

The Rundown

important dates and announcements

World Service Conference

29 April–5 May 2018

These dates and many related deadlines are in the introduction to *A Guide to World Services in NA*, at www.na.org/conference.

RBZ Deadline

31 October 2017 deadline for regions, zones, and World Board to forward candidates for consideration by the Human Resource Panel.

English Conference Agenda Report available

29 November 2017

Translated CAR available

29 December 2017

World Convention of NA 37

30 August–2 September 2018

www.na.org/wcna

Proposed Price Increase

1 July 2018

7.5% price increase on all items except the Basic Text, which will have a 5% price increase. There is more information inside this issue of *NAWS News*.

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You can find the complete *NAWS News* here: www.na.org/nawsnews

what can I do?

ways to get involved in the work

Ongoing Web Meetings

Next PR web meeting

7 September at 4:00 pm PDT



Next Inmate Step Writing web meeting

6 September at 3:30 pm PDT

NA World Services facilitates discussions on topics identified by members involved in PR or H&I. Any member may join; simply provide your name and email address to either pr@na.org or handi@na.org.



More information on web meetings

www.na.org/webinar

Issue Discussion Topics

This cycle's topics are *Atmosphere of Recovery in Service*, *How to Use Guiding Principles*, and *Applying Our Principles to Technology and Social Media*. Workshop resources are at www.na.org/idt. If you hold a workshop, please send your results to worldboard@na.org!

Projects

Conventions and Events: We're finalizing a draft of Program for delegate review and WSC discussion and decision. Our next piece is Money Management. Sign up for next web meeting and project news: conventions@na.org.



Local Service Toolbox: We're finalizing a draft of CBDM Basics for delegate review and WSC discussion and decision. Our next piece is Serving in Rural and Isolated Communities. Sign up for web meeting and project news: toolbox@na.org



Literature Projects: Info and updates are available on a mental health/illness IP (www.na.org/mhmi) and a meditation book (www.na.org/meditationbook). We continue to welcome your ideas on either project: worldboard@na.org.

Mental Health/
Mental Illness
IP Project





HONESTY, TRUST, AND GOODWILL

THIS CYCLE— MOVING FORWARD

When we trust the process, we are free to participate in it. We are safe to act in unity, speak our conscience from a place of love, and hear the voice of a Higher Power.

Guiding Principles: The Spirit of Our Traditions

The World Board met in Chatsworth, California, 19–22 July 2017. This report identifies areas that we addressed in our meeting, what has occurred since, and activities in NA World Services (NAWS) to help carry our message of recovery. By the time this report is published, we will have reached the deadline for *Conference Agenda Report (CAR)* motions, and we will be working with regions in August to ensure the motions are “CAR-ready.” We still plan to include a survey in the *CAR* as we did last cycle, which seeks members’ ideas about recovery literature, service material, and Issue Discussion Topics. We still have no plans to offer any motion in the *CAR* from the World Board.

WORLD SERVICE CONFERENCE PROJECTS PROGRESS

FUTURE OF THE WSC

We reviewed the small-group notes from the 24 June 2017 Future of the WSC Part Two web meeting. Overall, delegate participation was disappointing, with just over 60 participants out of a possible 217—less than 30%. There was no clear direction provided. We are stymied as to how to address lack of participation; we clearly stated and continue to maintain that the Board is not offering motions in the *CAR*; we are aiming to increase discussion and dialog, and we believe this is what the WSC has requested. We have heard that some participants seem to think that they are being told what to do, when in actuality our aim is only to provide leadership in advancing discussions.

We are truly interested in finding ways to stimulate more participation and discussion. We would like to find a way to help the WSC build a sense of community. We are aware that *CAR* season is around the corner, and our desire is to follow the will of the delegates while providing space for all of us to come together at the WSC. In addition to collaboration, our aspiration is to build bridges, and we need participation from everyone for a successful and meaningful connection.

Our goal for the 9 September 2017 web meeting is to come together in the spirit of the love we all have for NA and consider our principles in our connection and aims. We will not be forwarding any of the Future of the WSC conversation for this web meeting; rather, let us build community and principles-based discussions with each other. We truly look forward to everyone’s participation and any ideas that delegates may have for stimulating discussion of what is

important for all of us in our efforts to carry the message of recovery and fulfill our vision.

Anyone who wants to read the reports about the Future of the WSC can do so by visiting www.na.org/future.

LOCAL SERVICES TOOLBOX PROJECT

The aim of this project is to create a collection of tools that reflect our Fellowship’s best practices and experiences in delivering services locally. An approval draft of the first of these pieces, Consensus-Based Decision Making (CBDM) Basics, will be distributed to Conference participants and posted online in the near future. The draft will then be offered for discussion and decision at the next WSC. We are grateful to all the members who shared local resources with us, joined the web meetings that helped develop the piece, and participated in the online review and input process.



