered groups addressing question #2, and all groups addressing question #3. If time permitted, groups were encouraged to discuss all three questions.

1. How can we use the time between meetings more effectively?
2. What needs to be or benefits from being discussed at an in-person conference and what can be done virtually?
3. Who needs to attend the in-person meeting in the future? Who could attend virtually?

Group number: 1

1. How can we use the time between meetings more effectively?

- Arrive at the conference with *CAR* and *CAT* motions already voted and approved in the regions, and eventually also with friendly amendments
- Strategic planning.
- Share how they do the service in other regions and in other areas.
- Training delegates about the functions and procedures of the WSC and how to bring information to their regions and be able to bring feedback from the regions to the WSC processes.
- That the delegate creates criteria of what he should share in his region to keep the flow of information attractive and interesting for the membership.
- Give more value to straw polls.
- Reading and learning is a responsibility of the delegates before arriving at the WSC. Information that has been previously sent to participants should not be read at the conference to save time.
- Create *NAWS* WhatsApp groups to keep CP up date with the information.
- If the cycle of the WSC is extended to 3 years, the *CAR* and the *CAT* need to be sent to CP earlier.
- Have small group conversations so that delegates can get to know each other better.
- Work on the *CAR* and the *CAT* in advance.
- The *RDs* should be well prepared with the material from the *CAR* and the *CAT* to present this information in their regions.
- Have more webinars on what is going to be discussed at the WSC so that *RDs* can properly convey the information to their regions and bring their regions' voice to the WSC.
- Generate spaces for delegates to share informally among themselves, such as coffee rooms.

- Give delegates more opportunity to share, and more for zonal delegates who are representing multiple regions.
- That the WSC facilitators stick to the rules and do not allow the discussion to drag on unnecessarily.

2. What needs to be or benefits from being discussed or decided at an in-person conference and what can be done virtually?

- Motions presented by the regions and the world board, first virtually and then in person
- Virtual elections, budgets, etc.
- Once the CAT and VAC are sent to CP, a survey can be carried out among the delegates to define what can be dealt with in person or virtually.
- In person: strategic planning. Virtually: CAR, CAT, budget and new business

3. Who needs to attend the in-person meeting in the future? Who could attend virtually?

- Regional and zonal delegates should attend in person. Delegates unable to attend in person may do so virtually.
- Alternate delegates, if your region can fund them, so they can learn
- Review the policies for the accreditation of delegates, so that only the regions that meet the requirements for new region can obtain a seat in the WSC, and participate in person.
- Create an account to which money can be contributed to finance the participation of delegates, managed by a NAWS workgroup that is in charge of the seating process.
- Restructure the zones in order to make them more representative of their regions. In the future, the ZDs will be the ones to attend, once the functions of the ZDs have been established

Group number: 2

2. What needs to be or benefits from being discussed or decided at an in-person conference and what can be done virtually?

- Face-to-face: how things should be discussed and decided.
- Certain things that have been brought up face-to-face that have not been followed up. There are things that must be dealt with virtually and other things must be dealt with face-to-face. Face-to-face feels more effective. When you go to work there is not much time lost as when it's done virtually. In person workshops are of great value to members.
- Previously, things were done differently in terms of communication. Topics can be decided more easily and efficiently in person.
- The WSC presented opportunities to discuss issues with Anthony. However, precision on discussion points was requested. Virtual meetings do not offer this. The perception is that in virtual meetings the work doesn't move forward in the same manner as it does in person.

- In virtual meetings, we can move forward with advance topics. Repetition causes discomfort. It does not progress as desired.
- Virtual meetings present opportunities to teach, learn and strengthen communications.
- Virtual allows you to meet people regardless of whether it is in person.
- Attendance is required. Evolution is going to take everything to a virtual platform. You have to see mechanisms to evolve into a hybrid set up.
- The value of attendance is very important. Attendance shows or serves to strengthen the ties that binds us. Face-to-face affection is not changed by virtuality.
- Although virtuality does not change it, it brings us closer. However, the repetitive interventions on debate topics can be very monotonous and non-functional.
- Virtuality is good for many things, but it is not good for everything. It does not replace aspects that are only achieved in person (emotions, hugs).
- The conference is the time for all to be together. It has specific purposes of which some can be accomplished in virtuality.
- Improvement of virtual motions, discussions, polls, decision-making with greater clarity.
- An in person conference must be the means in which a collective consciousness is manifested.
- Haste does not help the decision-making process. It is relevant to listen to all the voices, such as those of the minority.
- In person helps to achieve good global planning, so we can understand the paths that must followed to reach these objectives. Moreover, that means creating a planning culture.
- Everything that has to do with vision, purpose, unity, culture change, is best developed in person.
- Building a sense of communication, trust, support, relationship building, and global perspective is best done in person. Legal issues: they have to be debated at length regardless of the information that is received previously. They deserve to be handled with care.
- All topics should be discussed in virtuality. It lends itself to have a more fluid and fast communication without so much organization or difficulties.
- Decision making in virtuality can present many difficulties. Many members do not accept virtual decision-making. Contrary to the fact that in person attendance can the make decision-making process a very rich experience.
- Virtuality: an operative environment that allows faster communication.

3. Who needs to attend the in-person meeting in the future? Who could attend virtually?

- Instead of delegates attending, create a mechanism in which the forums send representatives from a number of countries. Zonal delegates who bring decisions to the conference.
- Regularly there is an approach related to financial matters.
- The issue of logistics has to be considered. The regional delegate should attend in person. The AD could attend virtually to practice and to get familiar with how the conference works.
- Learning about topics to be discussed, how they are dealt with and this can be done virtually for the ADs.
- Initially, the RD should share experience and knowledge with the alternate.
- Prior to the meeting, the alternate must acquire experience so that when he or she becomes the RD, he or she has prior knowledge. This lends itself to being a more comfortable experience.
- Considerations: country protocols, meeting spaces, movements, etc.
- In person: everyone should attend. However, it is necessary to take into consideration the requirements that currently exist in terms of travel and, at the same time, consider the economic issue.
- Each region must have the choice to be supported by NA in order to send their delegates.
- Depending on the need and reality of each country, it's how the decision can be made.
- Considerations: realities of each region have an impact on this topic.

Group number: 3

1. How can we use the time between meetings more effectively?

- Sharing experiences about successes and challenges on carrying the message. Between conferences the zonal forum has several activities and ongoing services, allowing for as much participation as a delegate needs. There is the challenge of language in the EDM, which has English as its language. To change the concept of the WSC, having annual virtual meetings. It is important to maintain the groups close to the conference. In between cycles, a lot of activity in the Zonal forums.
- In the regional services, using virtual meetings have attracted many members. Sharing experiences in doing service is very rich. 25% of the groups in Rio have permanently closed with the pandemic. The exchange of experiences between regions in between WSC meetings. Virtual WSC meetings would enable us to hear experiences from all over the world. Translations have improved this contact.
- There might not be much change from what we are currently doing. Having virtual CPs meetings every quarter, and a bi-annual WSC. Virtual CP meetings are useful to discuss topics about which regions can share their experiences with. Some decisions might be taken in those Virtual CP meetings, decisions that do not need to wait until the WSC proper.

- Using online tools to have discussions, workshops, and decision making was already done way before the pandemic, because of the size of the region. All service meetings in the region are either virtual or hybrid. All discussions could be developed in virtual meetings, preparing for the main WSC meeting, which can be hybrid. With an extended cycle, there would be an increased need for these discussions to have a more effective meeting at the WSC proper.
- Just increasing the cycle to 3 years is not a solution by itself, it could actually create new challenges. The WSC could have its concept changed, having decision making virtual meetings. For that, many changes would have to be made. There are negative aspects of virtual meetings. There is a need for in depth discussions that only face-to-face meetings can accomplish. Having a decision-making in the middle of the cycle could improve the effectiveness of the in-person meeting. Elections and more simple decisions could be virtually made.
- Fellowship development with Public Relations, outreach and H&I. Developing servants (mentorship) and services. There is a current need to address the issue of the in-person meetings that have closed with the pandemic. Using the time together to talk about what matters, and simple decisions could just be a yes/no answer sent electronically. To focus in developing services in the regions, to address the challenges regions are facing.
- Having not met over the past 4 years brought the feeling that there is something missing. Virtual meetings could be decision making. Collecting votes can be something swift, and using the time to discuss topics and share solutions. There is no parallel to the in-person meeting, it is invaluable and rich. Virtual meetings could direct the projects and work being done.
- There is a need to think outside the box. Financial issues continue since the 1990s. The Fellowship continues to grow. It is important to have clear data about the growth of the Fellowship. In-between meetings, focus on the Zonal Forums. How will a WSC be with so many new regions that are being created?
- The in-person WSC is swollen, but not of participants, rather of topics. We could deliberate over the decision making topics in the virtual meetings. This would improve the quality of time at the in-person meeting. Regions would decide what matters could be decided at the virtual meetings, and what at the in-person one. It would be very difficult for a Zonal delegate to take a single view from a zone.
- Establishing priorities, and working over them. Deciding what can be decided virtually would improve the in-person quality time. A 3 year cycle would be too long a time to involve the Fellowship in the topics presented by the WSC.
- Using virtual meetings to enable decisions, and for Fellowship Development. Our virtual meetings are not productive, and not all viewpoints are heard.

- To improve communication. There are many topics that can be taken care of in virtual meetings. With these discussions, we already know what the Fellowship does not want, and there are new ideas that are generated. This enables the in-person to be productive.
- Having a WSC writing the CAR. The in-person meeting would be discussions of topics. At the end of the WSC a CAR would be presented to the Fellowship. CAR motions can be electronically voted on. This would make the in-person meeting free to freely discuss topics, share experiences, and free of rules of order battles. As many participants can be included, as the discussions can be divided in small groups.

3. Who needs to attend the in-person meeting in the future? Who could attend virtually?

- Perceives very different realities being represented by each delegate. Every participant is important at an in-person meeting. This participation needs preparation, as a new delegate would have difficulties navigating the WSC. Zonal Forums are a way forward - maybe not the only way forward. Never in NA was the lack of funds a reason for not doing something, but communication seems to be crucial. Fellowship Development benefits a lot from the Zonal Forums. Other contexts may have different solutions.
- The ideal scenario is one where the delegate and the alternate are at the WSC. It is an important learning process for the alternate to be at a WSC before being there as an RD. The presence of all is very important for experience sharing, for discussions, and for service to flow.
- GSRs going to the Regional meeting improves the understanding of how service is at the other levels. The more people participating, the better.
- To answer the question of who needs to be present, one needs to know what the purpose of the meeting is. As many as needed to represent the groups. A representation by quantity of weekly meetings there are would be a way to have equality in representation. This would also be an effective way of reducing the number of participants at the WSC. The groups need to be at the WSC in an adequate representation system. There are very small regions with seated delegates, and very large regions with no seated delegate.
- This question is troublesome. Everybody should go, with no exception; delegates and alternates. We learn in service never to do anything by ourselves. Delegates serve in teams. Creating a line for who would participate and who would not would be an issue. Ours is an inclusive Fellowship. If a limit is money, we all can see to the participation of those that cannot afford.
- Everyone should participate, both delegates and alternates. Servant training is a need. All current participants should participate. Those which could not afford should be funded.
- The question should be: "How can we make it possible to everyone participate?" The alternate needs to be there, the delegate needs the alternate. Zonal Delegates representing the non-seated regions. At this point, there is no question to discuss who should be at the WSC. Everybody should be present, especially the alternates.

- Everyone, with no exception. We are an inclusive Fellowship. The Group booklet says, GSRs should be encouraged to be at the regional meetings.
- Everybody should participate. Virtual meetings should be open for any member to hear the audio, with no images.
- There are many ways to enable everyone to participate, both in-person and virtual.
- Everyone should participate. Finances should not be a priority. When we need money, people send more money. Experience exchange in corridors at the in-person is very important. Virtual meetings do not have that aspect. We should instead discuss how do we enable everyone to be there.
- Joining in-person and virtual and extracting the best of both experiences. At the in-person WSC everyone should be there. Any member who wants to follow it, should be able to - even if it is just in audio. In-person, all elected officials; and virtual, all the Fellowship.
- A large in-person WSC was only impossible when we used Robert's Rules. With Consensus Based Decisions the process is much more accommodating for large numbers of participants. The limit would only be a practical one.
- Virtual meetings limit our participation very much.
- Having a very well structured agenda is important. Doing a hybrid meeting enables participation of those who cannot go, but those who are virtually there, are pretty much limited in that participation.

Group number: 4

2. What needs to be or benefits from being discussed or decided at an in-person conference and what can be done virtually?

- RDs come with a decision from their Regions, so CAR motions without amendments could be voted on virtually
- Suggested that if we go with 3 year idea, 1st year could be debate, 2nd year zoom discussions and planning, 3rd year in person
- Split Conference into more meetings(3 was suggested) to give more time to understand issues
- Have smaller in person meetings for discussion, maybe by country.
- In person:
 - Discussion of ideas that need perspective are better in person.
 - People pick up new ideas from side conversations. Don't get that in virtual.
 - More interaction
 - More spiritual and in depth
 - Get a broader picture

- Hugs
- Can see reactions and get feedback in real time
- Experience in person showed RD “it” really works
- We lose our fear of outsiders (i.e., people from other places)
- Discuss things that require debate (like budget)
- Learn more
- Can read the room
- Can help newcomers understand what’s going on and can give them help to understand “lone voice” can be heard
- Deal with issues where there is little consensus
- Virtual
 - CAR motions with no amendments
 - Lots of discussion on regular CP groups
 - Are time limited, so sometimes not enough time to thoroughly discuss
 - Can do all business virtually
 - Will require more prioritization
 - Good for E-polls
 - Direct business decisions
 - Very isolating
 - It’s frustrating as can’t read the room
 - Good for most CAR motions, elections, CAT, projects, reports, literature, IDTs
 - Can reach more people
 - Key to success is what we do in advance. Need more discussion early in the process.
 - Maybe do votes every quarter, certainly discuss.
 - Discuss intents of motions early
 - No ability to persuade with your passion (strong opinions in person can sway an entire room)
 - Zoom loses 60% of information
 - Passion is missing
 - Hugs are missing
 - Get more input, but less feedback

- CAT virtually and reports, CAR in person (by doing this we could shorten the WSC by 3 days. That might save enough money we could do more frequent WSCs)
- Member to member interactions don't translate on line

3. Who needs to attend the in-person meeting in the future? Who could attend virtually?

- About equally divided on who should attend
- Should attend: RDs, everyone, World Board candidates, Alternate Delegates
 - ADs need to be there to learn the ropes and meet the people they will soon be working with.. Important to network with WB, other RDs ADs
- Don't need to attend (or attend virtually): Alternate Delegates, World Board members who don't want to travel. People who can't get a visa.
- Suggested: a RD Committee at the Regional level to help with the work that would be spread out over the 2-3 years.
- Suggested RDs meet the WB candidates via Zoom before the WSC.

Group number: 5

1. How can we use the time between meetings more effectively?

- Use WhatsApp chat that includes all conference participants and staff: a place to share and discuss ideas.
 - Use various platforms for RDs to meet in between WSCs.
- Use zonal forums to discuss topics generated @ previous WSC).
- Have WB members attend zonal forums (not just @ CAR/WSC times). XX
- Collaboration between regions and zones: multi-regional and multi-zonal service symposiums
 - Presentations by regions/zones to regions/zones about service efforts and practices
 - Have more group discussions about fellowship development and other areas of service: PR, H&I, etc. (services being provided by NAWs and by regions and zones) X
 - More with issue discussion topics: use those discussions to develop motions for upcoming WSC
- Discuss past motions and actions that continue to affect us—like actions that led to Autonomous Region lawsuit. Discuss in various CP webinars.
- We've learned that we CAN do business virtually, but have also learned that virtual discussions are not as effective as in-person discussions, so...
 - Do more business virtually
 - Do more discussion in-person at WSC and at in-person meetings between WSCs

- Spend more time developing regional motions and checking the pulse of the Fellowship so as to spend less time when discussing motions in WSC business sessions. X
- Hold more WSC meetings with smaller number of participants to allow more people to actively participate—like a series of WSCs schedules based on different time zones.
- Engage in less inventory-taking when we meet; keep it spiritual!
- Spend more time in regions and areas that don't have representation at the WSC so they can be heard and learn about what's going on, so they can participate more in the process.
- Make more decisions in sessions in between the WSC so there is more time to do other things at in-person WSC.
- Based on 3-year cycle, break up WSC business into Conference Participant webinars to allow for better communication/collaboration between regions and zones because “smaller” topics and discussions can happen

2. What needs to be or benefits from being discussed or decided at an in-person conference and what can be done virtually?

- Needs to be discussed or decided in-person
 - Straw polls/motions that do not have consensus and/or need further or more detailed discussion XXX
 - Regional motions to allow more discussion
 - Building relationships with each other XX
 - Create Conference sessions that feature one-on-one, personal conversations to openly and personally communicate and get to know each other and exchange experiences to build relationships and collaborate between regions/zones (instead of this just happening in hallway conversations). *Make the intangibles a part of what we do instead of a byproduct of what we do.*
 - Isolated regions benefit from the in-person interaction
 - Some members might not participate virtually, but are more likely to participate in person
 - Elections XX
 - Want opportunity to see, meet, and talk with the candidate X
- Can be done virtually
 - Straw polls that have been passed with consensus virtually before the WSC XX
 - Use small groups for discussion in between meetings
 - Housekeeping motions
 - Elections XXXX
 - Use Zoom polling to conduct elections

- Maybe, but not until after a participant has attended an in-person WSC
- CAN do it virtually, but better in person
- Everything XXX
- “Hallway conversations” CAN be done virtually—fellowshipping, breakout rooms, etc.
 - Multiple app discussions: “Back channel” discussions via WhatsApp or Messenger during Zoom meeting.
 - Use WhatsApp for check-ins and conversations in between meetings

3. Who needs to attend the in-person meeting in the future? Who could attend virtually?

- In-person:
 - Voting participants: RDs, zonal delegates, WB
 - Cofacilitators X
 - World Board members
 - Consider alternating number of WB members in attendance
 - ADs X
 - Human Resource Panel (HRP) X
 - Anyone who wants to attend X
 - No one—do all virtually. Many service committees have successfully established and operated virtually since the pandemic began. If ASC-level trusted servants can accomplish this, why can’t we @ world services level?
 - Possibly just zonal representatives—if we continue to move toward a more zonal-oriented Conference, we can make decisions in between WSC at zones. Would save money.
- Virtually:
 - Anyone who wants can attend virtually—including Conference Participants X
 - Include streaming X
 - Anyone who can’t get to in-person meeting (visa issues, etc.) X

Group number: 6

2. What needs to be or benefits from being discussed or decided at an in-person conference and what can be done virtually?

