

WHAT'S HAPPENING IN NA WORLD SERVICES THAT YOU MAY WANT TO KNOW...

We hope you will continue to forward this page by email, or copy it for interested members, your ASCs, and your RSCs. We continue to encourage people to obtain e-subscriptions to *The NA Way* and *NAWS News*. This helps us to communicate more effectively and control distribution costs.

- ✦ Traditions Project: Chapters 2–6 are out to the Fellowship for review and input! Your input is valuable: www.na.org/traditions. The final chapters (7–12) will be released for review and input early June 2015.
- ✦ Decision Making at the WSC: Our first focus was the Old Business session. We encourage those who have proposals amending *Conference Agenda Report* motions to submit them for inclusion in the *Conference Report* so all conference participants can review them prior to the WSC. We are also looking at tools and resources to assist the WSC Cofacilitators, and looking into electronic voting for the WSC.
- ✦ Planning Our Future: The workgroup has focused on developing the Role of Zones workshop, which is intended to help zones think about what is important to them and what they do well. The workshop material is available at www.na.org/idt. The workgroup has also had brainstorming sessions about 'our' WSC future, but is nowhere near a recommendation; they are simply discussing ideas. The overarching question is: "How can we improve our processes so that members and groups feel a connection to and a part of worldwide NA?" Please share your thoughts with us at worldboard@na.org.
- ✦ Delegate Sharing: The workgroup is charged with framing a session at WSC 2016 for RDs to talk about issues and experience in order to foster unity, as well as planning the Saturday afternoon workshops preceding the opening of the WSC. The workgroup is developing a brief survey to gather input from conference participants to help plan these sessions.
- ✦ WSC Seating: A WSC Seating workgroup was created with three Regional Delegates who are currently serving on the Planning Our Future workgroup and one World Board member. This workgroup will initially meet virtually. We aim to revise the Regional Profile to include more objective and measurable questions for regions who request seating.
- ✦ Service System: We hope to accomplish the following tasks this cycle. Draft Service System Basics, Local Service Basics, and Group Support Basics; hold web meetings; establish a webpage for locally developed tools; and begin to revise some of the draft tools posted on www.na.org/servicesystem.
- ✦ Service Pamphlets: We are highlighting this valuable resource for groups and members—available online here: www.na.org/?ID=servicemat-svc-pamphlets.
- ✦ Web Meetings: Participation continues to increase. If you would like to join us and discuss issues and solutions, please send your name, trusted servant position, and region and/or area to events@na.org for conventions, Handl@na.org for H&I and Inmate Step Writing committees, PR@na.org for PR/PI trusted servants, and servicesystem@na.org for Service System.
- ✦ World Convention: WCNA 36 is two months away! We encourage you to register at www.na.org/wcna and share with us at this multicultural, multilingual recovery celebration.
- ✦ Financials: We continue to encourage members to participate in the work of NA World Services by contributing financially through our portal at www.na.org/contribute.

Go to *NAWS News* at www.na.org/nawsnews



**THE TIES THAT
BIND US
TOGETHER**

**UNITY AND
COMMON WELFARE
FOREFRONT IN
THIS CYCLE**

Our board meeting was held 4–7 March 2015 in Chatsworth, California. We opened the board meeting on Wednesday with discussions centered on board operating values such as commitment, mutual respect, integrity, consensus, and service along with obstacles we need to overcome to consistently operate within our values. This board-facilitated session was productive as we move forward with our own efforts to better serve the fellowship. We moved from that session to the Traditions Book, where we had a recap of progress to date and participated with input to specific traditions and the freedoms the traditions give us. We ended the day with our first discussion regarding the seating policy for WSC 2016.

Thursday we heard reports from board persons who are facilitating the virtual workgroups this cycle. The Decision Making at the WSC workgroup had met virtually and had their face-to-face meeting prior to the board meeting. They reported their progress and requested a second face-to-face meeting. The Planning Our Future workgroup provided the board with an update from their workgroup web meetings. Both virtual workgroups noted the challenge with meeting virtually; 90 minutes seems to set a stage, yet deliberate steps tend to be difficult to obtain virtually. Additional challenges with this platform include: that the virtual workgroup format seems prone to environmental distractions (in a home many things may be going on simultaneously); there are radical time differences for workgroup participants; and many members participate with English as their second language. In essence, we are trying to evaluate the merits of virtual workgroups versus face-to-face meetings. Later in *NAWS News* there will be more detailed information from these two workgroups. We explored WSC seating for the present cycle and the challenge with the current policy that lacks any criteria that help ascertain whether an applicant region is fully functioning as a region. We discussed how we can seat additional regions given the reality of space confines and cost. As is so often the case these days, it seems that to add something, we need to consider what we are willing to give up.