We are also moving forward with the second piece in the toolbox designed to assist members serving in rural and isolated communities. We hosted a web meeting on 3 May 2017 to begin discussing the form and content of this piece. In this meeting we discussed the idea for a two-part tool and what it might contain. The first part could consist of a pamphlet focused on the basic principles, common challenges and issues, and general solutions associated with this area of service. The second part of the tool we discussed is a web page containing locally developed tools and resources that would be updatable, as needed.

The other piece we have discussed as part of this project is Fellowship Development Basics. Although our current workload has prevented us from beginning work on this piece, we encourage any members with experience or locally developed resources to contact us if they are interested in participating in this effort.

There are currently 370 members on the toolbox and rural service lists. Please email toolbox@na.org for the toolbox project, or nick@na.org for the rural service web meetings, if you would like to be added to those lists.

CONVENTION/EVENTS

As reported earlier, the first piece of the project, titled “Program,” is intended to support the development of the event’s program. After gathering input and hosting a web meeting for interested members in February 2017, we created and posted the review and input draft for a 90-day review period. With the input received, we created a final draft. In addition to the input, we have collected sixteen templates, forms, and other support materials intended to be addenda to the piece.



The next prioritized topic is money management. We also discussed this topic in the February web meeting. We have a draft ready to be posted for a review and input period.

Following the lead of the Local Service Toolbox project, we will be changing the process we used for the last piece. We intend to schedule another web meeting for interested members to discuss the draft of Money Management upon its posting. Please note that members will still have the ability to forward input even if they were not in the web meeting.

Hotel negotiations is the next prioritized topic on our list. It is reasonable to expect progress on this piece before the end of this Conference cycle.

Currently we have 145 members who have expressed interest in participating in the project's work. Our thanks to those who have participated and to those who have sent locally developed materials. They have proved to be a great resource in putting together the current drafts and addendum material.

APPROVAL PROCESS FOR MATERIAL FROM BOTH OF THESE PROJECTS

Both of the above projects, Local Services Tools and Conventions and Events, came directly from the results of the 2016 CAR survey. The project plan approved at WSC 2016 states that the existing policies and practices for review and input and approval of service material would not change.

The types of materials that are being generated could all easily fall under the requirement of World Board approval, and some could see them as needing Conference approval through the Conference Approval Track (CAT). Since we are creating new processes and ways to involve the Fellowship in the prioritization and review and input of these pieces, we do not want to see the process derail us all from the material being generated. In keeping with that spirit, we plan to send these pieces out for a 90-day review to delegates, factor in any input received, and post the materials as an approval draft on na.org. We will be seeking guidance from the 2018 Conference as to what the approval process for these pieces should be, after we have all had experience with this new process.

DELEGATES SHARING

The survey seeking input from Conference participants on the Delegates Sharing Session closed on 31 July. There were 113 responses, and the workgroup is now assessing and summarizing the data. Survey feedback will be reviewed during the next workgroup meeting, scheduled for 19 August. Your input will help in planning the best possible Delegates Sharing Session for the 2018 World Service Conference. Our thanks to all who participated! To offer input to the Delegates Sharing workgroup, please email delegatessharing@na.org.