- Meeting in person benefits are the ability to be around others RD's/AD's/ZD's from other areas and gather different experience and perspectives. Appreciate ability hear each other needs, and collect different ideas. This is lost virtually. Topics to discuss in person could be fellowship difficulties, how to reach addicts in rural areas, Fellowship Development, and zones. Virtual sessions can possibly be workshops, topics discussed break out rooms.

- Yes, much work done towards efficiency of a virtual conference but spirit and emotional connection we get in person lost. Just do not get *mojo* as we do from a live meeting.
- Challenges everyone to think about how do we use both in ways that address what we feel are limits or challenges to what we are experiencing right now. As a body, we have a responsibility to create solutions for all members. Understand a desire for concrete answers; however, we should think about the ability to do both because there will always be participants that will not be able to travel. We are doing a disservice to all when we say only in person; WSC can be both.
- How do we take our current situation and provide the best WSC for all participants. There are easily identifiable benefits to in person WSC. However, if we continue to do what we always do we miss new opportunities. Think virtual meetings or ideally, hybrid meetings opens service structure and service experiences to more that cannot travel. Additionally, allowing conference participants to handle more housekeeping items virtually allows for other discussions in person. Meeting virtually can increase meeting frequencies, more divergent viewpoints and address concern of driving agenda by meeting more often to collect more thoughts and ideas from participants. Think we may be looking more at a redesign for a hybrid WSC.
- I am not able to travel nor would I be able to attend WSC even if I wanted to because of my country's situation. In the time between conferences, believe we can use virtual meetings to connect more as previously expressed. We need more connection and collaboration between delegates.
- Is of the opinion that NA is always in transition, change is part of growth and progress. I love virtual meetings but miss hugs, the emotional connection. We are not able to spend time and connect, share ideas, love each other virtually. Perhaps more and frequent virtual meetings would permit more engagement with participants providing an opportunity for more timely communications.
- Agree with previously shared perspective on focusing on how to improve what we do now, considering the major obstacles and challenges, one being time zones and finding solutions on improving currently implemented practices.
- Maybe next step would be to re-clarify what WSC seeks to achieve and for us to communicate that and gather fellowship input before deciding what can be done in person or virtually. If WSC is more than just governing a vote, which it is, then we need to communicate more with fellowship on what we are trying to achieve at the conference beyond just voting – with a predetermined conscience. (In theory if the conference's primary purpose is to make decisions on motions, we technically have a pre-determined conscience from the fellowship. Then in theory, this can also accomplished virtually. Amendments typically also done prior, again in theory there is not a lot of discussion, therefore to some extent do we need to meet in person?)

- Our region liked the 3-year cycle as long as it followed up with more interaction in between. As far as hugs and feel goods – yes would love the emotional and to have the opportunity to meet participants from around the world and create global relationships but do not have a problem with doing NA business virtually. Narcotics Anonymous saved my life and willing to do whatever to do and work out any issues.

Focusing in on some of the previously broached topics.

- Streamlining: possibly look at doing workshops done in small break out rooms virtually. However, an afterthought from discussions is will increasing virtual meetings decrease attendance from participants in challenging time zones. How do we meet the needs for everyone?
- How to get more of an in person feeling virtually: in 2020, a group of RD's created meeting sessions outside of the WSC. These outside meetings with those in attendance found meeting helpful and it felt like an in person discussion. This was a way we found to follow protocols share ideas and be heard. Even today, we were in the chat, saying the same thing; finding a way to foster unity and solutions. Just saying that when we say we cannot connect virtually, we still can, merely requires a bit more work.
- For business purpose, streamlining, suggest taking small group model and apply on a larger scale. Example have groups created by time zones. Each assigned a facilitator and with transparent agenda. Each group discusses same agenda, after which all facilitators collate data and disseminate data to participants. Then bring WSC together to show and discuss data. Separate time zones meeting: Europe, Africa, Middle East APF, North and South America discuss and collate data.
- Breaking into workgroups or smaller collections of participants based on times zones is one way to have discussions or conduct business. Followed by coming together as a whole briefly for decisions or consensus support. If everyone agrees no further discussion necessary.
- Appreciated idea shared regarding other participants meeting virtually outside the WSC to share thoughts as well as the concept of breaking into smaller groups by time zones. Free form of ideas to talk amongst ourselves. It does not have to be the staff. RDs be facilitators as well.
- During pandemic trusted servants decided more important business matters face-to-face and less important virtually. Most members would agree with in person meetings but understand that virtually much is also accomplished.
- In terms of streamlining, CAR out sooner for presentations and translations purposes.
- Change entire purpose and concept of WSC and meet year every 4 or 5 years in person. Topics for discussion: future of NA, challenges and opportunity facing NA, and outline a path forward. As previously stated, same time zone meet virtually conducting business throughout the cycle in hybrid form possibly EDM, APF, LAZF, etc. Taking advantage and utilizing zonal forums and multi-regional forums more frequently to conduct business and workshoping.

Finding a balance on how we do in person and virtual business/discussions. If we had times and places throughout cycle workgroups could come together and access local fellowship for Fellowship Development.

3. Who needs to attend the in-person meeting in the future? Who could attend virtually?

- Initial polling or discussion could be done virtually and that could help reduce the length of an in person conference like what we did this cycle.
- Agrees with this cycle initial polling easy/simple. Last year had a few issues needing more discussion. Therefore, if motions easy and simple these can be handled virtually, more complex motions possibly need in person discussions however unsure how those would be distinguished. There are pros and cons to this.

Off-topic comments:

- In addition, how do conference participants get a sense that they are helping shape the future or construct what the conference looks like? How are the delegates themselves having a say in the agenda constructed – feel it is all the World Board. Does not feel like Delegates involved – does not translate.
- Many of region members think NAWS trying to take over the world. Noticed certain patterns for WSC, first never a completed financial statement before the WSC, always a snapshot, then there is the quarterly statement, then an end of year statement a month or two later. The lack of information can be difficult. Secondly, no conference participant told that NAWS was going to take out PPP loans. Would like NAWS to be more informative with conference participants, not surprise delegates, "give us all the ***** information weeks and/or months before hand. Stop leading delegates and start working with them."
- In response to a previous statement regarding too much or not enough information. Very often answers to questions can be found in previous disseminated reports provided to conference participants. Only pointing out there is so much information provided to participants and often times a lot to go digest.
- Also agrees with needing more information for RD and ZD's concerning what is going on. An example of this when the conference has a workshop, would like a choice in workshop attendance – not to just be assigned.
- Agrees with a previous statement to allow participants time to digest information in order to be prepared and participate.

Group number: 7

1. How can we use the time between meetings more effectively?

- Nothing new to add. Liked idea of focusing on 3 year cycle. Appreciate the webinars. Webinars great to be able to share report consistently. Past RD facilitated CAR and went to conference. Great now with webinar to be able to communicate. Helps relationship with NA

World Services. Liked idea of straw polls and voting prior to WSC. Spend days in person doing workshops and discussion. Always funded our delegate team – support fully.

- Agree with what was just said. Opportunity to explore with lengthen the cycle. Active participation every other month in CP webinars very helpful. Helped to maintain communication through the groups. Continue with CP webinars necessary.
- Really have come together and done well with the communication we have been doing. With online able to have 5x as many meetings. Like the idea of going to 3 year conference. Have virtual WSC every year to cover needed business. Improve with virtual meetings is better retention of the information from small groups. Feels like information from small groups may not be retained. A lot of discussion about disconnect with local groups and WSC – may stem from communication breakdown. No lack of communication from WSC to region. Local level interest doesn't seem important to them yet that may be how it should be. Members in groups focused on their recovery.
- No idea about adding to webinar. Right now situation in his region have not been able to workshop motions in CAR. If we move to 3 years and able to receive CAR earlier, we could do the translations. Not often see local members interested in what is going on with WSC yet some were watching UTube today even though it is early in the morning. EPoll prior to WSC – same process of EPoll prior to in person WSC would be helpful to reduce time at WSC.
- Communication and how we can use time between meetings more effectively. We have tried to do our best to increase communication. Great to hear what is working and where we can improve. We post in drop box and would like to see what next step we could take. Fellowship webinars came from pandemic. Amazing to have more than 1K join a webinar. Demonstrates what we do. Suggestions help us to become more effective.
- No new ideas. Follow-up with information may be the biggest challenge. Struggle with personalities and agendas at this level of service. WB trusted and come together with shared experience and utilize work groups to find solutions to the challenges we face as a fellowship. WB comes with recommendation with what might be best for fellowship, 2 hour session why they are wrong and I understand where the breakdown is. Perhaps given okay to make decisions on behalf of their local fellowship. Feels 3 year is a good solution to financial struggles in NA World Services. Being American with a financially successful region gives me opportunities to see where things are lacking. We are all driven by the addict who still suffers. NA World Services and FD and translations and producing language in their own language more important than what is happening in my area. Breakdown in communication in my region – we give information to all members and give them opportunity to be in decision making process.
- Came from a region that is opposed to technology. Misconceptions about WB and WSC in region. An area thinks it is a vacation to attend WSC. If we move to a 3 year cycle, misconceptions in region will continue. Perceived disconnect will continue and think NAWs

only about money. Deep seated belief in her region. Enjoyed CP webinars done more often during pandemic. Has attended virtual meetings since 2008 and wonders when they will be recognized. Wants to see WSC streamlined. Drawbacks to virtual voting and discussion. In person voting and nominations and leave the rest to virtual. Difficult to take 8 days off.

- Like what has been said. Issues that seem to come up – spend time in region and MW zonal forum and try to take opportunities to talk to addicts about WSC, WB and office. Concern about money. May be useful to have yearly, 18 month budget versus 3 years – fellowship may be less concerned about money.
- Participated in WSC 8 years ago as observer; first time for virtual. Started virtual at 3am in my country. Tried so many ways to support the activities in region, zone and WSC when pandemic happened. My concern personally is there will be many more issues in local fellowship after pandemic once we are face to face such as those who manage virtual meetings are 2 years clean and have no idea of face to face meeting happenings. Carrying the message to the institutions. We have huge growth from zone and why the fellowship has been growing. Feel what we discuss at WSC and what we deal with locally feel the distance. Would like to see us talk about local issues between the conferences that is not discussed at regular WSC.

2. What needs to be or benefits from being discussed or decided at an in-person conference and what can be done virtually?

- Understand most regions come with a consensus to WSC – beneficial is CAR/CAT material can be done virtually with EPoll. Struggled in my region in how we gather conscience. CAR/CAT is voting.
- Majority of voting business could be taken care of online; ran into issue and polled twice may be better in person. 2018 Audit discussion could not imagine how that could be processed virtually. Controversial items in person if no consensus with a couple votes. In person discussion about future and regions that have issues.
- Budget, FIPT, CAT, elections could be virtual.
- FA observation: 6 motions passed by consensus. May have received enough information to consider motions. Next year with regional motions will be interesting.
- First virtual WSC was the first and a little rough. This time smooth sailing feels the body handled everything fantastic. Call me Pollyanna yet beautiful experience.

3. Who needs to attend the in-person meeting in the future? Who could attend virtually?

- Heard about stuff that goes on after WSC days and not what goes on during meetings. Concerned WB travel around the world. Definite question in region.
- Region in favor on zonal participation at WSC. Discussed at length the size of the conference and excited that zonal rep was voted in 2018. An agreement against zonal participation is losing regional voice. More global participation has been wonderful to see. If concern is

conflict in what I hear from regions that are concerned about money. First spending too much money and zonal rep allows fewer funds be spent and also hears we will lose our regional vote. Needs to attend – participated in virtual WSCs – bit off too much in first and this one could have done more. We could have virtual conference.

- Region recently rejoined zone in 2018 and pandemic hit so decrease in activity. No large zonal participation. Breakdown of costs for WSC. Reduce number of days everything else is reduced significantly. No actual breakdowns yet even a day or two makes a difference. Trust WB to make those decisions. Financially and strategically WB acts in our best interest. Important to hear how others felt. Extension to 3 years not a given yet. Wants to know how much we are going to save by extending a year, just zonal delegates and decreasing number of days. Wants to continue to meet virtually and not lessen those.
- One of things on mind, feel sense of embarrassment that many regions that are less capable of sending delegates have been funding and my region has taken all the funding of delegates. Idea of spending time in webinars makes it possible to send less people. Technology of UTube as opposed to gallery may help decrease money spent. Who will say we don't need to go. At this time may be best for zonal forum reps to attend virtually. Have sympathy for addicts who got up at 3am to do this service. A lot to consider.
- Questions from FA to WB: who is proposing 3 year conference cycle and what is the thinking? Main reasons??? WSC of the Future and this is an ongoing part of that workgroup. This isn't just about money. Yes, money is a part about sustainability and NAWS vision. May spend extra money on FD or translations. Sustainability of WSC and where we can go to become more efficient. Ultimate goal to further our Vision. Having as a 3 year cycle came from webinars and WSC of the Future workgroup; we want CP and fellowship input. Questions here are to make business more efficient. We are here to try to figure out together.
- Attends in person – hard to answer. Has witnessed WSC connection. Hard 10 days that is also beautiful. From heart = everyone attends. To keep our fellowship in mind and be accountable ask whether it is sustainable size now. Challenging question to answer and body will need to navigate.
- In my region delegates to zone are separate from delegates to WSC. Language barrier. Representatives to zone and WSC need to go for a long time because of language barrier. Would like zonal reps from his region to participate virtually in WSC. Able to make decisions and communicate virtually. Waiting for us to bring news from WSC and what kind of connection did you make at WSC. Personally I like WSC in person so we can share our experiences and what kind of connections we made.
- One of things I found most powerful with WSC was how incredible that we are all in the same time zone. Critical piece for those with voting rights. My experience changed by realizing we are worldwide through WSC virtual. Part of this discussion shows me how

challenging time zones can be. Been able to see additional challenges in my region trying to debate opinion with facts.

- Who to participate in future – support zonal rep even though may be different than her region. Helps financially and levels playing field. Takes voting power away from US heard in her region. Supports zonal rep and no regional rep.
- 2014 RD and AD had been short time in positions and were upset and stated they were doing this and that. In 2016 new RD said he looked all over for them and all he could see was us. We are all here for the same purpose and bring message to regions helps support each other and WSC. Got a lot of information and connections from 2018 in person. Delegate was cranky and his message was different than mine. Important to have 2 voices at WSC. Location of current WSC – don't know financial reasons that make it the best. Expanded conference could be done virtually so we could shorten WSC. In favor of trying to do a shorter conference. Not in favor in number of participants decreasing because I want best opportunity to bring back to my region from WSC.
- 2018 first WSC. Participated in 2020 virtual. Very happy because I gained experience and have contact with members from WSC. Overwhelmed in 2018. Encouraging to hear the welcome from members in 2018. Believe whether in person or virtual each have their good sides. Focus on good sides and we would be in good position. 40 years since NA has started in his region and evidence that NA fellowship continues because NA message brought to his region. Region discussing WSC whether it is structural, financial. Certain areas that we came up with solutions due to pandemic. Feel I want to go back to in person because I was able to have a connection.
- FA observation – disconnect with trying to communicate with fellowship pre-internet yet now can find information on NA website. Have seen developing communities get help in the hallways. We may get hung up on participation and voting rights. We have adopted the 12 Concepts and delegated authority to do actions on behalf of the fellowship. Has no seen US voting block.

Group number: 8

2. What needs to be or benefits from being discussed or decided at an in-person conference and what can be done virtually?

What should be done in person:

- All matters dealing with the FIPT
- Any legal matters
- Any proposals or project plans for NEW literature
- Having small group discussions, sharing and learning how other regions and zones do business. (i.e, HI, PR, FD, PSA)
- Elections

- Fellowship Development, planning, IDT's
- Meeting face to face is invaluable. Tangible relationships don't get created virtually. Trust which allows us to build cohesion and collaborate, is lost. The more we do online, the harder it is to reconnect when in person. Discussions, more informative, invaluable. The value of connection was a common thread throughout.
- We invest 60-70 hours face to face, while virtually we invest only 8hrs. We get 75% more production out of our time face to face than we do online

What can be done virtually:

- Literature; translations, language change, etc.
- Preliminary straw polls should be taken virtually prior to meeting in person in order to have more focused discussion
- Vote on motions that we are certain will pass and don't require discussion
- Virtually voting on motions AFTER being able to discuss and ask questions of the motion makers in person.
- Presentations (although, a lot of the experience is lost when done virtually)
- Webinars
- Work groups and surveys for redoing IP's
- Concerns regarding meeting virtually
 - Guidelines are blurred on a virtual platform
 - Disparity in technology impacts experience.
 - Time zone issues can be a challenge.
 - Discussion is not effective virtually while a timer is running and having to speak slowly
 - Virtual platform may take up more of our personal time as it enables meetings to be scheduled more often
- Benefits
 - Virtual platforms allow more participants to attend
 - Financial benefit to having a virtual ASC
- Suggestion
 - Creating a mechanism to deal with the backlog of regional motions from 2020

Extra Discussion:

- More time needed for promoting communication between groups, areas, regions, etc., for reports (CAR, CAT) to be discussed and workshopped.