Our first strategic planning session was held Friday. We are focused on simplifying the process. We looked at external trends that are possible issues and alerts we need to pay attention to as they may affect NA; we looked at NA needs from WSC 2014 and service provision within NA—strengths, opportunities, and challenges. We examined financial resources with strengths, weaknesses, and changes over the

last few years. We are committed to finding ways both to involve conference participants in this process in a meaningful way, and to simplify the plan itself. We will continue building a streamlined strategic plan in August 2015.

We opened Saturday with a focus on a financial update and moved to discussions on WCNA 36 and obstacles we have encountered. We reviewed the World Board External Guidelines and will be offering changes, which are highlighted later in this *NAWS News*. We affirmed our decision to have a seating workgroup for this cycle.

FISCAL UPDATE

We were provided with a general overview of the first two months of 2015, which is two-thirds of the third quarter. January and February contributions were healthy, with some of the influx stemming from events. Our current reserves are 124 operating days. This is a working reserve that is affected by any increase in expense or downturn in income. Cost-cutting efforts over the past 7–8 years yielded a reduced staff complement; we didn't replace many staff who left. Our current special workers are dedicated and constantly overworked. Our desire is to maintain the same level of service we are providing, yet we cannot prudently maintain these services without increasing staff at some point. As many are aware, our aim is 365 operating days in reserve, which is conservatively realistic for a global organization. All our actions aim toward actualization of A Vision for NA Service, and responsible international organizations have operating reserves to ensure furtherance of their goals and sustainability. We discussed creating a short, simple video that shows the flow of money and where it is allocated; we expect that this will happen following the literature distribution evaluation. Thus far, in the first quarter of 2015, recovery literature book sales are down.

EFFICIENCY, SUSTAINABILITY AND FINANCIAL RESPONSIBILITY OF THE WORLD BOARD

We revisited our discussion on the number of board members needed to be productive, efficient, and effective. Following our dialogue at this meeting, we will be offering a recommendation in the 2016 *Conference Agenda Report (CAR)* for our external guidelines that, in our experience, the ideal size of the World Board is 15 members. We think this recommendation reflects our need to ensure sustainability, increase our discussion base and diversity, ensure the effectiveness of our discussions in board meetings, and be cost-effective.

Because we believe that any proposed changes to the World Board Guidelines should be included in the *CAR*, we looked at other areas of our guidelines in *GWSNA* to see if they reflect current practice and experience. There are two other recommendations for change that we will be making. We will also be recommending removing from our external guidelines the requirement for the board to create staggered terms if more than eight members are elected. We believe when a person is elected to the World Board, the WSC is voting for a six-year term. When this policy was

created in 1998, it assumed that all elected members would be new to the board rather than a mix of new members and existing board members running for a second term. This has not been the case in the two times we have used this provision since 1998.

Finally, we will be recommending that the current policy which states that a board member can only be elected to two consecutive terms be changed to that a member can be elected to only two terms. Many board members choose to run for election for two consecutive terms. We considered the principle of rotation and the value of a member who has already served for twelve years standing for reelection. Although a member may have value to bring to the board, we considered two terms as a sufficient and worthy contribution and decided that rotation needs to be demonstrated for its spiritual merits, one of which is humility. Additionally in our discussion, we recognized that former board members' experience is valued and we utilize those former board members in a number of ways. They continue to contribute to the NA Fellowship. Very few members ever have the opportunity to serve in this position and we do not want to further limit that opportunity.

FELLOWSHIP INTELLECTUAL PROPERTY TRUST

We have disseminated a memo titled "September 2014 Bulletin about NA Copyrights and Literature," which is posted on www.na.org/fipt. We have received quite a bit of response—both from members who are actively supportive and from others who claim that this is creating an adversarial climate among members. Since this was part of a discussion that occurred at WSC 2014, we do not believe our memo was a surprise or really contained any new information. This issue is not really, at its heart, even about literature but seems much more directly related to our First Tradition and NA's common welfare. While we are at a bit of a loss as to what else to say about the responsibility assigned to us to protect NA's literature, we do know that the conference has been very clear that only literature written by addicts for addicts and approved through global decision making at the WSC should carry the NA name, and that NA World Services is the sole publisher and distributor of that literature, in a delegated responsibility from the fellowship. We welcome any and all ideas and opinions and plan to ask delegates to share their local experience with us in order to share that with others. We are simply the custodians of the fellowship's property, trying to carry out the responsibilities assigned to us clearly on more than one occasion. We believe we all want NA literature to help to better carry the NA message to the addict who still suffers—in his or her own language and culture—and it is heartbreaking to see it being used once again as a political weapon. As we have stated previously, we believe that members with information remain in the most advantageous position to curtail copyright infringements, and we welcome opportunities to help.



STRATEGIC PLANNING

We spent a full day in our strategic planning process, which we aim to streamline. Initially, we brainstormed what shifts need to happen in our fellowship by 2020. We identified fellowship-wide unity and cooperation; all members will broaden to a global perspective, communication strategy will be developed, and evolution of our processes during the 1970s and 1980s are a few that we mentioned. Consider this thought: what needs to be done to have a new NA member in a rural community or urban community fully embrace the global nature of NA?

We moved to our evaluation phase. Initially, we considered external (outside of NA) trends that may have an effect on our Fellowship, such as medication to treat addiction; the ever-expanding drug court system; and emerging communities in Southeast Asia, China and Africa that may come with requests for government interface. Next we moved to looking inside our Fellowship, starting with the Needs of NA mind map from WSC 2014 and how the service system facets may complement it with principles such as collaboration, inclusivity of the NA Fellowship, and common welfare. Specifically, we identified that we need to have service tool basic resources to support members in their service efforts.

Our third area for evaluation was to review financial resources, identifying strengths and weaknesses and how the financial picture has changed over the years. We identified that planning for service delivery and adjusting the WCNA cycle may be considered strengths; yet, we realize that financial resources are tightening, which challenges what we can do and affects sustainability.

In our second strategic planning meeting scheduled for August 2015, we will continue to frame our streamlined strategic plan and process.

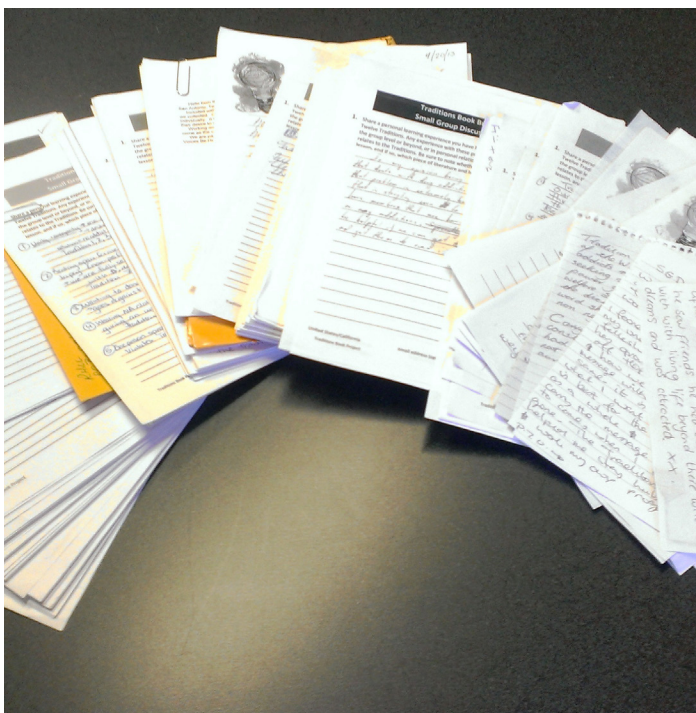


TRADITIONS PROJECT

The Traditions Project is continuing to move forward, with the second batch of chapters for review and input (R&I) having been released on 1 March. The accelerated timeline is certainly a challenge, but the high level of participation of members, combined with a devoted workgroup, is helping to produce strong material. Delaying the release of the second batch allowed the workgroup to thoroughly discuss the input we received on the first batch and incorporate the helpful suggestions into the way the chapters in the second batch are structured and organized.

We continue to urge members to send input and ideas sooner rather than later, as the input can be most useful to the workgroup in reworking the drafts with your input as we did with the first batch of input. Our current target date for release of the third batch is in early June, shortly after the deadline for input on the second batch of R&I material. The third batch will be out for R&I for a minimum of 90 days. Per conference policy, the approval draft will be published no later than the 2016 *Conference Agenda Report*.

The levels of participation and input have been quite impressive, both for the front-end input and for the R&I material. For each of the Traditions, we have received at least a hundred pages of front-end input, with some Traditions gathering as many as 300 pages. Additionally, the total count of pages of input received for the review period on the Introduction and Tradition One was well over 300 pages. The participation has consisted of members, groups, and a variety of service workshops from before or after ASC meetings to specially organized local Traditions Project workshops in a number of communities. We received input from throughout North America, as well as from at least ten countries abroad. The broad range of input and ideas will certainly help to create the best literature possible. We look forward to your continued participation.