3. Who needs to attend in-person meetings in the future? Who could attend virtually?

- In person: trustors, reps from the seated regions, regional delegates, strong support for alternate delegates to be present, especially where English isn't their native language, for continuity sake, and because there are coinciding events taking place at the conference. Anyone that is legally required.
- Virtually: areas with limited numbers, those having issues with visas, and in those cases the virtual experience should be made as inclusive as possible. Any and all addicts should be able to attend virtually if they wish, alternate delegates actively participating.
- YouTube streaming should be available for all

Group number: 9

1. How can we use the time between meetings more effectively?

- Likes the trend with webinars every two months, aids communications between NAWS and RDs.
Webinars help between WSC. They were informational and helped to prepare.
- Need an Interim Virtual meeting if we go to 3-year cycle. x2
- CAR season is good to engage members. So the CAR season would be twice a cycle (if 3-year cycle) to engage members.
- Budget then yearly or maybe 18 month basis (if 3-year cycle).
- Epolls are good to give pulse. Maybe procedural voting or other voting via epoll. Maybe more time to respond to epolls to get a region's conscience. 3-year cycle more time to get region's opinions, also fiscally responsible. X3
- Likes proposal to utilize WSC in-person time to vet motions and gain consensus on CAR motions.
Workshop proposals/ideas with members and bring that to the WSC and create the final CAR from that. Question to ask ourselves: what is the best reason to meet in person? If going to 3-year cycle does not mean getting the CAR earlier then we will still do what we can do, but having more time would be ideal. X2
- More RD team lead workgroups—maybe not WB organized workgroups. X2
- Annual CAT done virtually. X2
- Use the WSC as a planning session.
- Give projects to Zones—one zone does this another zone does something else. Although zones are very different.
- Weird information gathering on webinars and workgroups—sometimes doesn't make sense where the information goes.
- We are making decisions for the future—is that fair? Because most of us won't be at the next WSC. Maybe we can reach out to the Fellowship to help give input. Now we have a lot of motions for WSC 2023. Maybe we can workshop some of it beforehand.

- Get known motions out before the CAR so the workshops can begin.
- Small workgroups to develop literature. With maker of the motion in the workgroup. Maybe even workgroups about proposals and ideas.
- Wish there was a bulletin board that everyone used. Something written to discuss ideas.
- Presenting ideas to members during the RD report at Regional meetings. Increases casual discussions about ideas.

2. What needs to be or benefits from being discussed or decided at an in-person conference and what can be done virtually?

- Almost anything can be done virtually if we have enough time to talk about it. Similar amendments can be discussed with all the amendment makers together virtually and that would lessen the time for each motion during the conference itself.
- Regional proposals/ideas bring CPs together for informal meetings during the in-person. Like A Guide to Local Services that still needs to be completed. RD team workgroup take on a project like A Guide to Local Services (outside of NAWS). Our time spent in-person needs to be more effective and productive. There needs to be a tangible outcome.

3. Who needs to attend the in-person meeting in the future? Who could attend virtually?

- Hybrid would be good if RDs can't make it to in-person.
- Make is so that hybrid could be open to anyone not just people who have visa issues.
- The money spent on in-person WSC is too much. We should go to zonal representation based on the number of regions. ZDs (represent all the regions in the zone) for in-person, RDs and ADs virtually. Members to join us on CP webinars with no participation. Members voices are heard then at the ZF meetings. X2 If we go to Zonal representation, does the WB each have a vote?
- Virtual meetings allow for distraction. Having your alternate with you in-person allows them to catch things you may have missed. But something needs to change.
- In-person allows for better understanding by asking questions of other CPs. Either there is a cost in money or there is a cost in unity.
- Adjusting function of the WSC--how we do it, what we do. How can we discuss attendance before the function of the WSC is finalized? No proposals from Regions translates that WSC does not want to hear from local fellowship.
- RDs and ADs need to be in-person. Maybe do away with the convention to save money.

Group number: 10

1. How can we use the time between meetings more effectively?

- I think that this question is the most important one here because are we using the two year cycle effectively? Before we talk about moving to a three-year cycle, are doing everything

we can in a two-year cycle? I do not think we are. I am just trying to lean heavy on the past world board member and the board member in this group on this question. I would like to see us discuss this question before we start talking about moving to a three-year cycle. For me personally when the CAR comes out we start doing workshops immediately in our region. We do it virtually and in person. We do two different cycles with region where we do it there as well. I am trying to understand what pushing to a three-year cycle does besides save money and if that is the issue then we need to talk about that. Beyond saving money what does moving to a three-year cycle do that are not already doing?

- It is a great question. One thing that comes to mind for me relates to literature. Where I come from we have a lot of active literature review committees and they always complain that there is not enough time to review the literature and to really get in to it. There are people in the community like GSRs who really want to get involved, give input, and they are the last ones to get the information. Surveying is another thing that has been developed in recent cycles. People like surveys. We need time for those surveys to happen and get them translated. Need time to get the results, figure out if they make a difference and what the impact is on motions and projects for the next cycle. We also like to think that regions and members are working on IDTs. The DRT/MAT is a good example of a motion that was passed at the conference for which we received conflicting input from the fellowship when we asked what you want it to say. It takes time for the fellowship to have discussions. It takes time for the regional delegates to bring information to regions and get the information out to the fellowship and to get it back to regional delegates. More time together to have discussions.
- An idea of mine is that the conference could occur in segments during the cycle. We could have a mini conference 18 months into the cycle. There are many different variations like the budget, discussions elections that can be done at different times to relieve the volume of work that would happen at that one time. My own thought is it was so much work to do when the convention and conference were both in one year and it was exhausting. Not sure if we use our time most effectively now. I think the webinars have been wonderful we do them every 8 weeks. World board has been meeting virtually for over two years now every 4 weeks. The world board spends a lot more time on service since we have the virtual environment than we did when we only did things in person. We have enhanced this two-year cycle a great deal with the every 8 week webinar, with the open fellowship webinars we have as well. I feel like we are busy all the time. Three-year cycle can have the creation of new things that we do not have now. In addition to having more time for the things we do now. Lots of different ideas and opportunities.
- Time between meetings whether it's a two year or three year cycle I think could have IDT presentations for workshopping in our regions more regularly so we could be workshopping things in our regions to get input back to see what the needs of the fellowship are. We need more fellowship development resources what is needed and have more time to create them. They can be editable whether they are video or flyer. Additional zonal workshops.

Our zone meets twice a year and it would be nice to have world board participation in our zonal forums. Virtually or hybrid. Move forward within zones for what needs to be done.

2. What needs to be or benefits from being discussed or decided at an in-person conference and what can be done virtually?

- **In person:** RDs, ADs – I do not see how you can cut either one of those people out. Coming to the conference as an alternate delegate was invaluable for me.
Virtually: initial straw polls, initial process and agreeing to the GTWS, that takes at least a day when we first get there.
- **In person:** all new projects should be discussed because sometimes it's hard to hear each person virtually. I think the budgeting should be done in person. Time zone is not always good virtually.
Virtually: Initial straw polls, old business decisions like approval of new literature. We have already made the decision so we can do it virtually.
- I agree with much of what everyone has said so far.
In Person: I think everyone who can should attend in person. There is nothing like that hug, the networking and meeting people from all over the world and finding out how they do things. Looking forward to in person, cannot replace that. Nothing like being able to hug people.
Virtually: What we have been talking about in our region is if we do go to a three-year cycle we should figure out a way to do some of the business in between conferences. We would have a lot more motions. If we become more productive in between conferences, I think in the end we would be more effective. Also, be able to bring the fellowship more in to the process. We can reach more people virtually.
Hybrid: All our CAR workshops were hybrid and we had participation. This is probably the way of the future. Our region has already started doing things that we are talking about now. We will have to adjust the way we grow and change as it comes down the line- its living proof you can teach old dogs new tricks. Last conference and this conference the co-facilitators have paved the road. The SEZF did a multi zonal hybrid and it went very well. Local in person was not as good.
- **In person:** RDs and ADs are important to be there. It's challenging because some regions just can't pay for a second person and you then you have an imbalance. Having more people – we learn from each other. I know it creates more cost. In favor of having all of us there. It is hard for people traveling long distances; it is tiring for them so you cannot have the conference be less than 6 days. More discussion is best to happen in person. Able to sit down with each other is easier to bounce off ideas.
Virtually: I think that lots of business can be done virtually in between. When I went to the conference in person I found business frustrating especially old business. Would support old business virtually. I think the conference does not have to happen all at one time. Stuff can be done each year and it can be an ongoing conference. I like the cycle every 3 years

because it gives us much more opportunity to be more creative and much more discussion with the fellowship. It might help with RDs and Ads that do not want to do a 12-year commitment. Different stuff each year through the cycle. Favor more business, presentations and decisions virtually. FD and PR presentations can reach more people if done virtually, its great for the fellowship. Time zones can be a challenge when doing virtual. Workshops like CAR and CAT were good virtually. More can be done to work with other time zones to make sure everyone has the ability to be at workshops and meetings virtually.

- **In person:** strategic planning, kind of taking a group inventory of what we want to be doing in person, and small groups. I think it is that connection especially as addicts. I feel emotion over virtual but nothing like in person.
Virtually: CAR motions for sure. Straw polls and anything that polls out at 80%. I do not think you will change the body if it is at that high level. Small group discussions virtually are also good. Three-year cycle I think we could be a lot more effective. I do not ever have enough time to workshop IDTs, CAR and CAT.
Hybrid: I would add doing hybrid CAR workshops with world board members attending. We did that and it was amazing.
- **In Person:** should still be a 9 day conference – breakup in the middle could have a lot to do with it. 2016 was bogged down by procedure and in 2018 they threw in some special activities that brought me to tears. Four years later and its still having a effect on me. Complete different conference from 2016 to 2018.
Virtually: I’m frustrated with virtual voting process. Could decide virtually if we meet the 80% threshold and if so they can get out of the way because they won’t change much and wait for in person meeting for the ones that are middle of the road. CAR/CAT workshops can be done virtually. 3 year – I see benefits of it two years to get CAR ready and 1 year to workshop or something like that. It just don’t like it happening so fast. If we vote on it in 2023 I’m hoping we don’t implement it until 2025.
- I am just going to say something – you said that interesting people do not come prepared they change things and influence others and a lot of people think that that is how NAWS treats us. I just wanted to put that in because sometime the influence that comes from NAWS and the World Board to the RDs and ADs that are isolated has to stop. I do not think NAWS should influence us they should listen to us. I want the influence to stop. Now I will answer the questions.
In Person: I love CAR workshops I always went. Had food and discussed things and people were engaged. This year we did them virtually and only a few people showed up. I do not think CAR workshops should be virtual unless they work for you. I think CAR workshops should be in person.
Virtually: GTWS, straw polls, voting on literature, and I think everyone should see the FD/PR videos, whole bunch of non-essential stuff happens at the conference that we can do virtually. Talking about people coming back and forth and only coming for 5 days some,

people come out here for 7 days for vacation I think that's a little hyperbolic and I am a little disappointed that that stance at being the raw that's just not right so I want the influence stuff to stop.

- My region is not in favor of moving to a three-year cycle the delegate team went through all the questions with our region so I have a little bit of an idea of what direction they would go. They were concerned that the time between decisions would be too long. Like what a lot of the stuff everyone has brought up.

In Person: I have no experience with this so I'm going to leave that to the people who have been there. I certainly would love to attend one just to see the people you see here and talk to them.

Virtually: Having things that we can do virtually in between cycles is good it can increase participation. On the flip side of that is the workload has increased because of the virtual aspect of it has increased tremendously because now we are doing conference participants web meetings more often and has increased the amount of work we are doing. We also have zonal meetings and regional meetings and then we have to serve our regions with serving our area so we need to be careful not to make it overwhelming. 6 years is a long time to ask people to be of service. In our region, we are having some difficulty filling some of our positions. Do not know how going to a 6 years term for delegates would go over.

There is a lot of stuff we can accomplished virtually. Would like to see workshops would be great to do virtually because we can reach so many people. Virtual small groups in the time zones that work for those time zones and then come together in between conferences

Highbred: Autonomy ZF – For the first time we had our CAR workshop virtually and had two world board members come out. It was a bad weather day and we had about 30 people live and 75 virtually. It was amazing. Hybrid works pretty well. Been doing regional meetings hybrid. Attendance has increased. Improved our attendance.

3. Who needs to attend the in-person meeting in the future? Who could attend virtually?

- **In Person:** Regional delegates, alternate delegates, zonal delegates, and seated zones and world board. NAWS staff as needed

Virtually: I agree with what was said

- **In Person:** I believe everyone should be there unless they are not able to come because of visa issues. Those would be the only exceptions everyone should be there. If we are going to do a face to face all conference participants, world board and NAWS staff should be there. Nothing can replace that face-to-face experience in my opinion. When I first got clean in New York NA was the biggest darkest secret and those who found it back in the 80s you became family. That what brought me back from a relapse was the family.

Virtually:

- **In Person:** I generally feel the same way along with co facilitators and HRP. I would love everyone to be there and wish all RDs had an AD because it's good training for the future. I have to remember that there are other sides besides what I think is best. Have to be

mindful at times about the size of the conference and I think everyone should be there but the conference is getting bigger and that makes it turn into a longer conference, longer discussions and some people don't get to share as often. I am not sure what the solution is I believe there are issues that need to be addressed with size at some point. At the conference in California, people get frustrated because they do not get a chance to talk because there are so many people. When we meet in person half the room is in bleachers and the other half used to be tables for discussion, but we got too big and had to move discussions to separate rooms. It is a good thing to keep seating more regions, zones but at some point, there will be logistical challenges to make it possible. Challenging to get business done.

Virtually: logistical challenges as we grow

- **In Person:** echo everything everyone has said. Agree with everything that has been mentioned about who should be there but add zonal delegates. Cost adds up.

Virtually/Hybrid: Open it up to regions that cannot afford to send their AD, because of not only money but also visa issues, felony issues. I think we could open up the hybrid experience and make it available. I think that would be good to have more conference participants attend virtually if that is their choice not make them attend virtually.

- **In Person:** I agree with opening up hybrid. Our region decided that alternate delegates should do two terms and regional delegates do two terms to get experience. It could end up a 12-year term if we go to a 3 year cycle. Think there could be two alternate delegates and have one sit in the gallery to observe. Would need a bigger gallery.

Virtually/hybrid: I agree with opening it up to hybrid.

- I have not been very positive in here but I do need to share that a lot of this really upsets me. I just do not like being pushed like this after just getting back from covid. Been on this zoom platform for two years now. Let us have some time together, bring this up at a different time, and stop pushing this agenda.

In Person: Who should go? Everyone should go – all the regional delegates, alternates, zonal delegates. Narcotics Anonymous grows and so should NAWA, so should the world board so should the place that we gather. Get a bigger place and not leave out the groups and members that have us bring their voices that is not how this works. I understand that there are flights and countries that don't let people out and that kind of thing If this thing is all about saving money, cut the fat out of the conference take away all these extra trips, fun days and games. Let's do business and at night we can hug and go to dinner but during the day let's do business. I think that would cut down on a lot of extra days.

Virtually/Hybrid: I am in favor of hybrid for people that cannot come. Alternate delegates need to be mentored.

Regions would have to change their guidelines going in to a three-year cycle. What about the world board? You guys need whittle your time down as well. Let us make this a fair playing field you are going to limit us to gather so let us limit your time. You guys can have just two cycles and be out. It's become this thing and I am really upset about it. I know I am

being negative but I really love my world board and the work they do but this thing really upsets me, I don't know why but I will figure it out. Something I think we should all think about if we go to this three year cycle is what happens to all the money that is not spent in that extra year what will NAWS do with that extra money. It's still the same amount but there is that year without the conference expense so I would like to find out Would like to find out what we can do for our membership and the newcomer. What are you guys going to do with those funds?

- Strange question, I do not think of it as there being any extra money. The money would be budgeted for the same services that we budget now. The conference portion of the budget can be split into three years instead of all in one year. We are not able to do as many projects at times because we do not have the funds for it. Maybe there would be more projects, maybe we could hire back some of the staff that were furloughed or laid off, maybe we could attend more in person things when regions ask us to come. I do not think I can answer that question there has been no discussion on the world board about that like what will we do we will have 2 or 3 hundred thousand dollars more, I don't think there will be more money it all costs exactly the same it may be distributed differently. Same services it goes to now and if the conference wanted us to do something different, I am sure you would let us know and something different would be done. In the CAT we limit what we recommend on project plans based on what we can do and offer to you Project plans cost money and we can't do them all. It is not only money its staff. We do try to bring the workgroups together, they include regional delegates, board point person, and it cost money to bring them together to work on things. I honestly do not have an answer but those are my best ideas.
- **In Person:** If we were to meet in person or hybrid we believe that anybody that wanted to go should be able to go as far as the regular conference participants as it has always been done and everyone would be funded. Delegates should continue to be funded and alternates should be funded in one way or the other, like I have heard of sponsorship - one region will sponsor other regions alternate. Region feels it is important the mentoring process both regional delegate and alternate should go. The whole point of being an alternate is to learn. To be in the process and be informed.
Virtually: My region feels differently than I do, so being the regional delegate I am going to offer what my region believes. More than 50% think that the conference should be done virtually for logistical and financial reasons.
- I'd like to feed back to you what I have heard
Who should be there - conference participants, that would be the board, regional delegates and a question about the alternate's only if they couldn't come and what about unseated regions.
- Virtually – conference participants that cannot make it in person. Could the regions have the option to attend or come in person (hybrid)? What about unseated regions? Historically

we have brought a few unseated regions to give them some experience. HRP could meet virtually. We could say alternates could meet virtually but I don't think it would benefit the fellowship

- Not sure, I have anything to say to that specifically but I am just hoping that but if this was moved to a three year cycle that part of the benefit of that is that everyone can attend at least down the road. Because there is going to be a cost, saving and we can go to a larger facility or make room in the one we have so everyone can attend.
- Where did this three-year cycle come from? The conference has had small groups for years about the future of the WSC. I want to say it started around 2014. it has been suggested to us by RDs and a lot of other suggestions. It is not an original idea the board thought of. It has come up more recently because of the virtual environment. It if not only about money it's about getting the work done timeframe and desire to have more people. All for a bigger space but like everything else I believe in it is easier said than done it is not that easy to find a space that is affordable that meets our needs. World board discussions in response to suggestions we have received. Everyone would more time with the CAR. Does it help us, can it improve things if we were to lengthen the cycle? We are asking you.
- We have talked a lot about who can attend virtually and I would like to be participate virtually and not attend virtually. Participant's not just attendees. Not talking about the gallery.
- Has anyone looked at unseated regions that do not meet the criteria. It would have to be Pre pandemic numbers because I am not even sure my region meets the criteria now.