VIRTUAL WORKGROUPS

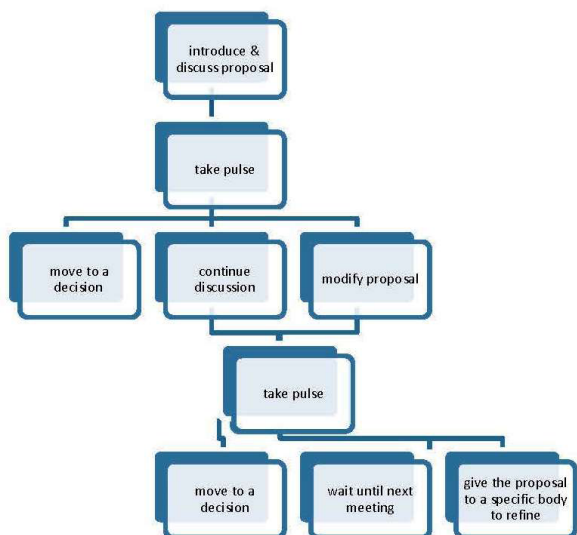
DECISION MAKING AT THE WSC

The Decision Making at the WSC workgroup began their work in October 2014, just after our last World Board meeting, and has been (virtually) meeting monthly. You may recall the workgroup is comprised of members with a wealth of WSC and/or consensus building experience and includes both current WSC Cofacilitators. Early on it became clear that the virtual environment alone may not provide the level of interaction necessary to accomplish the goals of the workgroup's charge. The outcomes expected from this workgroup differ from the other virtual workgroups outcomes this cycle. With that in mind, the World Board approved face-to-face meeting(s) for the workgroup. The first meeting took place late February at the WSO. It was a busy three days, and the workgroup was able to finalize many of the ideas discussed over the previous web meetings. As a reminder, the workgroup is charged with developing ideas for the future including:

- 1) A process and mechanism for forwarding, considering, and evolving ideas for discussions;
- 2) Ideas about utilizing CBDM at the WSC.

The first focus was Old Business, and specifically proposals to change Old Business motions that are published in the *Conference Agenda Report (CAR)*. As a reminder, the *CAR* is released 150 days prior to the WSC, providing time to workshop the material locally. Any proposals to change *CAR* motions are typically brought to the WSC and distributed to RDs just prior to the Old Business discussions. We think that there would be value for participants to see those proposals prior to the WSC, and in fact there is already an opportunity for delegates to share those proposals via the *Conference Report*. We recommend that conference participants use the *Conference Report* to offer any ideas for changes to *CAR* motions, in order to provide others a longer period to consider those ideas. The *Conference Report* is typically published about 30 days prior to the WSC. The deadline for submissions will be 1 March 2016.

The workgroup also focused on developing resources for WSC Cofacilitators as they facilitate the discussion sessions of the WSC. While there are defined rules for the formal business sessions (WSC Rules of Order), there is very little written in the way of rules or tools to help with consensus building in the discussion sessions. The workgroup developed a list of tools. Most are not new ideas, and have been used at the WSC already. Some of these may seem simple and straightforward, but since they are not a part of our written resources, it can be hard to remember that they are available. To begin, mapping the time and work of the WSC as a means to help everyone to be aware of the workload has seemed to help participants to use time more efficiently. Other ideas include asking for a moment of silence or other tool to refocus the conference, reminding participants that not everyone speaks English as their primary language, and that there are differences of culture that can affect our ability to build consensus.



Focusing on managing the discussion, ideas include providing an opportunity for first-time speakers to queue up first, noting the number of times each participant has spoken in that session, and displaying only a portion of the queue on the overhead screens (perhaps the next six speakers). In addition, there would be a three-minute time limit for speaking; non-English speakers would be provided additional time for translations. We also support using straw polls and voting to manage the discussions. Cofacilitators would straw poll at the start of the discussion of a proposal or motion to allow the body to see the level of support. As discussion of an issue takes place, it would be helpful for the Cofacilitator to periodically ask the body if they need continued discussion. The Cofacilitator could suggest ending discussion; if there is any objection, a vote would decide if discussion was over. Similarly, the Cofacilitators could close the queue. This is meaningfully different from the last tool, since this does not immediately end discussion, but rather those already in the queue would speak. Again, the Cofacilitators would ask if anyone objects to closing the queue; if there is any objection, a vote would decide the outcome. We have yet to determine the margin by which these votes would be decided. The workgroup suggested that it be a high percentage of participants, somewhere between 75 and 85 percent.

We are also moving forward on using some form of electronic voting. Exactly what that will look like has yet to be defined. At the very minimum, we believe we can provide participants with electronic voting cards that can be used to provide an aggregate measure of straw polls and votes. We are looking into options that may provide additional possibilities. More will be revealed.

Finally, we have approved the workgroup’s request for a second face-to-face meeting. Again, virtual meetings have value, and the workgroup will continue to utilize that medium, but web meetings have substantial limitations and complications that do not support the best result from this workgroup. You can expect to see more ideas as the conference cycle progresses. We thank the workgroup for their efforts thus far.

PLANNING OUR FUTURE

This project grew out of the series of “Planning Our Future” sessions at the last World Service Conference, where participants discussed the needs of NA and what a worldwide body that best meets those needs might look like. One of the Board’s responsibilities this cycle is to frame and forward the discussion that began at the WSC.

The Planning Our Future workgroup is a sort of “think tank” for the board—helping to shape ideas and make recommendations to the board. Part of the workgroup’s charge is to help the board develop strategies for communication, and that has been the bulk of their work so far.

Workgroup

Planning Our Future is one of our virtual workgroups this cycle. There are 13 members on the workgroup, including two board members and a staff person. One of the original twelve members had to step down for personal reasons, and we have asked two new members to join the group:

Michel Z—Brazil

Guilherme N—Portugal

We now have PoF members living on four continents—no wonder scheduling workgroup meetings can be challenging!

The PoF workgroup has been meeting regularly online. They try to meet for about 90 minutes every couple of weeks. We are discovering, from a resource perspective, that while meeting virtually saves much money, it doesn’t save as much of our most precious resource—human labor—as we’d hoped. In this, as in so many of our efforts this cycle, we are limited by our finite human resources.

Role of Zones Workshop

One of the first things the workgroup focused on was developing and giving input to a workshop and survey form on the Role of Zones. The workshop is designed to help zones think about their roles—what is important to them, and what they do well. During the workshop, members fill out survey forms ranking the possible roles of zones. There is also a version intended for a workshop setting outside of a zonal meeting. The Role of Zones workshop has already been held at three zonal forums—Plains States, Western States, and the European Delegates Meeting—as well as one other event, the Mid-Atlantic Regional Learning Conference (MARLCNA). The workshop will also be facilitated at the Florida Service Symposium.

These workshop materials are posted at www.na.org/idt, and we encourage everyone to take a look at them and consider holding a workshop, especially in your zonal forums. Please send us the results of any workshops that you hold! Either mail in the forms to the World Service Office, 19737 Nordhoff Place, Chatsworth, CA 91311 or email copies to worldboard@na.org. We may also post the survey form itself at some point so that we can collect more information about what members think are important roles for zones.

The more input we can gather from these workshops and survey forms, the more we can get a sense of how zones see themselves and how members see zones—what they are right now, what they want to be, what they are good at, and how they see their roles.

Zonal Questionnaire

Another way we've talked about gathering information about zones is to directly contact each zone and gather some basic information, much as we did when we were putting together the zonal map (which is also posted at www.na.org/idt within the Role of Zones workshop material). We'd like to put together a sort of snapshot of each zone. Many members—even those involved in zonal service—don't know about other zones and how they are similar or different. Collecting information about each zone's constitution and focus could help us develop a basic picture of each zone.

Our Future

The workgroup has had some discussions about "our future"—what zones might evolve to, what the conference might look like in the future, what zonal seating might look like if that's the direction the Fellowship chooses to take, etc. But these have just been brainstorming sessions, with no intention of developing formal recommendations, making decisions, or even coming to consensus as a group as of yet.

At some point, the Board will have to offer some sort of item about the future of seating at the conference for decision in the *CAR*, but we do not feel we are at that point yet. Both the workgroup and the Board feel committed to trying to have this conversation more broadly with RDs and the Fellowship as a whole to try to get a sense of how NA sees NA's future. We have talked about possibly putting some questions about the future of zones and seating up for discussion, but definitely not decision, in the *CAR*. We'd like to encourage the conversation about the issues however we can.

Other Ideas for Communication

We have a dual challenge with communication: We need to build awareness in the Fellowship that these issues are being discussed and that we will need to make a collective decision about the future of the WSC at some point, and we need to help those who are interested but have less experience *understand* the issues (many members, for instance, don't know what a zone is or what the WSC really is). What we don't want is for people to be surprised at some point in the future and say, "Where did this come from? I didn't know we were going to be deciding this. No one asked me what I think!"

We have talked a lot about how to improve communication so that we don't have this all-too-common experience. We believe that communication needs to be transparent, easy to access, and easy to read.

We like the idea of smaller pieces of information, "chunked" into more bite-sized pieces. Information from NAWS is often like "How do you eat an elephant?" Our forms of communication become institutionalized so easily, and change can be slow for us both because we are used to doing it a certain way and because it takes resources to implement change. The Traditions mini-workshop booklet is a great example of smaller, easy-to-hold workshops that were more accessible because they only took 20 minutes and they didn't require a lot of preparation or "bells and whistles." We have talked

about how to offer information related to Planning Our Future in similar smaller pieces that are less overwhelming. We love the idea of more infographics and small pamphlets, videos, and interactive websites, but again, World Services is pretty much at our capacity in terms of human labor. We don't know how many of these ideas from the workgroup we will be able to implement right away, but we know we have to do what we can.

Another thing that can hamper our communication is relying on the delegation stream to communicate so much. In recent years, we have tried through eblasts and dedicated web pages to make it easier for members to reach information that they care about or are interested in. We do plan to post a web page soon devoted to the Planning Our Future project, as we have done in the past with other projects, so that information related to the project is all in one central place and those who are interested in the latest news know where to go to find it. When we do launch the project page, we will announce it in a NAWS Update eblast.