Question 2

Virtual:

Straw Polls x5
Old Business x3
GTWS x3
PR/FD presentations 2

In Person:

Strategic plan x1
CAR x1
New projects x1
budgeting x1

Hybrid:

CAR Workshops x3

Question 3

Virtual:

Hybrid for both in person and virtual x4

In Person:

All conference participants x all

Group number: 11**1. How can we use the time between meetings more effectively?**

- Previous reporting - Sessions and workshops between WSCs to gain understanding of topics.
- Time in between to workshop can help new trusted servants.
- Could include training for new trusted servants (RDs) between WSCs
- Straw polling can be done, webinars are key, can use the time (webinars) to engage members
- Target specific topics – brainstorming, narrow down with straw polling
- Resolution A implementation
- CAR Motions in between to reduce challenge of having so many motions at one WSC – spread them out over time in the interim – pass CAR Motions every year
- Webinars to show the fellowship what we do
- Have consistency – quarterly?
- Use virtual meetings consistently so trusted servants remain engaged & informed
- Have most of the work done before WSC meets so future plans can be discussed during WSC
- Motions stacking up over time doesn't give time to fully discuss each one – maybe a straw poll at 18 months virtually, then to the WSC
- Quarterly meetings to keep everyone in touch, brainstorming, engaged, straw polls, feedback from WB
- Virtual meetings keep everyone engaged and new ideas included
- ****Quarterly meeting discussion: (or bi-monthly) – a schedule that maintains momentum**
 - ****How would we go forward in a way that would prevent motions from stacking up at first?**
 - ****What tools will we use to handle business? (Continue with Zoom, Teams, something else?) Where would virtual CAR discussions fit in after straw polling?**
 - ****How do find a happy medium? Enough meetings without overwhelming trusted servants? (RDs also have to participate in RSC & Zone meetings as well)**
- Could CPs be broken down into workgroups to handle motions?
- More breakout rooms and sharing sessions – these can be more comfortable and reach the spirit of the WSC more easily, help trusted servants feel closer and more able to carry the message to the still suffering addict

- Straw polling can drive the agenda and can start things off from a place of consensus (or understanding there is not consensus and a topic needs attention). Starting with items that have high consensus can generate good momentum.
- RD/AD teams can use the time to work within their Regions to get a good understanding of their consensus at home
- Time to educate the fellowship as a whole re: current topics, needs, generate enthusiasm, etc...
- Time to re-build after moving online

2. What needs to be or benefits from being discussed or decided at an in-person conference and what can be done virtually?

- Regional Motions
- Virtual meetings in between could set agenda, then motions handled at WSC
- With practice could we do it all virtually?

3. Who needs to attend the in-person meeting in the future? Who could attend virtually?

- (Emphasis) Only ZDs – no one else (RDs & ADs attend Zone for experience; not WSC)
- All voting members and necessary NAWS Staff (RD, AD, WB, ZD)
- ADs at least one time – some regions have an AD in training – important for AD to attend
- No one or everyone (RD, AD, WB)
- AD can have a learning experience by attending in person
- Give a choice – Some may not want to or are unable to
- RD attending w/o AD can be too much – can miss things, can miss opportunities for mentorship
- What if Zones could represent Regions? What if it was an option so not all RDs have to attend? Could this address the “conference is too big” issue?
- Would ZD representation lessen the impact of Regional voices?
- Should RDs experience the comradery (sp?) of in person WSC attendance?
- **What if Zones carried conscience to WSC? (Zone trusted servants (all RDs/ADs) are together somewhere local to them during WSC)
 - **Some Zones are not interested in having a ZD or trusted servant at WSC (or carrying the conscience of RSCs)
 - **Would ZD representation at WSC move Group voices further away NAWS?
 - **Zones that are ready should be able to go to WSC via ZD; Zones that are not ready would not be forced to do so
 - **Have RSCs been polled/voted on ZD representation?

- ****How would voting members be determined? By number of Regions represented?**
- ****Zones with less development can look to EDM & APF to discover how they function – does their way of functioning create confidence in sending a ZD? Do more mature Zones allow for more letting go/trust?**
- ****It would be good if Zones collaborated with each other more**
- Question - How is a discussion based conference affected by the number of people participating?
- Question - How will we need to change FIPT to accommodate this?
- *****A VERY big “ah-ha moment” for this group was the discussion of “What if Zones were together somewhere within their own zone during WSC?” This generated the ideas of people not missing out on things like being trained as an AD, having others handy to collaborate with, etc..., while also reducing the physical size of the conference and reducing costs.**

Group number: 12

2. What needs to be or benefits from being discussed or decided at an in-person conference and what can be done virtually?

- CAT motions virtually / CAR motions in person x2
- Literature development prioritization virtually
- FIPT issues in person
- IDT discussions and small group discussions in person – where the magic happens
- In person helps to clarify personal opinions and perceptions – where the ideas come from
- Zoom attention span is short! Multi-tasking can be a distraction
- Many NA communities have become proficient in virtual service and have increased participation – changes in technology have brought in change that isn't going away
- We are capable of doing much more – CP web meetings could become more business oriented to break up the work into bite-sized pieces. x2
- Virtual service may lead to increased participation and communication
- We have less CAR motions today than in the past (1987 – 100 motions)
- Pre-conference polling is revolutionary and has saved a lot of time during the WSC x2
- Half of the WSC could be spent on strategic planning and framing the upcoming cycle
- 1st 9 months to 1 year of cycle framing ideas – what are the issues that need addressing?, 2nd year building consensus and tweaking ideas for solutions to the prioritized issues – better involving and engaging members in this work
- Motions with support but not consensus decided in person x3

- Everything with consensus virtually x5
- Motions without support could be worked on further before coming to the WSC
- Some decisions could be made mid-cycle
- Take the time to try out a new system
- Fellowship development – sharing about what’s happening globally and building relationships in person – increased awareness of issues in developing communities
- Virtual can be a challenge when there are multiple communication streams – e.g. chat, WhatsApp etc.
- If we were to decide on motions with consensus virtually, how would the timing of that work?
- Virtual WSC 2020 was a lot to handle for a new delegate with no previous WSC experience – in person experience helps to keep participants involved
- WSC reports and information sharing in person – creates unity and helps regions to feel involved
- Virtually – NAWS updates, motions to be discussed at regions broken into smaller pieces
- Translation service is virtual
- In person zonal meetings helps to prepare for the WSC
- Not every region is fluent in virtual service (e.g. Mississippi)
- Controversial issues in person – e.g. FIPT and budget
- NAWS could encourage informal get-togethers virtually
- Virtual discussions could be more time-zone friendly – web meetings at different times
- Eliminate CAR motions that seek to originate literature projects – rely on the CAR survey instead – discuss ideas for literature priorities mid-cycle
- Better build consensus virtually between conferences so CAR motions have a broader base rather than being from a single region
- In person = personal relationships that add value to life and recovery
- Connection and engagement are key – can this happen both in person and virtually? It’s different, but can happen both ways and can be learned. Time needed to really introduce ourselves – create space for this. Virtual work pre-conference allowed for business to be more efficient, which created time for small group discussions and relationship building
- WSC has evolved – less business and more discussions – more inclusive, which can happen both in person and virtual
- In person means we are all on the same time zone
- US-style service environment can be overwhelming for some

- Zonal forums are evolving into effective service-delivery bodies and can be part of the process of determining what issues are discussed at the WSC
- Talk about the budget more
- Better accommodate members in other time zones who are serving virtually

3. Who needs to attend the in-person meeting in the future? Who could attend virtually?

- WB in person
- Zonal delegates
- RDs
- ADs virtually if funds aren't available from the region
- WB and ZDs only? Do we have consensus for this? Not yet?
- What does the future hold for zonal representation at the WSC – do unseated zones need alternate delegates? Could zones meet together as the NEZF did?
- All CPs should try to attend the WSC in person
- A conventional WSC agenda would be impossible for virtual participants
- HRP? Question raised but not decided
- CoFacs? Question raised but not decided
- Hybrid is much more challenging than either all virtual or all in person
- The WSC needs to be more manageable for participants – late nights etc.
- How would decisions about funding delegates affect fund flow overall
- Does the reduction in attendance have a significant financial benefit?
- WSC is more representative of the Fellowship than WCNA – everybody should be there

Group number: 13

1. How can we use the time between meetings more effectively?

- Utilize the time to deal with budget matters, housekeeping matters, develop car motions, develop rules at the conference, and develop CAT.
- Three Year Plan
 - Year One - develop regional motions, bring regional motions to the zones, workshop motions to determine if they have support
 - Year Two – use quarterly meeting to write CAR, discuss CAT. Send out CAR at close of 4th quarter
 - Year Three - create nominations for WSC motions, giving HR time to vet candidates. Team building, experienced regions reaching out to less experienced regions, training, plan for WSC. Town hall meetings to explain CAR.

- Use time to focus on motions that may have little consensus, utilize straw polls to determine consensus of motions.
- Use time to regions to work together to developed motions for CAR. Currently one or two regions join together to create motions. With more time, may have 12 regions join together develop motions.
- Use the time for pre motion discussion. RD's can determine how much support a motion may have. If minimal support , region may decide to withdraw motion.
- Regions may use the time to gain more review and input for motions from groups and workshop motions with in areas or regions. Regions will have an opportunity to have more topic issues discussions and prioritize conference topics.
- Continue to have virtual meeting each year, to discuss budget.
- Utilize more time to reshape how we build motions, allowing RD's to come together to create motions.
- Use time to increase communication among conference participants
- Use time to brainstorm and have more meaningful discussions

3. Who needs to attend the in-person meeting in the future? Who could attend virtually?

In person:

- Everyone who is able to attend should attend
- New regions should attend to connect with experienced regions
- All translators
- All WB members
- All NAWS staff

Virtually

- Anyone who can't attend due to travel issues
- Members with visa issues
- Members with political issues
- AD's
- anyone who wants to remain anonymous while at the conference

General points

- Who should attend the conference depends on what will be decided at the conference
- AD's need to attend to gain experience and wisdom for following year, and help RD's with voting

- Everyone should attend- having fun together is important. If I get to know you in person, I can work together with you better.
- When conference is virtual, we lose spiritual principles
- Don't want to make the conference smaller- want to make it bigger. Bigger is better.
- Need to examine how many delegates is fair and equitable to attend. Too many US delegates, and too few from Africa and Asia. Need more non US participation at the conference. Need to reevaluate seated regions.
- May want to consider only zonal delegates to attend in future

Group number: 14

2. What needs to be or benefits from being discussed or decided at an in-person conference and what can be done virtually?

- Suggestion: Have conference every year but one out of 3 is physical
- List entire CAR CAT every year and survey what to deal with immediately or postpone
- Do an annual budget to include short virtual conf prior to physical to deal with easy ones to get them out of the way
- Aligning conf with WCNA would allow us to do biz and FD in the convention
- Support 3-year conf and opt in
- Survey means same task might be considered urgent if 3 years to physical conf, but if conf following year may postpone to the physical conference.
- Hold conf week before convention so we can get the work done, and "fill ourselves up" with the convention.
- Virtual prior to conf = procedural, new business type motions (elections HRP cofacs and WB)
- Valuable in person = CAT – Strat planning etc. Not sure about voting on CAR motions. More time for regional motions if we collaborated more. We would know what motions already have support etc.
- Beneficial in person. Started in 2014? The regional breakout rooms. Regional sharing.
- Newer members mentoring is not possible virtually. In person happens in the breaks.
- AD can't ask question virtually when RD present but they're in 2 different locations...difficult to communicate between them.
- If deficit for money, we shouldn't have a physical conf. Postpone until we are back on our feet.
- Virtual meeting needs alternating time for the people located around the world.
- Virtual we need to do a better job to accommodate communication. Particularly between delegate and alt.

- Like more polling
- “Spirit” of motion difficult to capture in virtual environment. Nonverbal language lost. The energy of the motion. Hard to inspire home groups about what goes on at world.
- Hard to imagine making a 12-year commitment to a position.
- Like small virtual sessions throughout the cycle. Annoying and housekeeping motions can be settled quickly.
- Everything virtual may be easier.
- Virtual SERVICE meetings get a lot of service done at a reduced expense.
- 3-year cycle forces the board to do more.
- Cost of conference – like opt in opt out.
- Most business can be done virtually. That’s much of how we do it in Hawaii.
- Take care of business more easily virtually.
- Easier for me to communicate in person
- Virtual “debates” are just people sharing their opinions
- Old guys need to help the new ones
- Virtual meetings more cost-savings, and same amount of business
- People aren’t making use of the virtual tools that are available
- More mentoring/training on how to navigate a digital platform

3. Who needs to attend the in-person meeting in the future? Who could attend virtually?

- Everyone needs to be at the conference. To observe before you step up. (Board, RD, Alt etc)
- NAWS should move to cheaper larger facilities to accommodate unseated regions.
- People need to feel “comfortable” being virtual. Not make them feel like 2nd class citizens.
- In favor of Zonal forums taking a larger role in representation. Reduce who attends in person.
- Zones that encompass unrepresented groups need to be there.
- Zones taking over would create an extra layer.
- Everyone should be virtual.
- Make a pool to allow for contributions specifically for the conference.

Group number 15:

1. How can we use the time between meetings more effectively?

- Home groups disengaged from the process – groups are rewriting the literature in terms of gender-neutrality... need more discussion in between face-to face meetings... low

attendance at CAR assemblies... more support for more discussion that could generate engagement. More involvement via Zonal meetings/forums

- Use the time between conference to discuss the motions that will be decided at WSC... More discussion about the motions gets the groups more involved and engaged. Need more collaboration...
- Need to work more on the pipeline between the delegates and the groups and members in a region or a zone. Offer the opportunity to zones to take up some projects.
- Meet in between WSCs virtually to approve decisions regarding the FIPT and NAWs budgets. Take care of CAT in between WSCs dealing with Motions. Divide CAR/CAT - they can be handled differently, CAT could be handled quickly and efficiently... while CAR needs more discussions.
- Need more planning about what the groups want or believe is important--maybe a survey. More collaborations between regions and NAWs in terms of workgroups, and projects. Workshop the workshops ahead of time to ensure the local needs are considered, not just predetermined.
- Concerns also voiced about length of terms. Look at Kentuckiana/Bluegrass experience of collaboration and rotation.
- Maybe zonal/continental meetings in between WSC. Also maybe combine WCNA with some service efforts. Face to face is important.

3. Who needs to attend the in-person meeting in the future? Who could attend virtually?

- RDs and ADs both? Most participants believed that both should be at WSC for training and mentoring... major concern especially with 3-year cycle.
- One former member wanted to ensure that anyone could have the opportunity to attend... Delegates on the floor and viewing opportunities for others...

Group number: 16

1. How can we use the time between meetings more effectively?

- Time in between meetings in EDM we have a forum every month. Perhaps WSC can have quarterly forums to discuss CAR motions to see which need to be in the CAR and which don't. With 3-year cycle more time for RD/AD to connect with their community, have workshops, etc. Time to bring things back to the group and have time to explain. Allow for more regional assemblies to take time to understand the work and allow for translations. More time to inform as many members as possible.
- Quarterly would be good and allow us to get to know each other a little better and create synergy. Do similar things with the PR webinars NAWs hosts and can be done for CPs as well.

- Region is involved more and more with the zone due to virtual. Could be a good way to involve more and have discussions and get different perspectives rather than just what our region needs. Take advantage of the zonal structure and use that to discuss and accomplish things between meetings.
- Zone has been very helpful in preparing RDs for WSC. Can increase activity and services between meetings by utilizing the zones. See it as imminent which also plays into who has to attend the WSC. Current makeup of WSC doesn't allow everyone to be heard even if they are there. 200+ people are unable to speak on the floor and only allows for a certain number of members to be heard. Allow trusted servants to get more involved with getting together between meetings. Increases enthusiasm.
- Greater collaboration over greater distances can be had between meetings. Setting up these opportunities for collaboration gives different perspectives. Former RDs can be used to help support this collaboration.
- Communicating between meetings continues to help us grow and overcome our struggles. Creating task forces at the Zone help with communicating and supporting member regions. Help each other with our struggles. More effectively communicate between meetings and keep the progress going. There's a lot more that can be done if we include people. Don't see anything wrong with zonal representation as zones become more effective at providing services.
- Be more collaborative and get to know each other better. Setup opportunities where we can share with each other and share what is going on in our regions. Help disseminate information and make it more far reaching. As WB is considering motions share that between meetings to discuss and be prepared.
- Multi zonal service symposiums

2. What needs to be or benefits from being discussed or decided at an in-person conference and what can be done virtually?

- Some of the disconnect with question is in region expectation is that the votes brought to conference adhere as closely as possible to votes taken at conference. Understand that not every region operates this way and have more flexibility. Region is very big on carrying the actual vote of the home group. Attended to virtual WSCs and followed live postings of last several online. Concern region is not thrilled when big changes get made on the floor. Purpose of meeting in person is to make changes if necessary. Again, understand that some regions have that flexibility. Opportunity switching to three-year cycle benefit can do more of those adjustments in between WSC so when vote gets made at WSC less discussion and changes are needed. This would allow the vote to reflect more of the home group.
- Attended 2018 WSC and without physical experience wouldn't have the knowledge or physical experience you don't get with virtual. More engaged where online get distracted.

Virtual idea is great and effective for communicating in between. Meet four times a year as a region, once physically. Seem to get more done this way.

- Liked the experience this time that we knew what votes we had consensus on before we met where last time we didn't. Big advantage also with virtual is time savings. By taking poll before business starts is very helpful. More we can discuss before we get to the floor will help business at WSC in person. We can get more discussion virtually before we attend to be able to address the motions in a timelier manner at the WSC. Meeting in between virtually will help better prepare. Can work on the past before we get there. Spend more on the future when we are there.
- First WSC new to all this. Something about how we can make the CAR more relevant than discussing it on the floor. Worked with WB on getting a motion in the CAR as a region and were told other alternatives to accomplish this than a motion in the CAR. So perhaps by having time to discuss things virtually may result in not having to put something in the CAR. Other thing that came up is how to be more collaborative. It was about having an agenda where people can put forth ideas and take the pulse of what's going on in the fellowship from RDs at the EDM. No disrespect virtually see a lot of faces of people I don't know without opportunity to talk with each then meeting ends and you're all gone.
- EDM have community dialog. At WSC if we had 3-year cycle could have quarterly virtual meetings to discuss CAR motions so we know what to share with the fellowship when we vote and meet in person. Would also allow more time to bring things back to the group. If 3-year cycle would help financially region would have be in support of. RDs and Ads should attend in person. Anyone who can't attend in person could attend virtually.
- Some have already attended and are coming thru again. This is my first WSC so don't have previous experience. Watched on YouTube last year. Can't share on previous experience as I don't have it. The wider the base the higher the point of freedom. People serve for love of fellowship not because they must. Take on commitment at this level because we want to. Going to 3-year cycle would allow CAR to come out earlier and allow more time to review and RD and AD to have ample time to workshop rather than later in the year. Currently receive CAR during holiday season making it more difficult. Getting info early would allow time to workshop and review and send thru changes if needed. If we can achieve these goals before WSC we could do a virtual straw poll before WSC to get an idea before we meet in person. At region Saturday morning is area reports. Maybe spend a day open forum where regions can share any issues. Would allow opportunity to reach out to regions with experience, makes it more inclusive. Doesn't have to be all business. Those who can't attend in person could attend virtually. Understand the opt in idea. Regions pays for the AD to get experience for when they are the RD. This way they don't walk into a room and not know anybody. Group today is all ADs. Next cycle we will know each other when we become the RDs. Excited to learn.