Another idea we had to help increase communication and try to get a sense of some of our collective thinking on the issues is to possibly survey regions. We may try to take some sort of preconference, nonbinding pulse about how regions feel about seating issues, the future of the conference, and/or the role of zones. It's an idea we have talked about but aren't sure of yet. We've also thought of offering some sort of survey to members, but we're not sure what that might look like.

The most important point is: This is an ongoing conversation, and we want to know what you think. We want you to discuss the issues in your zones and regions and areas. We want to hear from you.

Myth-Busting

We've heard from some corners that there seems to be a sort of misconception that the Board is trying to steer the Fellowship or delegates or the Conference into deciding that zonal seating is the best option for the Conference. We'd like to dispel that rumor, if possible. In fact, the only recent decision the Board has put before the Conference related to seating was in the 2012 *CAR* when we placed a resolution that "state/national/province boundaries are the primary criterion for seating consideration at the World Service Conference." That resolution passed by a narrow margin, and there doesn't seem to be widespread enthusiasm for the idea.

Within the workgroup as well as the board, we have varying opinions about what seating at the conference might look like in the future.

The Planning Our Future sessions at the last conference asked a series of broad, open-ended questions about NA and why we gather:

- What are the needs of the NA Fellowship now and in the next five years?
- What are the reason(s) we need to come together as a worldwide body to satisfy NA's needs and bring us closer to our vision?

- Given the purpose/roles of a worldwide service body, what are some options for a worldwide body?

The result seemed to indicate some sort of consensus building. Most participants seemed to have the most enthusiasm for zonal or some version of zonal or continental seating. Of course, those sessions at the conference were a series of discussions, not a decision, and our interest now is in furthering that discussion. It seems that if we can keep focused on the question “Why do we gather?” we may be better able to answer the questions related to our future as a conference.

If, ultimately, the Fellowship does decide to adopt zonal seating for the conference, there are many questions that will need to be answered:

- What would the impact be on the rest of the service structure?
- How would the differences between zones affect zonal seating?
- How do we help close the gap that some perceive between the fellowship/groups and the Conference and World Services?

This last question is one that we have to keep asking ourselves regardless of what form Conference seating takes now or in the future. How can we improve our processes so that members and groups feel a connection to and a part of worldwide NA service? We always welcome your thoughts.

DELEGATE SHARING

The Delegates Sharing virtual workgroup is the result of Proposal BL: To plan a WSC 2016 sharing session for RDs to talk among themselves about issues and experience in order to foster unity. In addition, the workgroup is charged with framing and planning the Saturday afternoon workshops preceding the opening of the WSC. The workgroup is developing a brief survey to gather input from conference participants to help plan these sessions. The workgroup hopes to make the survey available within the next two to four months and intends to complete its work by the end of February 2016.



WSC SEATING

The WSC Seating Workgroup came into being at this board meeting. We aim to accomplish as much as possible virtually and have left open the possibility of a face-to-face meeting, if needed. Coming to a decision to have this seating workgroup was deliberate after we considered pros and cons. In other words, the decision was not as simple as creating a seating workgroup as described in *A Guide to World Services in NA*. We are aware that there has been no workgroup since 2006. Yes, the moratorium expired and there was no seating workgroup. We thought it best to consider the needs of the WSC and steps taken at WSC 2014 in the Planning Our Future sessions and subsequently with the Planning Our Future virtual workgroup. We believe discussions need to be centered on actual conference seating rather than the process of obtaining a seat. At WSC 2014, we discussed sustainability of the conference in its current form and offered two motions, one for delegate-only seating and the second for all delegates to fund themselves. We believed that these were both ideas that we could try without requiring any structural or permanent decisions. If those motions had passed, we would have had the ability to seat more regions without an impact on the sustainability of the WSC. Neither motion was supported, which still leaves us with the need to consider what we are willing to change.

In the meantime, we will have the Seating Workgroup this cycle and we are revising the Regional Profile in an effort to obtain more relevant information. We will also be creating a survey to help us with seating. Once we decided to create the workgroup, the next question was whom to assign. Since we are already handling three virtual workgroups that were never considered for this cycle in our planning process, our resources are already stretched.

We decided to ask three delegates from the existing Planning Our Future virtual workgroup to serve on the WSC Seating Workgroup as these are current delegates, and they all accepted. These members already are using our virtual technology and are in the process of looking forward with the WSC. The three delegate members will be:

Cindy B—Oklahoma

David T—San Diego Imperial

Guilherme N—Portugal

Ron M from the World Board will also serve on the workgroup. This workgroup will function independently, and we will publish both the workgroup and the Board’s recommendations in the 2016 CAT.