- First time being part of WSC. Wonder what the logistics would be if we went to three years. Terms would need to change. More motions would come up. As a region we met every two months and kept in touch. Went to quarterly and less planning and keeping in touch and lack of accountability. Concerned about the time in between. Looking back at 2020 first two months started great and then not so much. Could happen again in the future. Lot could be discussed at WSC besides motions. Budget could be discussed and how to keep us more in the black.
- Feel like sitting at the card table with kids at thanksgiving with all ADs in this group. Would have been able to take care of everything without meeting virtually. Meeting people from all over that wouldn't be able to do. Have not been to a WSC before. Hear a lot from RDs from traditional standpoint that comes with longer terms and less frequency. Maybe increase to have a few people involved with connecting with zones and regions. Virtually could have greater collaboration and then come to single point with WSC.
- First WSC as well. Clean for 33 years and gone to meetings all recovery. Trying not to be critical of virtual meetings. Didn't get clean that way. Sponsor young people who've never been to in person meeting. Always a compromise of what I know and what it's like now. Downside with 3-year cycle is longer we stay away from meeting in person, not only RDs but WB and NAWS, how do stay on top of oversight if spread out further away. Lot of business that seems to get done with literature distribution and services I hold close to my heart. Been in small communities that need the help of NAWS to grow. So, upside is saving money and structuring how we do things in between. Who goes to meetings, who is needed to keep communication flowing? Virtual meetings in between would keep the core communication going and perhaps in person WSC wouldn't have to be as long. Different than WCNA, not the same thing. Different vibe that communities don't always understand. Different relationships in service that when in contact with the still suffering addict. Fellowshiping at a convention is not the same as some of the business meetings we attend.
- First WSC hear lot of energy at the WSC. Would love to be able to experience in person WSC. Moving into new experience with service. Some of the discussion could be done ahead of time. Might lose peoples willingness to service with a 3-year cycle. Initial thoughts are to keep it at a 2-year cycle because of this. Being an AD must listen a lot not always able to share a lot.
- Benefits as a new AD remember looking at NAWS budget, don't come from an accounting background, don't really understand it. Same as with the FIPT. Going to three-year cycle perhaps have CP webinar to go over budget to be able understand and be able to have some oversight. Stuff that helps bring the ADs up to speed. Could help people be informed. Hears whispers about what NAWS does, and this would allow ADs to take accurate information back to their communities. Would be helpful to have an understanding.

- Come here to hear the various options, to serve rather than be served. Going on 5th year in commitment due to pandemic. Seems like took care of more business in less time in person where virtual get muddled down. Two terms AD/RD would be twelve years. Hard to get someone to server that long. Currently with 8 years seems to be long enough to understand and server. Having been to in person WSC made different with perspective rather than only virtual.
- In considering this at region could change things with a 3-year cycle as region would have to change. Only concern was the oversight of the WB with more time between WSC.
- If we went to 3-year cycle groups would have time to consider the CAT if they wanted to and have a say in. In person elections of NAWS trusted servants allows time to interact with nominees where virtual doesn't allow for that.

3. Who needs to attend the in-person meeting in the future? Who could attend virtually?

- Came up at RSC since went online more have been able to participate with virtual than when in person. By running hybrid have opened the doors to be more inclusive. Left up to areas on whether they send an RCM or attend virtually. Works out well with this mix. Get a real breadth of experience. One of the things that came up of those who attend virtually not to make them a second-class servant. Alternate questions between in person and virtual to be inclusive. Creates an energy where they feel included and part of. So, need to offer same availability to virtual as in person enjoys.
- Virtually meet for region. Have the equipment to go hybrid. Must consider some of the outlying areas if we move to hybrid to remain inclusive. Should more people be able to attend virtually from regions than the RDs and ADs. Should we keep the same delegation or include more with virtual attendance. Would that change if we opened virtual attendance.
- Question has no future direction. Assumes NAWS staff would need be there. Don't know that all the staff needs to be there. Not knowing the objective of the question hard to say. If we made an agreement perhaps all WB or HRP don't need to be there in person. They can attend virtually. Regions meets centrally so attendance is more equitable. Some areas have decided to meet virtually and only come for major events. Incorporate hybrid into meetings so either gets included in meeting.
- Open ended question for brainstorming. Gathered info to become more effective in our virtual hybrid meetings. Need adequate microphone so everyone is heard and effective. Takes care of business more efficiently. Shouldn't be making the decision on whose virtual. Should be an option. Each person's decision on if they attend in person or virtual.
- Virtual meetings have become a possibility for many to become of service that wasn't there before. Need to open our eyes to these possibilities. Who is the who in the question? In person WSC had a gallery for observers. Like the YouTube stream. Do we open that up for WSC? What about small groups. How do virtual attend those? Great to have this opportunity now. Define the who in the question and how far we go to include others.

- Able to share the link with members of the region to see what happens at WSC. May not be able to come but can still follow what's going on. May spark interest in them becoming AD in the future. Even when we go back to in person WSC still have youtube link available to allow groups and areas to be more involved.
- Before pandemic had in person meetings. After pandemic was amazing to be in person again. Does make a difference versus virtual. Important to continue with hybrid to include virtual attendees at the in person meeting. As inclusive as can be. Even for folks not involved with voting or discussion. Opens up discussion at the regional level. Good training for ADs as well who cannot attend in person.
- NAWS staff should attend everything they can. Region meets in the middle. Been hybrid since the pandemic. Fortunately had the equipment. Must consider some of the stability of rural areas with connectivity. Anybody that can attend in person should. Understand that some need to attend virtually so should accommodate that as well.
- The more the merrier. Any effort we can make to open it and make it more available.

Group number: 17

1. How can we use the time between meetings more effectively?

Q: between what meetings?

A: probably means WSC

- Webinar has good ideas (missed morning). Don't know what to add without experience
- Don't have much to say as this is 1st WSC. Never been face to face. Is there a different way? If we have 3 years to make decision, can we find other ways/other times, so we could expedite process? So maybe have 6 month/1 year virtual meetings. We can get business done virtually. Weighing up costs of WSC magic and using money for FD is not so easy; it is worth thinking on.
- My 2nd virtual WSC, never face to face. We could get more done. We could use webinars, for instance. We could meet more often and get more done. CAT could be virtual. Platform (virtual) good for voting. For discussion virtual not so good; it is hard to hear and hard to listen on line. 3 year is feasible but have to schedule so business gets done virtually.
- Magic is good but can be misleading. Better finding out what it really is like in other regions. Region wants to learn from world regions what is going on. More knowledge is better for all. In between sessions (at face to face WSC) we get to meet each other and learn about each other. Then we have more informed vote. Our regions and areas can remember (stories from) Nepal and how little literature there was and how key tags were precious and used over again. Maybe we could learn to use in between virtual meetings in the same informal 'get to know each other way.'
- Busy watching, learning. Hard to have opinion. Want to listen.

- What I do in between meetings: 1st WSC in between virtual meetings, I go to meetings,. Go to region. Go to zone. Do car workshops. It's a myth that we aren't doing things. We are doing lots. Maybe we could break up decisions into smaller chunks. Region had no interest in 3 year WSC cycle. Unanimous for 2 year cycle to 'keep it close,' maintain continual contact at world level.
- Addicts not so great at sharing information that we gather. If something going on at region, good to share. At zone good to share. At WSC good to share. Good to have education/orientation to make the AD more informed about this role. All this will make participants better informed, better focused, and make WSC more efficient thereby.
- 1st WSC . Prefer to listen for now.
- First time. Off top of my head, a bit confused. We can do some discussion during virtual meetings, like cover some subjects covered at WSC. Then we can be more informed and able to be more decisive during WSC. We tend not to share so much at virtual platform. We could learn to share more in between. We could share with each other more. For instance, we could discuss reports from board. Then we could have workshops to help Ads.
- Good to know where the information is, where to find NAWS stuff. Making sure that information is easily accessible to new ADs. Good to have access to information about what is going on in the last 20 years. Make sure information flows from NAWS to newer world level trusted servants. Good mentor counts for a lot but not everyone has this good mentoring.
- 1st time AD. Been in service for long time. Our RD has never been to an in person WSC. Me too. Been to some zonal forums. Distracted by work responsibilities, so couldn't fully attend to morning session. Virtual versus face to face & 2 year versus 3year. USA NA is spoiled. Cost of travel etc is affordable for most of us here. Although can be a struggle when economy is difficult. There is more to NA than my Region or the USA. I am fan of live/in person meetings, where one on one contact is good. Virtual is helpful getting things done quickly. But, miss camaraderie. CAT done virtually seems good. 2-3 years wouldn't matter much to my Region, but who does it effect? Those people should be listened to. Globally maybe this impactful—waiting 23 years to go to Conference and then it turns out it is virtual. Regions wants to talk about 1st motion from last Conference: Social media needs to be addressed, on group level, on an area level. Good if we can get to that.
- Beneficial to have better interface with fellowship and board and staff. Create some sessions inviting fellowship to participate –like when we had WWW or when Board went to Zones. Builds better connections. To streamline conference: create pre conference straw polling. When we have already had these discussions—like through discussions we had earlier today. Recall an experience where we were 97 amendments deep into a motion—lots of parliamentary direction needed from parliamentarian. We are really the same across the world. We were having the same experience. This addict experience was what I brought back. That is the magic-- That we love and care and share.

- Zonal forum experience over 4 years provide benefit to RD/AD with opportunity to discuss what is happening at world, i.e., part of the function of Zones should be integrating for world service.

2. What needs to be or benefits from being discussed or decided at an in-person conference and what can be done virtually?

- Some discussions can be done virtually—CAT for instance. Good to have time to discuss motions before Conference. In this actual cycle (the situation) is very challenging. The CAR would need to be put out soon to get to them in 2023. More time to talk about things. Interaction at Conference and face to face contact is moving. Don't want to lose (that connectedness).
- Don't have much to add. Appreciates in person. But for some (virtual) is difficult. For me, good.
- Never been to in person WSC. Got here in 94. 1st service was CAR workshop. Here I was a newcomer and I was asked what I thought. Made me feel welcomed. I always do service work. Don't like the idea that they don't want AD to attend in person. The only way to get trained is to be there. Then can see responses on faces, otherwise too limited. Every previous participant talked about hallways, dinners, relationships built and so much more. This is valuable at conference. It is too precious (to sacrifice). Disservice to fellowship to eliminate mentoring of AD at Conference, to (eliminate) participating fully in dynamic.
- This conversation (taking place) in Region also. We have gotten used to virtual and people now a bit concerned about travel. I work remotely. We don't have easy clear answers. Technically we can use highly organized (facilitation? Technological support?) on line and then rarely get together personally. There are opportunity costs to everything. Bringing people to an expensive city with costly travel: we might better spend the money on FD. Good discussion to bring back.
- No one in Region has been to in person. So we can make any kind of decisions we need to make virtually. Living life on life's terms and this virtual world is what has become life on life's terms. Nostalgia is nostalgia and is not always accurate.
- Great to meet in person as it provides a sense of unity and strengthens the quality of discussion. Struggling to get head around CAR & CAT. Don't know enough about decisions to know which to recommend -virtual/in person- but more virtual in between could be helpful.
- Want to participate in person if possible. But AD in person might not be needed if mentorship is good enough.

3. Who needs to attend the in-person meeting in the future? Who could attend virtually?

- Doesn't matter to if there (in-person) or not as long as I can listen and learn. We can build on Zonal Forums—isn't this were World wants to go? It is so costly to make WSC operate-

want that experience but understand cost issue. Building on Zone experience can be helpful.

- Delegate needs to be there. If we go to 3 year cycle then delegate and alternate should show up only if AD rolling into RD right after Conference. If Conference was hybrid to alternates than cost would come down, less people at Conference. Not that alternates hold up conference, but, just an idea. As far as zones....
- Is it money? Experience? Why do we go? Best if both. Financial it is not an issue (for my Region). But for other Regions and Zones, it could be an issue. Our standpoint might be that everyone should be there and that money should not be an issue. But that isn't the way everyone sees it. Need to be frugal with funds. We must do what is necessary. Let's not spend the precious money of our members unwisely. Great to have it all, I want everyone to be in person at WSC. But financially, this may not be feasible. Must be fair. Necessity is RD. Then who can afford to be there should be there and for those who cannot afford it maybe we can find a way to pay for them to participate. But that is a personal desire.
- Everyone needs to be there RD & AD
- Ideally everyone should be there. But how to be prudent with resources? Maybe that changes over time: Lean time be careful with funds. Then in abundant time we can afford more. Expensive use of resources to bring people to one place when what is done—or some of it- can be done virtually. Maybe wasteful
- AD and RD should go. WSC as a whole is different from other service. So much to learn and to manage. Better to get experience. In person of high value. Connections with others is precious. (These) valuable functions and meetings can add to local service.
- AD and RD both attend, as part of training, (gain experience of) ins and outs of being there. Etiquette of it all. Can open up hybrid to those who cannot feasibly attend. Recall when at one WSC RD ended up in hospital and AD had to step in.
- Delegate team should attend. Wherever possible both RD & AD. If we do not have the money/ resources then we should have that discussion. If we move o 3 year cycle we would save money so can finance both
- RD & AD should both attend. Hybrid is an option. But hard to adjust to WSC if not had 1 on 1 (experience). We have same guidelines etc. to provide guidance but hard to adjust.
- Important for RD & AD to come together. Most important: they can discuss what is happening. They can make decisions]together. Better 'as a group' than 'alone.
- If Region cannot afford or there are visa or other problems, than hybrid should be available.
- Who needs to be there? Great if it is both. But if we are talking about managing resources, then hybrid can be workable alternative.

Group number: 18

2. What needs to be or benefits from being discussed or decided at an in-person conference and what can be done virtually?

Benefits from being discussed or decided at an in-person

- Decisions on complex/controversial topics should be handled in person. In person discussion can be more in-depth and hands-on (referred to small group poster sessions)
- Group conscience takes time. Ideas need to simmer. In-person meetings makes this possible.
- In-person offers the gift of time to interact with others—to attend zonal meetings, to network and build relationships with other CPs including WB members, with NAWS staff, and with other women in service. (The women’s brunch was specifically called out.)
- The learning curve is steep and in-person mentorship valuable. For new delegates, it’s hard to be a part of the climate and culture of the WSC through online meetings.

Can be done virtually

- Motions with strong support can be dispensed with easily on a virtual platform.
- Virtual decision-making should be limited to those items that have consensus
- Discussion of complex/controversial topics
- Between WSCs, CP web meetings can focus on hot topics—discussion about our primary purpose, H&I, disruptive behavior, etc. We can get a jump-start on building consensus.
- In-person: Conversations off the floor of the Conference brings clarity, offers time for questions.
- In person discussion offers a better understanding of motions.
- Between in-person WSCs, straw polls could offer some direction from the body.
- Random topics/opinions + a preview of more substantial in-person discussions can be handled in online meetings.
- Virtual meetings make humanity, clarity, and affect distant
- Discussion is always better in person. Decisions can be made virtually. Body language, personalities, and emotion are missing from virtual interactions.
- For those who find this service a bit intimidating, it’s difficult to get over that without the extended opportunities of the live, in-person experience.
- Meeting virtually & using tools like straw polls (seconded) makes more participation possible. Regulating participation/length of shares may be easier online (can be a good or bad thing!)
- Planning would be more productive in person
- Mentorship (RD>AD & WB members to delegates?) could occur virtually or in-person and might address some of the fear about a longer cycle and/or help delegates to find avenues

in which to assert themselves & their Region's understanding. Also, mentorship helps us deal with criticism.

- In-person WSCs create the possibilities for meetings/caucuses after-hours. Also, consideration and prioritization of proposals. (And the ability to follow up on proposals that aren't prioritized.)
- Elections best handled in person. Delegates can get to know nominees, observe, approach, discuss with other CPs, build trust.
- New (alt?) delegates bring fresh perspectives
- In-person lends itself to collaboration/service in partnership/experiencing where the magic happens. Like recovery meetings, relationship building happens before & after "business" – this is essential to being able to handle criticism.
- In-person enhances engagement, less distractions available.
- Budget – virtually or in-person?
 - For those able to analyze financials, passing the budget virtually was not a problem. Sponsorship/mentorship important for gathering a rich conscience on the budget. In-person would be richer but virtual is possible for those with support.
 - WB members should be prepared to answer questions on budget when attending zonal forums. (Experience varied on this.)
 - Two hours of discussion/Q&A on a virtual platform is adequate for a budget. Unanswered questions can be directed to the WB. Processing Anthony's video + documents absent personalities may be preferable. [Perhaps a follow up video addressing themes in the questions submitted by email.
 - In person budget presentation, discussion, Q&A, would be an opportunity for mentorship
- Slightly off-topic
 - A longer cycle lends itself to having virtual work occur between in-person WSCs.
 - Benefits of meeting virtually include the possibility of targeting interactions and follow up. For example, if you hear a great idea or have something that might be helpful.
- Advantage of virtual: Saves time & money. More people able to serve. Easier to manage the discussion. On the downside: Requires technical proficiency.

3. Who needs to attend the in-person meeting in the future? Who could attend virtually?

- In person:
 - RDs

- ADs (ideally! This may not be financially prudent.) Provides respite when RD needs to step out. Allows us to confer, mentor, work as a team.
- Staff
- Gallery (on their own dime & if no imposition on staff)
- WB
- HRP
- ZDs only...in the spirit of service & representation
- Zonal delegations (multiple reps, not 1/region in zone)
- Virtually:
 - ADs
 - 2nd ADs
 - More RDs at their region's discretion & if a hybrid conference
 - ZDs

Considerations:

- The numbers represented by each RD vary wildly (think OK vs Iran)
- RD + AD = team. We rep regional conscience.

Gallery, second alternates, ADs, WB, HRP, staff

APPENDIX C: FELLOWSHIP DEVELOPMENT SMALL GROUP DISCUSSION NOTES

An hour at WSC 2022 was devoted to small-group discussion new approaches to FD. Eighteen groups discussed the question

What new approaches to FD would help us address gaps, target PR efforts, or provide training and mentorship?

Groups first prioritized the three focuses to decide what to focus on first:

- Addressing gaps
- Targeted PR efforts
- Providing training and mentorship

Then they shared ideas on as many topics as they were able to in the time allotted.

Group Number: 1

Tally of show of hands.

- Addressing gaps: 6
- Targeted PR: 4
- Training & mentorship: 0

Addressing gaps (in population centers, in small towns and rural areas, globally):

- Approach groups weekly or bi-monthly that do not have full access, bringing to them workshops or services that they request.
- Virtual meetings have helped to reach out to distant places.
- Every year we set ourselves the goal of reaching out to one remote location.
- Train group members to have open meetings and be able to give clear information about what NA can and cannot do.
- Educate the member to improve the recovery atmosphere.
- We look for places where NA does not exist and spread the word trying to find people who want to start an NA group.
- Accompany isolated members through virtual meetings, which have later become face-to-face groups.
- Use advertising on Facebook.
- It is important that the subcommittees work together (FD with PR).

Targeted PR (with medical professions, with corrections):

- Use of virtual presentations to reach health professionals in a more organized way
- We created a weekly PI webinar for professionals and we send invitations by email.
- Having a booth at a fairground in different events has made it possible to provide information to attendees and exhibitors at conference and fairs.
- Participate in medical congresses and symposiums

- Access to an informational channel designed for prisons and we can do PI service first and then link it to the LAZF multi-regional work group to take the H&I message to prisons.
- Before and after the conventions, PI events are held, and people who show interest are contacted.

Group Number: 2

Tally of show of hands.

- Addressing Gaps: 4
 - Targeted PR: 3
 - Training & Mentorship: 1
- Carry the message through Facebook with a very low investment. Although it does not reach all addicts, it can give visibility to Facebook users.
 - High reach tool at a low cost.
 - See further information in the adaptation processes. The implementation of virtual actions and practices was already being discussed, but covid accelerated the process. This was already discussed in 2016 and it was perceived previously.
 - Implementation of QR code in-group directories, so that people have access.
 - Update constantly so that people have updated information.
 - Participation in government events giving visibility to NA. Through contacting officials stands could be used and to get our message across. They do not have to leave flyers on the tables; they can use the QR code.
 - New tools that allow sharing information, NA groups are of value to people.
 - Feed digital platforms with information to nurture them on a consistent basis. The visibility has improved in certain regions so they can carry the message via psychologists, etc.
 - Increased from 5 calls to 30 helpline calls using the QR in events where we have stands.
 - Without belittling, there have been multiple LAZF projects related to this. The approach is to facilitate workshops in countries where NA is already established. However, there is an area of opportunity because of the lack of projects to generate or carry the message to regions and countries where NA is not present.
 - The approach at this time is to prioritize. That means how to focus the limited economic resources we have in the LAZF. The approach should be aligned with the economic realities and it should be focused on areas where there is no NA. However, limitations or barriers (language and culture) must be considered.
 - Consideration: we do not offer services, we get requests.
 - By means of the LAZF membership survey, ideas are being developed to generate new approaches. Mapping the input received from members who connect to online meetings serves as an upward communication channel from the groups to the structures above.

- PR: focus on the lack of presence by the LAZF in government or informational venues (book fairs, etc.). PI shows strength.
-

Group number: 3

- When we did not have technology, it was difficult to do FD. In my home state, we have a State Service Committee of NA. We mapped all towns that have groups and those that do not have. From the ones that did not have groups, we separated all those with more than 25K inhabitants. There were 40 such cities. Then we listed all institutions there were in those cities. We then organized a team of 30 servants. We sought the professionals in those institutions to set panels at those towns for those professionals and their patients. At the end of such panel, we invite the patients to our online meetings, as there is no group in their town. We also encourage them, if they wish, to start a group in their town. We also make available for the institutions to start an H&I panel at that institution. These actions have already brought results. We already have 3 cities where a meeting was started. The acceptance of the institutions is awesome. They welcome us very whole heartedly. We even have been slowing down as they are requesting us a lot already. This is a service that is almost completely done online.
- We have been doing a lot of large scale work, with the phonline publication. I was rather thinking about the small scale aspect. Here in the Sao Paulo region, where we have 21 ASCs, we have divided the region in sectors. We are able to study and plan according to the a map of the gaps. For each sector, it is the members serving in those areas that know better what the need for their home town or district is. Often, there is a local group, but the community around that group is not aware of it. Localized efforts are also important, not just the large scale ones. We have seen good results with this work, where the highlight is the participation of the local NA community in the efforts.
- We have been organizing symposiums with professionals, like psychiatrists, addiction treatment institutions, correctional institutions professionals, a judge. After that seminary, we maintain 2 weekly virtual open meetings that are focused on welcoming those professionals and others. We have already re-opened 3 groups, and there were 3 new groups started. We have a Service Group focused on accessibility with Brazilian Sign Language, accessibility for the blind or sight impaired, and that SG discusses all that is related to special needs.
- Medical - judicial - trade unions - correctional - universities - those are categories that we can focus on a regular basis. Sometimes we have the means, and a good project, but we do not have enough people to carry it out.
- Local Service Forums are activities that we do on an ongoing basis. These events allow us to contact professionals. We engage the local NA community to organize posters or pamphlet

actions, to do panels. These activities make the local members more interested in a more ongoing commitment with services.

- The EDM has started recently a PR committee. Europe has communities at very different stages, some with a lot of meetings, others with just a handful, and still structuring their services efforts. We will have our European Convention in Egypt, where we intent to have PR Panels. In Portugal, due to a closer contact with Brazilian communities, we are starting to do similar actions, focusing on institutions at the locations where there are no meetings yet. Our prison H&I is at the moment all closed. We are planning what to do to re-start it again. It has not been easy, still because of covid surges inside prisons. A great barrier for us is the lack of human resources to ensure continuity. Our great constant challenge is the internal mobilization of members.
- With the pandemic, there was great unity among the different service branches. Hybrid meetings are now normal. Around 25% of our meetings have not re-opened after the pandemic restrictions were lifted. There were a few ASCs that have also not re-started their services.
- We have a project called A Vision of Hope. it started before the pandemic. It is a project aimed at developing the fellowship in the Amazon geographic region, which covers several states. With the pandemic, we are doing those efforts with hybrid meetings, which has been a booster of inspiration to new servants, and enabled a more transparent accountability. The virtual technology has also enabled a better communication with the judicial system professionals.

Group Number: 4

Tally of show of hands.

- addressing gaps: 1
- targeted PR:1
- training & mentorship: 5

Targeted PR (with medical professions, with corrections)

- RCAs are resource centers to get people help, expanding in that state
- Leveraging the parts of the recovery community who support NA
- Need handout to give people with wrong information.
- Access people who came into recovery on MRT/DRT who then got clean to speak to groups instead of people with no experience with this

Training & mentorship (growing our leadership capacity, better use of technology in service)

- Media changes flow of meeting. How to integrate flow
- Discussion to target better way to make a front door?
- Old handbooks went to “get to a meeting” Is the goal.

- Word of mouth the best way to connect in past. No longer seems to be from books. Get info from social media. Aim social media toward getting people to meetings. Send cool memes around
- Candyland game: get to meeting
- Great info out there, need to reach people.
- Simple app to get info out on social media
- Easy simple way to access info person wants (as opposed to reading hundreds of pages of minutes)
- Short videos, short paragraphs on websites
- Simple electronic donations have really increased money flow, maybe simple way to get stuff off website.
- Both groups and committees have Facebook pages,. Weekly letters sent to FB pages from RDs about what was going on.
- Post on FB recordings about what a position does, service structure, etc.
- Carry in wallet little magnets that can be put on gas pumps, back of folding chair, or doors or refrigerators or bathroom stall doors. Gives a direct link to website and meeting list.
- Has an Alexa “find a meeting” app. Arch search will send links to meetings and maps if you put in zip.
- Create new service symposium in Area/Region instead of a report about one RDs went to away.
- Work at ID places that NA is missing and big effort to found meetings in those areas.
- Group services subcommittee where they bring motions/issues and workshop then so they save time when bringing to Area or region.
- Task team that may contact zone with request for support in some area
- Develop on line workshops to address the request/issue
- Non decision WhatsApp group for discussion
- Public face on twitter, Instagram, Facebook might be a great thing for media save newcomers to work on.
- On line and phonline meetings
- People from all over (foreign) sharing at on line meeting

Group Number: 5

Tally of show of hands.

- Addressing gaps: 5
- Targeted PR: 1
- Training & mentorship: 3

Addressing gaps (in population centers, in small towns and rural areas, globally)

- First Identify where/what the gaps are
 - Use IDT “Who’s Missing?”
 - Consider different cultures (including communities with strong addiction stigma), age groups, misrepresented or not represented
 - Explore relevant experience to connect with potential members of various religions
 - Check for language gaps/barriers (First Nations, and others without NA literature in their language)
 - Identify non-written ways to communicate our message for non-literate members/potential members
 - Use maps created with BMLT to show areas without meetings XXX
 - Geographical gaps:
 - In between two or more service bodies: often gaps around the edge of a service body’s defined boundaries (“That’s not in our boundaries; let that other service body take care of that”). Intra-service body collaboration.
 - higher income neighborhoods don’t tend to support NA in their geographical boundaries (“not in my backyard”)
 - Most service delivery is based on where NA is instead of where NA isn’t
- Develop meetings and service at same time
- Consider starting smaller, more frequent meetings to get things started and cover more geographic ground
- Adopt a central point of access to NA (Danny’s “secret decoder ring”) that then directs inquiries to the appropriate service body (in part because service body names aren’t always helpful to the public).
 - All fellowship use same meeting list platform
 - Make meeting list platform available to all on na.org
 - Update meeting information on a regular basis on meeting list platform/databases

Targeted PR

- Use media (radio, TV, internet) to share PSA/PR videos in smaller or isolated communities
 - Digital project: short videos (YouTube channel) with interviews of NA members where isolated NA members can be introduced to NA
- Make annual visits to smaller, isolated communities

Training and Mentorship

- Have existing communities “foster” communities where there are no NA meetings. Could be coordinated by regions or zones X
- Have more established service bodies foster / mentor / sponsor emerging or isolated service bodies
- Use virtual meetings to connect with trusted servants in smaller NA communities

- Training/Mentoring events
 - Regional events funded by the regional committee in different areas—workshops on trusted servant roles, successful service, etc.
 - Area service committee host workshops and speakers from members who live in other areas, especially on how to best provide services
- Virtual subcommittees meeting all online to make service accessible to more members
- Increase/broaden number of members involved in service to confront little or no rotation, lack of interest among younger members

Group Number: 6

Tally of show of hands.

- Training & mentorship: 6
- Targeted PR:
- Addressing gaps:

Training & mentorship (growing our leadership capacity, better use of technology in service)

- Region put together an RCM team of five volunteers (RD, AD, RCM members, etc.). Team in place for last six years. During presentations, explain many topics. Also, have also implemented this for PR, H&I, along with a mentoring process. Flyers and announcements are good but do not provide a face to the process where people want to get involved in service. We actually go out to members, to the areas, to events-give presentations. During CAR season, team also goes out to different meetings, area meetings to explain CAR, motions, differences between a motion and a proposal, FIPT, World Board; background information about NAWS, www.na.org, etc. In addition, this provides an opportunity to teach members how to become involved in all of service levels (GSR AD, RD). Very important to that teach at a very slow pace. Communication is key in our fellowship and roles and expectations should be understood. Team also teach through mentoring, close contact and homework-assignments. Going out to areas, groups so members become familiar with everyone implemented and institutionalized in our region.
- As a way to empower members to get them interested, RD and AD team do a lot of training through zoom, providing monthly informational calls for all interested members-not just trusted servants. It is a great way to come together at one time, discuss topics and get people together. This also been implemented with PR and H&I. RD and AD do everything together always asking for volunteers.
- EDM Conducts zoom training (called WSC zoom prep) for many unseated regions because they have very little understanding of what occurs at the global WSC level. They have no idea what a CAR is, a motion, proposal, FIPT, etc., with a Q&A period. This is especially important for non-English speakers, who have many different perspectives.

Told many years ago by an individual that any major changes takes 10 years and now I sit here and that person is a member of the WB.

- Through zoom able to facilitate training and mentoring, can also include staff and World Board. Recently APF organized a FD workgroup training through zoom where they focused on mentoring and training. Staff and a World Board were present as presenters.

How do we get members to show up? How to get members involved in CAR workshops and/or involved in service. In addition, many trusted servants do not rotate out and this has an effect on meeting as well as getting people to volunteer. Also, want to see members empowered to be decision makers - as GSR's, as RD's, in our RCM, even in regions. This is even reflective in our body (WSC).

- Regional team members meet members where they are. Team goes out and gives presentations on service, what it means to be of service, explain positions, etc. We also show interest in newer trusted servants by getting their phone numbers if they are interested. We call them for 30-days, following up with them asking if they have questions, ask if they need help, letting them know we are there for them. It is easier for us to reach out to them than for them to reach out to us.
- Region conducted a survey for apathy and ignorance in service and many did not understand nor care. Found that making announcements about needing help in committee does not reach willing members. Personally speaking to another is what seemed to be more efficient-individual touch, like personally asking someone to come to a service meeting. If everyone brought one person, we would have more rotation in service, possibly more willing. There was a point where many invited one person and it was very helpful.
- Prior to combining into the World Board, World Services we had sub-committees that were responsible those committees. Each committee would meet regularly, give reports, go out providing presentations in community, and reach out to other members, and public. This was a garnered interest.
- Taught service through sponsor and as a result got a group commitment, area, followed by regional service commitment. We are starting to look at framing things differently instead saying, "we have an opportunity for service" instead of "there is an open position". Only recently re-involved in regional service as RD. However, flying by the seat of my pants as the Pandemic has wiped out many of our trusted servants and we have many vacancies.
- Collaboration between a developing community and WB, staff, utilizing virtual attendance is often a great tool. Would encourage all to invite World Board to mentorship zooms. World Board always willing if available and with zooms most often than not someone is available. Send emails to WorldBoard@na.org to invite.

Targeted PR (with medical professions, with corrections)

- An interest to serve PR at a high level shared and how can NAWs assist at that level? Over decades local regions or area in concert with NAWs/World Board, have collaborated giving presentations and introducing them to NA. It is a service NAWs has provided. Can get more information from staff (jane@na.org) World Service office.

Group 7

Tally of show of hands.

- Addressing gaps: 4
- Targeted PR: 3
- Training & mentorship: 7

Training and mentorship

- Invite communities to APF, especially those communities that are all alone. Benefit of regions around them to give them help and support; exchange ideas and contact details. Send APF team to that community to see how they are doing with community building. Tried to apply in region. Invite to meeting, do workshops and ask them to do their own workshops. Hard to start in a community with no NA and government relations. FD is similar to 3rd step for him. We do everything we can. Might feel efforts not making a difference yet we do our best and leave results to HP. Continuity is a must. Always will be gaps and our job is to continue to try and fill gaps.
- All ideas in sharing in this virtual meeting. Thinking how am I going to provide training to local fellowship. Coordinator from APF actually did workshop and spoke of FD in Japan. We need to travel to receive training until virtual where we can receive training. We didn't know about FD – we are now able to start doing FD ourselves.
- Some areas of his state have less ability to reach out than others. At times we have strong FD and PR. Consistency is lacking. Mentorship and training in general – would love to see best practice webinars, perhaps put on by zones, with different topics such as PR, H&I, home group, sponsorship. Need consistency with best practices in these areas. How best to communicate from region to home group. Areas missing in communication loop. We could do a better job with virtual education and YouTube events. Would like directed meetings toward service stuff not recovery.
- Captivating to hear facets of FD. Area doesn't have FD committees. Jumped into zonal FD. Worked together to support areas/regions in our zone. FD has a huge place to offer support and insight to all the gaps. Mentorship has offered me the ability to learn from others in zone. Ways to provide clarity and be a resource. FD is formality of being mentored. In US not as formal as other countries. Best practice idea is great. NEZF has done a lot to help FD to grow.

- Interested in 3 topics. What is it we want to be trained for? Has never attended face to face WSC for training and mentorship. Region and zone are lacking in FD – region has no FD and probably hasn't heard of the term FD. Zone doesn't have FD committee. Seeking information on FD. Training and mentorship at WSC do a great service by asking about training and mentorship; ask addicts who want to be trained and mentored.
- Involved with H&I in his region. Area H&I is hard. No one they can talk to. Has done H&I assembly so chair of each area could share – including virtual. H&I members feel fulfilled from assembly. Lack of communication between among RCM and GSRs. Feels like big distance between GSR and RCM. Distance felt from WB. Good idea where we can have chatting amongst members of various levels =- conversational relationship. Seen participants that haven't shared before in virtual meetings; may be a good idea to have ice breakers such as GSR and RCMs.
- Some talk at RSC at developing a world pool for mentorship in service. Resource pool with members who have experience in specific areas. Looking to have a RCM package for orientation. RCMs do not share on issues within area. Lack of training and accountability with RCMs. FD do you have BT in every county jail in your region. Answer was not yet trying to get literature in the hands of some H&I and PR. Increase workshops and outreach to areas. Many areas have H&I and PR and this is to supplement not replace.
- Virtual H&I were able to have several facilities in one meeting. Reach amplified.

Addressing Gaps and targeted PR

- Virtual H&I – area meetings and H&I always asks for help in carrying the message. NA is usually quick to adapt and quick on our feet. Beauty of NA. Government relations may not catch up so quickly. Glad to hear that communities do allow for virtual H&I. Virtual H&I adds an ease to be able to serve. Wonders whether this will be new normal. Fills gaps.
- Interested in know what Japanese delegates have done or need to do to fill gaps considering their islands. His region vast spaces where there are no meetings.
- Huge city, like Tokyo many meetings and sparse meetings in some areas. Have many loners in the distance areas. Rural area went to online pre-pandemic. When we carry message to hospitals in Japan we take information about online meetings.
- Addressing gaps always room for FD.