SERVICE SYSTEM

It has been almost six months since we wrote a report on the Service System Project after our October 2014 meeting, and we wish we had more news to report on the project, but we haven't had the human resources to be able to make much progress on our goals yet.

Here are some of the things on our Service System "to-do list" that we hope to accomplish this cycle:

- Draft "The Basics"—Service System Basics, Local Service Basics, and Group Support Basics. These short pieces will give a brief overview of the main ideas related to the project as a whole, what happens at a local service conference and board, and how group support forums might function.
- Hold web meetings! We had one web meeting about the service system project with members of the European Delegates Meeting. We would like to hold more—some to introduce people to the basic ideas, some to give folks a chance to share their experiences implementing. We'd like to hold a web meeting focused just on service in rural NA communities. If you are interested in participating, please let us know by emailing servicesystem@na.org.
- Put together a shared resources page just for locally developed tools relating to ideas from the Service System Project.
- Begin to revise some of the tools posted on the Service System webpage: www.na.org/servicesystem.

Put simply, we'd like to frame the information and ideas so that they are easier to read and use, and we'd like to provide more opportunities for members to share what's working well in their communities. Thank you for your patience as we try to marshal the resources to get to that work.

In our ever-changing world, trusted servants also change. For newer trusted servants, we want to make you aware of service pamphlets and we will showcase one and provide you a link to more resources for groups. Although service pamphlets are not intended to be read in meetings, they are focused on topics that members and groups may be interested in. We encourage you to keep these on your group literature table.

This *NAWS News*, we are highlighting the *SP Disruptive & Violent Behavior*. Many members contact NA World Services with group-related issues, and one theme of these issues is disruption in a meeting. This pamphlet offers several suggestions for helping to defuse behavior that is not conducive to an atmosphere of recovery. Please feel free to check out these resources at www.na.org/?ID=servicemat-svc-pamphlets.

WEB MEETINGS

Web meetings offer the opportunity for exchanging information and discussing solutions for common issues. Our next Public Relations and H&I web meetings are in May 2015. We are asking those who have not signed up yet to please join us. PR has a great number signed up (170), and H&I has fewer (130). We would love for you to share this resource with H&I and PR/PI trusted servants so they may join us.

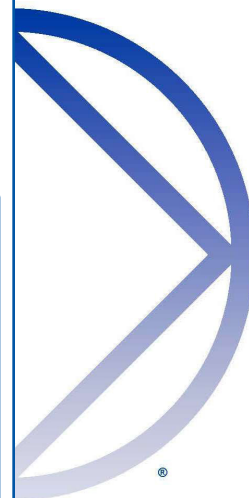
The Inmate Step Writing web meeting will again be held June 2015. We believe that more Inmate Step Writing Committees are being formed, and would like to invite you into the process. Please sign up via the Handl@na.org address and identify as wanting to join the Inmate Step Writing web meeting.

If you would like to participate in any of the following web meetings, please send your name, contact information (email address), trusted servant position, and region, as well as ideas about what you would like to see discussed, to:

- Events@na.org for conventions
- Handl@na.org for hospitals and institutions
- PR@na.org for public relations/public information

The agendas for the above web meetings are created by the participants; they present challenges in their service efforts and topics members want to learn about, which is why when you sign up your ideas are important. Join us.

DISRUPTIVE & VIOLENT BEHAVIOR



SERVICE-RELATED MATERIAL
NOT INTENDED TO BE READ DURING RECOVERY MEETINGS

WORLD CONVENTION UPDATE

WCNA 36, June 2015—The Gift Is Freedom Rio de Janeiro, Brazil

Planning continues for Brazil, and hopefully members are making their plans to attend. WCNA36 will be an extraordinary multicultural and bilingual recovery celebration. Come experience our unity. Registration is on sale!! Please visit www.na.org/wcna and register for the convention. We have mentioned our struggles with convention planning companies; currently, we are no longer using a company to help with hotels. With the mutually agreed upon ending of our contract, for the first time in our history, we will not be offering members the opportunity to book hotel rooms through a block NAWS has reserved. We believe that members in the age of the Internet are savvy in doing their own research and booking online through other sites. We hope our decision poses no inconvenience to anyone. Brazilians are truly looking forward to welcoming you and helping make this a truly memorable event.

We will be having buses operating on a loop from various area hotels in close proximity to the Riocentro Convention Center. Since we no longer have hotel room blocks, this service will be available to all convention attendees at cost. You will be able to purchase your bus pass on-site.

Airfares from many locations (particularly the US) have dropped significantly. The exchange rate has favorably improved for anyone traveling to Brazil, which in turn has helped improve hotel rates for those who are paying in currency other than reals. With all these advantageous changes shining on us, we really have no reason to miss this unique, once-in-a-lifetime world convention.