Group Number: 8

Tally of show of hands.

- addressing gaps: 3
- targeted PR: 2
- training & mentorship: 7

Addressing gaps (in population centers, in small towns and rural areas, globally)

- Activities such as raffles that promote and provide incentive for members to attend and bring other members with them (e.g., bring a newcomer and your sponsor and your name will be entered into a drawing, etc.)
- More consistency needed as there tends to be lack of follow through, continue the momentum when having a good idea
- More inclusivity, make NA more accessible in areas with language, cultural, political barriers
- Reach out to treatment centers in isolated areas to start meetings where meetings are unavailable.

Targeted PR (with medical professions, with corrections)

- Reach out to organizations that can connect with minority groups that do not have access to NA in their language. Provide posters and presentations in their language to ensure they too, receive the message
- Approach pharmacies and ask them to carry Rx bags identifying NA that include the hotline number and web site address
- Send NA fliers into prisons and jails. If an inmate requests literature, they will receive a free basic text

Training & mentorship (growing our leadership capacity, better use of technology in service)

- Innovative and creative ways to spark interest and capture the audience “fun and games”
For example: Family Feud, lotteries, raffles
- Training others in specific areas “match talent to task” for example: bookkeeping, translations, etc., harness people's talent and nurture it
- Training on the fundamentals of project management, work group structure
- Experienced member participation, promote mentorship by having inexperienced trusted servants participate in mock situations (such as PR presentations), take an inexperienced member with you when fulfilling your service commitment, have previous chairs on subcommittees attend as to not “reinvent the wheel”
- Form an FD team consisting of both experienced members and inexperienced and have the experienced members mentor the inexperienced.
- Internal mentorship: explain to inexperienced members what it means to be a GSR, RCM, what the sub committees’ roles are, etc.,
- Start on a local level, spend more time and energy reaching out to the individual in groups, areas, and regions
- Communities sponsoring other communities, connecting with other zonal forums, interzonal interactions
- Round table discussions, invite people from the community, such as judges, lawyers, doctors for a Q&A, presentations, mock meetings

- Send letters to organization such as treatment centers, overdose awareness, addiction services, educating on NA's functions and resources

Group Number: 9

Tally of show of hands.

- addressing gaps: 2
- targeted PR: 2
- training & mentorship: 4

Training & mentorship (growing our leadership capacity, better use of technology in service)

- Workshops on leadership. Helps build momentum. Increases service excitement.
- Acknowledge different learning styles: classroom, reading, or training videos.
- Cross regional training. Learning how service is being done in another part of the world. Gives a fresh perspective. It's a form of collaboration. X2 Regions sponsoring regions-- financial resources. X2
- Training/mentoring has to be offered. You can't wait till someone asks for it. Approach people one-on-one. Tell sponsees they need to do service.
- Lie to them—tell them service is hard—they will want to prove you wrong.
- Learning Days in conjunction with conventions.
- Service track during Area convention cohosted with zone. Variety of topics. Will include presenters from outside the Area/zone.
- Zones have good human resources to help out. Reach out the them.

Addressing gaps (in population centers, in small towns and rural areas, globally)

- Outreach group that travels and gets meetings started. Region sends new meetings literature.
- Nomadic Addicts—travel to places to start meetings. 3 month cycle to offer stability. Sustainable by going back to the meeting and offering any help and support.
- Going into native land to start meetings. Need an invitation. Different approaches than standard FD.
- Do a “Who's missing from our meetings?” investigation. They found it was urban areas and did outreach to young black men.
- Sent letters to every church in a geographic area (especially where meetings are missing) to find places to hold meetings. Mostly due to meetings losing their meeting places from the pandemic.
- PR tables at unconventional events.

- Divide geographic area, find facilities where there are no H&I. Organized Mobile Units to take in meetings to those facilities.
- Pooling H&I and PI resources to form FD. Task team culture to respond to need. Form over function. Targeted response that is timely.
- Police giving out NA PR posters when they come into contact with people who need help. Business cards also.
- Hybrid meetings to help rural areas.
- Working with other non-profits to give out NA information—like Suicide Hotline. Maybe the YMCA as well. Community centers too.

Targeted PR (with medical professions, with corrections)

- Posters with vivid colors.
- DOC—sent cases of Introductory Guides. Attending DOC trade shows.
- Scattergun technique doesn't work well. Targeting individuals—like contacting the person in charge of the training program for new police officers. Now in a 90-day cycle to give a presentation to them.

Group number: 10

Tally of show of hands.

- addressing gaps: 5
- targeted PR: 2
- training & mentorship: 7

Addressing gaps (in population centers, in small towns and rural areas, globally)

- I was in a workshop in Texas about reaching rural areas that do not have any meetings or meetings were not accessible. What came out of that is we were going to make an initiative to help the areas that have wide open spaces and very few meetings by asking strong areas next to them next to them reach out and not just get them speakers but show up at their meetings. Here in our area we created what we call asphalt recovery where once a month we would pick a meeting in another area that we heard was struggling to get members to return to face to face meetings after Covid and they were stuck on online meetings and go to it. We would go 30 deep and after that the meeting would grow. Neighboring areas or areas within areas that have gaps should help support meetings struggling in the rural areas. Support meetings need to happen.
- Not new approaches – this isn't new but educating people on how our pyramid works that diversity is the key to our freedom and having that as our base of our education and understanding that we need to be looking at who is missing from our meetings. More

freedom we have to have diversity in our base. Get back to doing more who is missing workshops.

- I live in the mountains in a rural area, it is difficult to do service, and meetings going in areas you do not live. Technology and Online meeting has to be a great resource there and I am thinking that environment can help. Some online meetings will stay and It should be a recourse for distance meetings. Online meetings community that is strong needs to be utilized by the local PR, PI and FD to reach out to other places. Technology offers great opportunities.

Training & mentorship (growing our leadership capacity, better use of technology in service)

- I think we can use technology, organized webinars, be in contact by zoom like we did at the conference. It works well because sometimes there are big distances and depends on money and FD trips are not always possible. Technology gives us immediate reply to request and response to the questions to the area or the region.
In my region, we organize events for Fellowship Development only. It's a good place to build the network among the region and to get experience from more ex members. Templates work well in one region. We cannot use legal documents from the United States in our country. Like the idea of PR movies that can be translated to different languages. Helps areas and regions to save money. Oldtimers need to mentor - some kind of archive can help. When newcomer comes they don't know what was done before. Important to hear someone with experience.
- One thing I truly believe in is the mentorship process. At our region we put in alternate resource coordinators because there was a lack of people doing mentorship. It is our responsibility as members that have been around for a while to make sure to mentor who comes behind us. We believe in the rotation of service. Having an HRP panel has become important so that we do not just put a warm body in positions.
Training: I have grown to love a certain workshop that I have taken around and presented it in every area. It is one I received from NAWs Staff brought to the symposium way back in 2007 or 2009. We did it at a PR learning day in every area. It gives information and at the end we would do a mock presentation. That would help people that were nervous about doing presentations and it made them more comfortable. We can start doing the workshop virtually or as a hybrid. H&I has always been the most popular committee and PR had a hard time getting people but after doing the workshop we got a lot more people interested in PR. We created workgroups and one was attending providers conference, we created a PowerPoint with words behind it and would run on loop and professionals could stand there and look at it. Huge breakthrough. Advantage to have something prepared.
- We have different and new opportunities that we may not have taken advantage of. Like technology, webinars and such for training and mentorship, I think in all levels of service we

can take advantage of that. In New York there are some things that the trusted servants have become comfortable with and do the same things over and over and don't branch out and do other things. In service I have seen things that being done all over that I know we could do here, we just never thought of it, that's another thing the webinars and technology could provide for us. I think that we as trusted servants and world services that does a lot printing could do more to create templates for Public Relations type efforts, how to contact health care industries whether its doctors or hospitals or treatment industry. How to contact educational institutes like high schools and colleges; public ones, private ones. When it's appropriate to write letters when it's appropriate to schedule meetings to do a presentation, follow up letter and reach out 6 months later. We can create templates for small efforts, templates for more complicated entities like government and larger to reach out to bigger organizations. Templates for small medium and large PR efforts and events. Given some diagrams and instructions to follow it much easier and less intimidating and a mentor would also be great like Jane. If everyone is doing the same thing, we can provide a resource person to provide mentorship to people that participating in that.

- Our regional committee mainly maintains the training and mentorship of the areas. Areas do the hands on work and the Regional Committee provides templates to make sure it is the same message provided across the country. Region is there to support and guide the areas to do the service. It works really well it dropped off for a while due to lack of servants but it is picking up now and mainly because it is done in the spirit of service. What works is spiritual solutions.
- Great things that have been shared already but to add on to what was said about technology I think we need to make sure we get the word out better when regions are having these kinds of learning days especially if they are virtual so people can attend that want to learn more. How do we get the word out better so we can attend things like the EDM or Canadian Assembly. On the templates, I would love to see more videos. Would love to see a video "what is NA and what we do". That we could send to professionals. On those mock presentation panels for me, it was very interesting to get involved in. Great to have mock presentations videotaped. Here in our region on the first day of our convention we have been doing a PR presentation to professionals. Love to see presentation 4 times a year that focus on different PR avenues. Like what I got to see at the 2018 WSC.
- I would like to hear more on the newcomer packet from that was shared. We are struggling with numbers but we do get a lot of newcomers
- Newcomer packet: It's a newcomer letter that gets mailed out, it provides link ups and resources and information that is comforting to the newcomer. Actually, I have not had a lot to do with it recently but what I can do is send it out to you and I will make sure someone gets through to you by email.

- Experience strength and hope sharing things that work in your community, splitting the topic into smaller bites. This is what is happening in the Hawaii region: I come up with ideas and surround myself with people that can help me accomplish it. There is a missing opportunity here in Hawaii. We had such heavy hitters in the beginning and we had such a diverse culture here. We had the Tom's and the Larry's and of course Miss Tali so PR was always addressed. Somewhere along the line, the fellowship decided they were done with PR because it's working. That was a missed opportunity so after going to the WSC 2018 and getting inspired, I went back to my region and made a suggestion. We have a convention once a year and it travels from island to island so I suggested that we have a PR presentation event for professional's right before the convention starts. The first one was on Maui and it worked. I wrote letters to the community myself but would rather have a template to follow. Follow-up for our PR presentation was right before the Learning day that we have after every convention.
I never had to ask for a template I would come up with something and Tali would look at it and tell me what to change. Finding that mentor out there, I heard somebody mention about oldtimers coming around and to some people I am an oldtimer with 21 years. What I want to say about mentorship is that I not only do for my alternate what was not done for me, I have reached out to and wrote letters to NAWS to help with the process. I also see in my region people that are falling off their commitments so I have started inviting them to our stuff to include them.
- The training thing is one of the topics I selected. Current theme for us. Two things springs to mind in terms of training and mentorship. In my region we are very fortunate we have a lot of meetings and big cities there is so much opportunity to get recovery but there are big gaps geographical and economic gaps. We have worked very hard in the last 4 years to close some of those gaps, we actually stumbled on to the online platform trying to get meetings up and running before Covid. It is not just about providing meetings to outlining areas it is also about training. We supply training to people in outlining areas online and mentor them. We have a wealth of materials, templates, and workshops that are available. We now have training and orientation workshops so if and when there is a newcomer they get asked to come to a training either online or in person with other newcomers and try to make it as welcoming as that first hug.
- Mentoring new meetings is what I had in mind when I heard the question. Thinking of the work being done in Africa and the importance of group literature the group booklet and the speed of which it is being translated with so many dialects. This might be something that world services can look at. The availability of group literature like the group booklet, Step Working Guide - these sort of things to get a new fellowship up and going

Group number: 11

Tally of show of hands.

addressing gaps: 1

targeted PR: 2

training & mentorship: 7

Addressing gaps (in population centers, in small towns and rural areas, globally)

- Rural – Provide the service of being a resource that counties cannot afford
- Include how to start a meeting in group starter kit info (possibly electronic)
- Continue “meeting crashes”/“flooding a meeting” electronically – let them know we’re coming in case they have questions about service
- Use electronics to our advantage
- Zoom/virtual meetings/Q&A sessions with judges about NA
- Look into CEs for professionals – get approval for our PR Presentation to count as a CEU – virtual probably works best

Targeted PR (with medical professions, with corrections)

- Bus advertising – busses, bus stops
- Remain active in health fairs
- Engage government entities
- Set a vision for PR (i.e. We will engage gov’t agencies this year)
- Re-establish connections that were lost during the pandemic
- Get literature onto iPads, tablets in institutions
- Keep literature racks filled
- How to connect with professionals at distance – phone, email, etc...possibly use interesting/eye catching mailers to introduce NA
- How to connect with remote or disconnected communities
- Go to the professionals before they become professionals – target universities, classes, etc...Every year.
- Be in places where addicts are
- Target leadership in minority communities and present via PR to them
- Provide virtual workshops to professionals
- Focus on professionals that are new in their positions
- Do presentations to a wide variety of professionals
- Encourage professionals that already know about us to invite other professionals that do not know about us to a workshop/presentation
- Provide short videos (TikTok size)

Training & mentorship (growing our leadership capacity, better use of technology in service)

- What is lacking? What can we do going forward? *How can we make FD attractive?*
- Begin at RSCs and Zones – Gain experience re: FD. Get training from other parts of service system (Zone)
- Start at group level – GSRs are being sent to ASCs that are not prepared. Introduce GSRs to entire service system & how it works.
- Better organize information that’s already available. Have a designated area for FD, for mentorship, easy to search, easy to find one piece of larger books (i.e. GTLS)
- Have a glossary that explains our “alphabet soup” – GSR, ASC, etc...short descriptions throughout
- Understand purpose of FD – to strengthen fellowship.
- Make it simple for RSCs to share with each other – information, trainings, provide workshops, help each other prioritize, make it a two-way street, make it easy for RSCs or new fellowships to ask for help
- Tradition 5 – “The group is the most powerful vehicle we have for carrying the message.” Make it standard for PR, FD, H&I, etc...to give 5 min presentations to individual groups. This reaches more newcomers.
- Homegroups take time to go through small bits of info about service structure, positions, etc... Have regular meetings with topic of “service”. Have presentation of service positions, service info, etc...that can be shown at homegroups. (Make this easy to share with other ASCs, RSCs, etc...) Have service speakers at homegroups.
- Offer GTLS and other service guides available electronically
- Offer virtual service trainings that are short
- Create YouTube video of service info
- Speak with positivity about service – describe the benefits of being of service
- Avoid “warm body syndrome” even if it means a position is empty
- Make information about service specifics standard at ASCs & RSCs
- Help fund members that want to go to service events and learn
- Give enough time and information to members about service positions to take the intimidation out of it
- Make everything shorter – “TikTok” size videos
- Have a little quiz with “rewards” after a training – a way to confirm the information has been clear and learned – get “recovery points” or “shining stars” for learning everything in a topic
- Workgroup work – hyperlink existing literature to make it easy to search, an app with quick bits of info & rewards
- Find a way to make asking members with more experience standard – and prominent in our language

Group number: 12

Tally of show of hands.

- addressing gaps: 4
- targeted PR: 5
- training & mentorship: 5

Addressing gaps (in population centers, in small towns and rural areas, globally)

- Aotearoa/NZ: Region is 1600km long – lots of rural areas – geographically distant – few NA meetings. Covid has led to the creation of virtual meetings, which have filled the gap. Meeting will stay open for the foreseeable future
- South Dakota: One active area in the state and only 70 meetings – how to engage and attract current members with time to service at area and region? Newcomers from treatment are attending. Financial resources are limited.
- MS: Encourage and train hybrid meetings in rural areas
- Gap in densely populated urban area is with immigrant communities – e.g. Spanish speakers – struggled to keep Spanish-speaking meetings open
- LGBTQi community is largely absent in NA – literature doesn't always resonate with those members

Targeted PR (with medical professions, with corrections)

- Hold PR event in same venue as the one rented for a service meeting – focused on non-addict professionals: criminal justice, treatment professionals etc.

Training & mentorship (growing our leadership capacity, better use of technology in service)

- Monthly communication (email?) about FD and PR efforts Fellowship-wide
- Challenge: Too few people doing too much work – we can't do it all. How do we increase human resources? Focus on the 12th Step and the 4th Tradition – being of service to others, and interacting with other groups so we know what issues might affect “NA as a whole” Focus on mentoring an alternate and encouraging sponsees into service.
- Region functions fine on Zoom, but many areas have struggled. Alternate GSRs used to be more common, and GSR alts would participate in sub-committees – and sometimes take a sub-committee position when the GSR commitment is up. SSP ideas – GSF and IDT discussions (Building strong homegroups) – is a powerful tool. Use GSFs to adopt and strengthen struggling groups and get them connected to the area. This will snowball and lead to more strong groups, which will reinvigorate the service system
- Challenge is finding regional FD trusted servants – chair position has been vacant for several years. Netherlands is growing fast – doubled in size in ten years. Clean time is limited. Organized learning days focused on building strong homegroups, AOR in service.

- Creating social media presence to attract newcomers, particularly geographically isolated addicts, and attract members to service by sharing information about service commitments
- How can we make service attractive? How can we light the spark of being involved in service? APF is a model for community development and has grown in 30 years from a coffee-shop meet up to what it is today. 2019 meeting in Bali showed how far they've come in size and diversity. Could local members attend their zonal forum meetings to be inspired and connected to new ideas? Attendance may also be virtual.
- Those in service are the model for others.
- Activity committee that is about fun - attracts new members into service

Group number: 13

Group 13 felt that mentorship and training was the biggest opportunity for fellowship development

Training and Mentorship

- Provides training by hosting webinars for problem solving within the region. They cover, do's and don'ts in service. The regional subcommittee provides sponsorship opportunities behind the walls.
- Uses the zone for fellowship development. Offers fellowship development to area's and region. Offer help with setting up web sites, and has encourage younger members to get involved. In turn, they have provided technological support throughout the region. Use "project based service", and recruit older members with extensive experience to mentor younger members.
- Use sponsorship as an opportunity for mentorship in service. Sponsorship family mentors by example. Focus on literature at meetings and inmate step writing mentorship opportunities.
- Used a scavenger hunt during the pandemic to have fun. Made t-shirts with "addicts on asphalt" logo to help encourage road trips to connect addicts. Encouraged members to get out and go to service meetings. Getting addicts to reconnect resulted in new communities with in the regions becoming more active in the fellowship. Goal was to make service fun.
- Eight previous RD's still serving as mentors and involved in project based service.
- Asked each area through a surgery about what they needed for mentorship and training. Asked "what do you want from us?"
- Bring workshops to an area within the region and, get one member involved. Mentor the one member on how to lead a workshop
- Mentorship involves encouraging rural areas to be stewards for reaching out to isolated communities.
- Encourage members from the city to reach out to smaller isolated communities.

- Mentor others to join service by direct commutation even though you may be far apart.
- Created coordinators for H&I and Public Information together. Joined rural outreach and online meeting together to grow and develop. Drive to meetings far away and teach members what a group , area are supposed to be.
- Use technology to meet on line, throughout regions. Use past delegates to mentor others.
- Service worker must ask for help. Need to look for mentorship with in your local community or your zone. Needed to recruit younger members who are experienced in zoom and other technology.
- Target promising member and rally support for new members.

Addressing Gaps in fellowship development

- Use outreach chair to connect with far away communities
- Mentor sponsees.
- Get more experienced member involved in service
- Use zooms to help people come together
- Start meetings in communities where there are none.
- Encourage virtual recovery
- Supporting members in isolated area's
- Communicating with local professionals and law enforcement
- Rotate regional meeting around state, in a small area to encourage local growth and development
- Support local meeting after regional meeting
- Reach out to Hispanic community
- Encourage Spanish members to start meeting.
- PR presentation to deaf culture.
- Focus on engaging younger members
- May considered changing clean time to encourage to members to join service
- Change the barrier for doing service lower, rather creating policies to keep others from doing service.
- Focus on rural meetings,
- Gap in service caused by negative personalities
- Encourage FD within the zone
- How to bring virtual isolated addict to a meeting? Have weekend event and invite isolated member
- Look around and see who is missing in our meetings- Indian reservation population
- Recognize cultural differences

Group number: 14

Tally of show of hands.

- addressing gaps: 3
- targeted PR: 8
- training & mentorship: 8

Targeted PR (with medical professions, with corrections)

- Old IDT “Who’s missing from our meetings”. What people are missing? What cities are missing in our geographical area? What demographic is missing?
- Target (medical profession) doctors/hospital admin/social workers with meeting schedules.
- Presentation to/target “High value” targets i.e.
 - State’s Attorney General, Judges (Resulted in enhanced H&I opportunities for example)
 - Doctors
 - State association of treatment professionals
 - Reentry managers (criminal justice/treatment centers) print meeting schedule
- Create videos to play at professional conferences when not able to attend.
- Get professional to talk to professionals.
- Break PR into smaller pieces to get more of the Fellowship involved.
- Involve younger members in PR/H&I
- State association of treatment professionals
- Zoom meetings into treatment centers
- NAWS help us be recognized as an essential service (Required during Covid) (Some issues still...)

Training & mentorship (growing our leadership capacity, better use of technology in service)

- Task committee members with identifying/targeting someone to mentor
- Mentorship as part of your job description to be on the committee
- Train shop-stewards/guidance councilors
- On demand pre-recorded videos with routine service training, i.e. GSR training, newcomer orientation, non-addict/professional info
- Succession planning. (Need more rotation)
- Throw a party to invite new people – Pizza/auction. If you’re interested, here’s the next meeting. No commitment.
- Teach members how to take advantage of/use the technology, i.e. Zoom.

Group number: 15

Tally of show of hands.

- addressing gaps: 4
- targeted PR: 1

- training & mentorship: 6

Addressing gaps (in population centers, in small towns and rural areas, globally)

- Sponsorship and working the steps seems to have worked best – simplify (devolve) and rely upon tried and true experience of how to stay clean... sponsors get and stay involved and can help newer people... work the steps first and then get into service.
- Helping via experience with the steps
- Service delivery app that shows where there are no meetings or groups...
- Support communities in need...
- Take meetings to indigenous communities... understand culture

Targeted PR (with medical professions, with corrections)

- PSAs to help attract addicts to meetings...
- Reach out to professionals in underserved communities to gain access...

Training & mentorship (growing our leadership capacity, better use of technology in service)

- Web technology – translations of web content, virtual comment box
- Utilize virtual technology to help train/mentor and share information between zonal forums, as well as make it easier for members to attend service meetings.
- Training how to do PR presentations, etc.
- Identify “blind spots” (low or non-existent communications in areas) and reach out i.e. FD task force in EDM... regions assisting new and developing regions, “gain as much if not more as what we give”
- Sharing within zone of what works to engage members and get people involved in service...
- Local trusted servant learning days to get folks involved in subcommittees, like H&I and PR and phonedines
- Simplify systems in order to help other communities and help them to grow at their own pace; example used was Romania and getting to understand the culture and environment and adapting systems to their needs.
- Encouraging sponsees to get into service

Group number: 16

Tally of show of hands.

- addressing gaps: 4
- targeted PR: 9
- training & mentorship: 11

Addressing gaps (in population centers, in small towns and rural areas, globally)

- Nomadic addicts get together groups of people and find rural areas where they need support. Seven-week process where they commit to go and help build up their membership, mentor and how to make their meetings visible to the public.
- Have a lot of developing regions with a few meetings and members. Not much service or clean time. Offer support to these neighboring communities to help support. Put together task teams from zonal FD committee. Have a pool of members to pull from. Reach out to communities to address their needs, have workshops, and share experience.
- Gaps with Indian reservations. Difficult to take a meeting there. Invited tribes to attend PR events with very little interest. Have some members that are trying to help us. Major difference of culture. Still some issues overcoming these differences. Looking for ideas on how to work with indigenous people and not cross their cultural lines.
- Region very large geographically and only have four areas which are essentially metro. Outside of that no meetings. Not doing anything to reach out to these communities. Identified this as an issue in the region. Reached out to a reservation and unfortunately no follow up.
- Had similar challenges with certain religious groups. If you went against any of their religious beliefs would close off communication. Only way to work around that was when some of them started attending other meetings and bring it back to their communities.

Targeted PR (with medical professions, with corrections)

- Region is ten years old. Joined zone and now attending WSC. Still developing. Sitting here listening to learn. PR just formed last year.
- Struggles with behind the walls. Our region doesn't have a Sponsorship behind the walls. Struggling to get that going. H&I and PR are doing well.
- Decent job with H&I. Struggle with others understanding PR is more than H&I. started addressing on who is missing. Targeting first responders.
- Region not the only region in the state. One region not responsible for state level service. Zonal forum and state with more than one region meeting coming up with state government. Working on getting tablets into institutions. 90% in state from our region. Trying to work with rural areas to be involved in doing presentations.
- Biggest population being overlooked are the mentally unstable. Overlooked in regard to their addiction. Looking to create a PR effort to reach out to them.
- From a zone with multi language groups. Each region does a lot of their own PR. Spoke with parliament and attend national addiction conferences. Difficult during the pandemic. Reaching to communities both within the zone and outside the zone. Communities that don't have a service structure. Collaborating with other zones and looking for ways to collaborate on FD efforts. Other zones need help with FD.

- PR involves all our relations we encounter. How do we effectively communicate? We must teach each other. NAWA started PR week. We are all PR. Real important to put out an effective message. Everything we do is PR. Have a great handbook that needs to be updated. Try to work with the areas in the region how to effectively communicate. Working on our PR week coming up. Do poster drives and other things. Real important to communicate effectively. Also, within the fellowship.
- We get silos in subcommittees and sometimes there's an overlap. Vice chair of region has a monthly meeting where subcommittee chairs attend and share what's going on to be more effective. Working with regional office to have point of contacts for each subcommittee.
- Region does not have H&I but have PR. Reach out to areas and see some overlap. Recently had a roundtable and communicated resources available. Put out some PR racks in different places around town and make sure they are filled up. Made up packets for first responders. Created matchbooks to hand out to the homeless with number and web site information. Created a collective with different groups to pool resources and make available. Service Symposiums attendance also great resource to share experience.
- Region has a web site with a lot of PR info. Region very metropolitan and have a hard time reaching out to other language groups beyond Spanish and English. Sometimes members from those other communities show up to our meetings. Some of them stay clean and have an impact on others finding recovery. Region working on focusing support on these communities to help get the message out. Have service symposiums every couple of months to share new ideas.
- RD team does a lot of collaboration together. Looking at targeting a lot of the local festivals in the state to setup PR tables. Looking to target more than law enforcement and jails to see if we can get to them before they get to that point.
- Recently started program daytime reporting center. Approved with background checks to go into any facilities across the state. Starting to build the list.

Training & mentorship (growing our leadership capacity, better use of technology in service)

- Training of phonenumber on zoom, utilizing zoom for training opportunities
- Use zoom or teams to record the training and make available on-demand, share best practices
- Big region have a lot of services, other regions in zone smaller and newer, working thru the zonal forum has worked well helping out other regions, using the zonal forum for training. Encourage RDs to stay involved with zone once they finish their terms. Regions sharing their tools to help other regions.
- Zone created training video for new RD/ADs and made available on their web site. Meet and greet first night of zonal meeting

- Zone created video of what FD is and some of the service they are accomplishing. Different training videos on different forms of service such as PR. Looking to approve more for distribution and availability. Great use for mentorship.
- Mentorship panel in the region. Members willing to train newer members. Done thru PR. Help mentor them with H&I and PR. Ongoing list of members available. Been very effective.
- Zone puts together service-learning days. All the chairs from all the regions are encouraged to come. Held centrally. Funding provided for those unable to get their on their own. Great opportunity to meet people and learn what other regions are doing. Also available online.

Group number: 17

Tally of show of hands.

- addressing gaps:3
- targeted PR:4
- training & mentorship:5

Targeted PR (with medical professions, with corrections)

- Discovery for me is gathering of information from zones. At multi zonal we had professionals there including. Judges, politicians, prosecutors, members of fellowship with recovery houses. (they got railroaded) What we came away with is that fellowship had not yet learned how to communicate with other entities that were not like we are. Instead of targeting what we are there to do. In US Zones, PSA could be shared and then have same 800 # routed to local services, i.e., use national level to serve local needs. Don't have to reinvent wheel/recreate posters, etc. We can use good inventory to pull from. How to target a movement in Texas where funding is going on? They are using some anonymous connections but not NA.
- We do have these committees like HI and then we have PR going out to institutions to intro NA. We have posters on buses. We have 2 Area out of state one in Utah and one in Arizona. We have a position at Region for someone who goes to events to introduce/represent NA.
- We haven't had PR person at Area for 7 years . We don't have one at Region. People don't get excited about PR. In Dallas/Fort Worth, maybe. But in Western Texas we have small communities. We don't do a lot.
- New ideas: we have used Facebook as a PR tool. We didn't see anyone else doing it. NAWS helped us. Egypt Facebook acts as phoneline. Lots of questions are asked. There is now Facebook committee (members) with marketing experience who have targeted a PR campaign. Produce good targeting for doctors, very efficient to communicate with them. There were Facebook page linkage issues. So now we have link for website on Facebook and vice versa. Then added Instagram because it is popular. Very successful for 7-8 years. We have strong relationship with top level of government. We used Iranian fellowship as an

example for how to work successfully at this level. We have very strong relationship with the national agency responsible for addiction treatment. Must be mutual benefit when we work with others. Agency does not have enough hospital beds for addicts, so we offer help. We can help those who call you for help/hospital. You can refer them to us. We have been making presentations to Doctors (and Medical students) in universities to educate about NA.

- No new ideas but we can get information from other Regions/Zones. Best practices may be different place to place. We must adjust so we can identify what is needed in terms of targeting. You have to know our communities. We tend to get stale and repeat. We can try to get fresh people working with addicts in communities and make new contacts.
- Reinventing the wheel – we have lots of good stuff that isn't being used. Medical people talk to medical people. Law enforcement people talk to law enforcement people. Quick google search can provide information. Combined brochure is very helpful to distribute. Hard to get to decision makers since Covid. The survey provide useful guidance. H&I is cool. There is a quick payoff in sense of feeling rewarded when taking meetings in. We invest a lot of energy in H&I. But survey says maybe not best use of our resources. Emergency room and detox centers might add/reach more people. We might read that survey and redesign our approaches.

Training & mentorship (growing our leadership capacity, better use of technology in service)

- Value of gathering information at Zones and Multi Zonal Symposium. I was wondering why (this info) not discussed at Region and why we didn't know it. Region was clueless. Training and mentorship would help at fulfilling our responsibility—maybe identifying it so we know.
- Same as above. Didn't know about Zones etc. until became AD. Was I not paying attention? Was it covered? Now have responsibility to let people know about Zones. Instead of figuring it out for self, we could use more training mentorship. No new idea.
- We don't have FD we do PR, HI, Outreach. We were clueless when FD was talked about. Thought FD was fellowship services—about providing services. About training: in local Area people with time/experience stopped doing service work. Now newer people don't know what to do. We should do more. Regional assembly. We should do more about retaining members in service. Nowhere was there a record of experience or information on this. Reached out to others -using workgroups on atmosphere of recover, mentoring, spirit of rotation. Important that we get newer people trained.
- 2 levels: 1] RD and region; 2] WSC and RD. Level 1] important that RD & AD mentor and provide knowledge to Region—what is service structure? what part does Region play at WSC? what is CAR? This will help the Region to better participate and to be better inform RD: 2] workshops to help RD/AD to do their tasks/service better. Cannot depend on Region

to mentor. So need to learn how to serve at the level. What input can/should RD produce for WSC?

- Mentoring in our Region, some have FD committee but not in Area or Region. Greatest mentors are those who approached me and recruited me for service positions and helped me understand the responsibilities of trusted servant positions. But too often people end up in position that is empty so no one is there to provide training to take responsibility to encourage and assist people who take new positions. Maybe we can invite them to sources of information or participation—Facebook, symposiums. Can connect people in Region to different resources to get new ideas. Then can be inspiring through network of information and service connections
- When 1st in service had handbooks like HI handbook. PR handbook was big leap. So there was culmination of information—how talk to medical people, to law enforcement people, Jails etc. So let's think about a mentorship handbook. Then we could develop a handbook/pamphlet that incorporates best practices from Areas and Regions with different experiences and needs. Better guidance: mentorship is different from sponsorship. Maybe better to learn from others especially if we need to learn skills and strategies sponsor does not know. Collaborate between Zones. Educate on importance of mentoring
- We don't have FD chair now or for a long time. EDM does FD work. Can see its essential value to reaching addicts in the world. Opportunity to do life changing work for addicts. Leadership/mentorship: In reality it happens not so often. Lots of people just get a position with a folder or box and no personal guidance. Became AD 1 year ago, used you tube speaker tape from South Africa. Easier than reading. If outgoing people would record their guidance and post it, that would be easier for people coming into service. New and creative ways to mentor.
- Experience with multi regional learning day and in Area there is newcomers and others who don't know our literature or 'the message' So doing workshop in place of some meetings. For instance, Building Strong Homegroups. Then they share experience. Sharing information is helpful inspires people to do service, step back into service. From learning day example, there is now learning day at Area level that is cool.
- ESH on this is mentoring someone 'behind me' RD to AD, chair to Vice chair is important to show how it works, show the ropes, We already have experience that we can share so don't need to reinvent/recreate the wheel.
- Would not have taken AD if RD wasn't able to assure me of mentoring. I'm asking questions and getting guidance. Sometimes no mentorship, so people take positions then get criticized when they don't know what to do. Now at Area there is GSR orientation that explains who does what.

Group number: 18

Tally of show of hands.

- addressing gaps: 3
- targeted PR: 3
- training & mentorship: 3

Addressing gaps (in population centers, in small towns and rural areas, globally)

- Gaps relate to geography—the fellowship is well-developed in cities and on the coast. So we developed a PR project focused on the countryside: Prepared PR committee members to contact people in institutions/government and give presentations showing how NA is a resource to the community. We let society know we exist, shared posters, helpline number...
- Used mapped data comparing population density to meeting distribution found highly populated areas w/o NA meetings. AA meetings did exist in these high-SES areas; hypothesized that social acceptability of the liquid fellowship opened doors for them, not us. We focused getting the word out about us.
- Noted silos of race and ethnicity—community centers unavailable, stigma in some communities. Focused on youth/schools outreach: Obstacles/time consuming to getting in; PTA meetings have gone virtual opening that possibility. Language barriers in the general population mirrored in NA. Noted absence of NA meetings in non-English dominant communities.
- Noticed decline in number of meetings and decreased attendance at those that remain. Few newcomers. Have not determined the cause or where folks went. Continuing to show up. No PR committee. Hoping that backchannel communications among trusted servants will help.
- Rural areas underserved. Putting info racks in probation & parole offices throughout the region. Sparked interest in establishing NA meetings. Approach: Established meetings within a 30 miles adopting/mentoring/sponsoring new meetings in the sparsely populated area. Taking the same approach to small communities adjacent to pop centers.

Targeted PR (with medical professions, with corrections)

- Focus on harm reductions: Dropped off matchbooks with helpline number, URL, message at safe injection sites & needle exchanges. Medical company that provides needle packets to local pharmacies agreed to include an NA PR business card in the packets.
- Labor unions – at virtual meetings.
- Hospitals: business cards w/ QR code to meeting directory for patients who overdosed
- Prisons: Trouble getting back in after Covid lockdowns. Contacted state senator for help.
- Police officials invited to convention. Impressed the police chief! Led to invitation for regional PR committee to meet with staff.

Training & mentorship (growing our leadership capacity, better use of technology in service)

- Within sponsorship tree & in PR/H&I – weekly newcomers meetings geared for those with 30-60-90 days. Provides orientation on the basics including early service.
- Some services/meetings impacted by pandemic. Met outside, did what we could/can.
- Technology: Google classroom, workspace – workshops on different aspects of service.
- Zoom sustained us through pandemic – groups + service bodies
- Attending service bodies to learn from others! (Virtual service bodies expand this possibility)
- Service buddies sit together. Alternate/vice jobs so that people can grow into the top job. (This has been a challenge in the covid era.) Noting what we wanted while in the #2 seat points the way to productive mentorship.
- Zonal PR chartered local PR committees and made concerted effort to visit & offer needed assistance/coaching – budgeting, strategic planning

Other thoughts

- Strategic planning!
- How do we know when we're successful?
 - Use different phone numbers for different campaigns – provides data on effectiveness.