North Americans who are planning to attend WCNA 36 are encouraged to begin their visa application process. The visa process may take time; so, do not delay. The usual fee for this process is \$160, and working with a visa processor may be helpful.

With our delays in information transmission and with recent changes that may help members in their ability to attend WCNA 36, we decided to change the pre-registration deadline to 15 May 2015. If you are planning to attend, we encourage you to pre-register; this action helps us plan more effectively for attendees. We want your experience to be rewarding. Pre-registrants will be entered into a drawing for two free registrations and a \$200 merchandise credit, and those who pre-register will be the only attendees permitted into the merchandise room on Thursday.

One thing to take note of, particularly if you are planning a vacation in Rio immediately before or after the convention, is that the site of the convention (an area called Barra) is 30 kilometers outside of central Rio. Be aware that downtown Rio is not a commutable distance from the convention locale due to traffic rather than distance. There are beautiful beaches adjacent to the majority of the hotels in Barra, just as there are in other portions of Rio. We will also be arranging for pre- and post-convention trips in Rio and around Brazil for those who want to explore more of this extraordinary country with other members.

All current information and any updates about WCNA 36 are available at www.na.org/wcna.



RIO DE JANEIRO • BRAZIL • 11-14 JUNE 2015

HUMAN RESOURCE PANEL

Greetings from your Human Resource Panel (HRP). We recently came together for a face-to-face meeting. We were able to do some good work on our nomination process. Following are some details of that meeting and the work ahead as we prepare for WSC 2016.

As a start, we want to remind you that NA regions, the World Board, and zones have the ability to forward names to be considered by the HRP for nomination at the World Service Conference (WSC). We call this an RBZ recommendation, and it provides the HRP with a perspective from a service body that is familiar with the member. It is helpful to note that the World Service Conference (WSC) sees value in these recommendations. In addition to completing a World Pool Information Form (WPIF), we have recently sent information to those service bodies eligible to forward RBZs. Your regional delegate should have more information on this. Please contact us if your service committee requires additional copies of these materials.

In harmony with our internal guidelines, Lib E will serve out the rest of this conference cycle as our panel leader. David J finishes his term as panel leader, and we thank him for that service.

As a part of our planning process this cycle, we identified the value in providing “one stop” for information about serving at the world level at www.na.org. To that end, we identified the information we believe is most helpful and organized it in a series of web pages. If you haven't yet, we encourage you to visit those pages. We welcome any questions, concerns, or recommendations.

As a basic outline, our nominations process can be viewed as four steps:

1. Identifying those World Pool members who are interested in being candidates for service;
2. Blind scoring of World Pool candidates and identifying those who score highest;
3. Interviewing any RBZ candidates, and those identified from the blind-scoring process;
4. From those interviewees, identifying our HRP nominees to be considered for election by the WSC

As in the past, we reviewed and critiqued each step of our process to ensure that we are doing the very best we can to identify the most qualified nominees. We have modified our interview process, allowing for all members of the HRP to experience every candidate interview. We also intend to approach our interviews in a more thoughtful manner, considering if the candidate has had previous World Board experience. In the past, all candidates were asked the same series of questions, regardless of this important detail. We believe it is reasonable that interviews of currently seated and formerly seated World Board members may benefit from a slightly different approach.

Regarding references and gaining a local perspective on candidates, we will continue to contact references and to

distribute what we call a “Local Committee Questionnaire” for interview candidates who come from the World Pool. If you are a member of an ASC or RSC and receive a questionnaire, we ask that you provide us with the information requested and thank you in advance for that work. Gaining a local perspective on candidates is invaluable for the HRP's process.

We will come together again in July to finalize our preparations for the upcoming nominations process. Thank you to those members who have already updated their WPIF, and we encourage those who have yet to update, to do so. As a reminder, deadlines are 31 August 2015 to update your WPIF for consideration as part of the 2016 WSC nominations process, and 31 October 2015 for RBZ submissions from regions, the World Board, and zones.

Let us know if you need any additional information on any of this. Also, your input and comments are welcomed. Please contact us at hrp@na.org. Again, we thank you for your support, and we look forward to reporting more as the cycle progresses.

CALENDAR

Travel requests (considered by quarter)

15 November for January–March

15 February for April–June

15 May for July–September

15 August for October–December



WCNA 36 11–14 June 2015, Rio de Janeiro, Brazil

World Unity Day 14 June 2015

Regional motion deadline for 2016 CAR 1 August and to be in CAR-ready form by 30 August 2015

Deadline for World Pool Information Form submission and updates 31 August 2015

Deadline for region, Board, and zone (RBZ) candidate submissions 31 October 2015

English Conference Agenda Report available 25 November 2015

Translated Conference Agenda Report available 24 December 2015

Conference Approval Track material available 25 January 2016

Regional report deadline 15 February 2016

World Service Conference 24 April–30 April 2016