FELLOWSHIP DEVELOPMENT AND PUBLIC RELATIONS

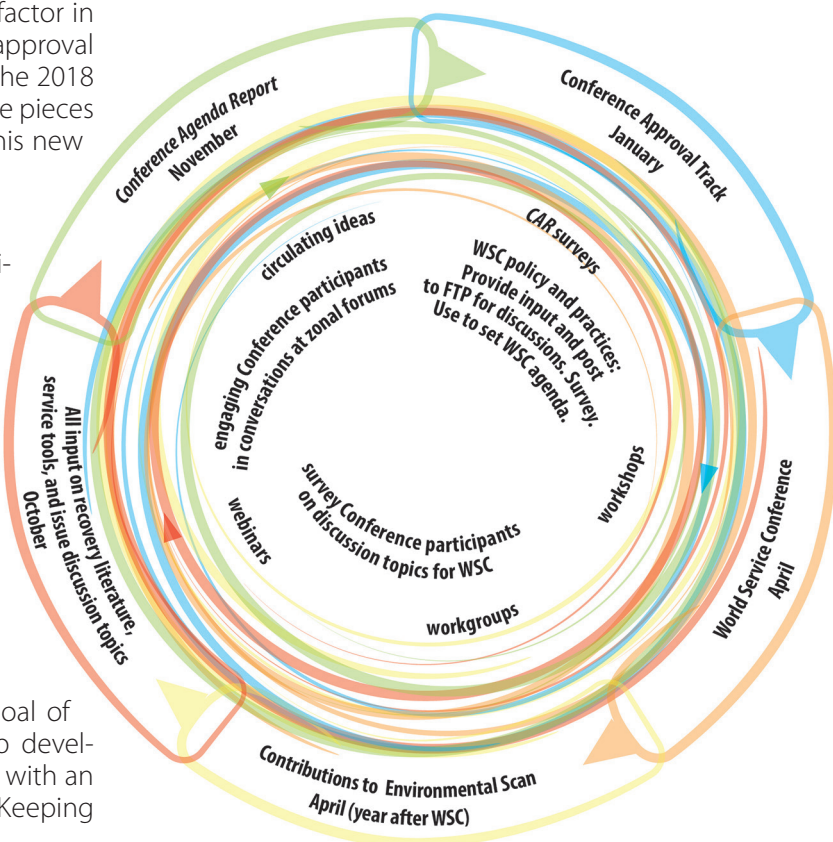
This WSC project is aimed toward zones, with a goal of increasing understanding that effective Fellowship development efforts depend upon public relations work with an emphasis on collaboration among service bodies. Keeping

the goal in the forefront, we hosted our first web meeting on 15 July 2017. We had participants from the Canadian Assembly of NA, the Russian Zone, the Latin America Zonal Forum, and a representative from the Asia Pacific Forum. Our initial meeting focused discussions on collaboration successes, planning and budgeting for PR efforts, and growth in addicts coming to NA meetings. The members who participated seemed to benefit from the experience of others. We will be hosting a second web meeting for zones on 16 September 2017.

STRATEGIC PLANNING— ENVIRONMENTAL SCAN

Creating the strategic plan this year is exciting because we used a process to increase direct involvement from the regions; 66 regions provided input via the online survey. In reviewing external and public relations (PR) trends provided by NAWS, we found that the NAWS report mirrored the information reported by regions in their efforts, particularly as it relates to challenges posed by medication-assisted treatment (MAT), and by the increasing number of potential members sent to NA by drug courts. NAWS noted the trend which is polarity with drug replacement treatment (DRT) and twelve-step recovery, along with the proliferation of drug courts. Two-thirds of the regions reported a need to do better with relationships with the public, outside organizations, and professionals; the best efforts with relationships seem to be in H&I and treatment.

Collaborative Strategic Planning Process



Weakest areas seem to be with medical/healthcare and law enforcement. Reviewing these trends allowed us to identify issues such as greater clarity and understanding of how to handle growing DRT/MAT, need for tools and opportunities such as making information more accessible and digestible, and creating a better strategy for training purposes.

We additionally assessed the information from the internal environment scan from regions; responses generally indicated that area service committees within regions tend to need improvement, and the biggest struggle groups face in a region is a lack of trusted servants. We noted from our internal scan assessment that development of trusted servants may be useful, as would communication that would resonate multi-generationally, that is, with those under 25 years old and those older than 60. This was our first experience with the internal scan; the World Board will continue to focus internally in October.

This strategic plan development is heartwarming; we have the ability to assess the needs of regions in conjunction with NA World Services as we create the strategic plan for 2018–2020.

FELLOWSHIP DEVELOPMENT AND SUPPORT

These are simply some highlights of activities performed on your behalf by NA World Services between May and July. We remain grateful for the opportunity to directly interact with those we serve.

- The World Board approved a travel team for the second Fellowship development effort in Haiti 11–18 June 2017. This team was composed of a former World Board member and a recovering Haitian dentist who has residences both in the US and in Haiti. The two identified goals were first to present NA to 200 treatment professionals and students at the Seventh Symposium of the Center of Spirituality and Mental Health, with a focus on addiction and trauma. The second was to introduce NA to local community workers who happen to be those on the front lines in the relief efforts for Haiti. There are four NA members in Haiti who expressed a desire to start a meeting in a church; the recovering Haitian dentist is researching the feasibility of this, and it seems likely an NA meeting will be started.
- The Fifth East African Convention (EACNA) was held in Mombasa, Kenya, 19–21 May 2017. This is the first time the event was held in Kenya, as all previous EACNA have been held in Dar es Salaam or Zanzibar, Tanzania. We attended this event solely because it was the first time for the event in Kenya. The Afri-can Zonal Forum was created at a meeting held right before the first EACNA, and NAWS has continued to support an annual gathering of African communities since that meeting. To see the difference in the local NA community from EACNA 1 to EACNA 5 was heartwarming and a vivid reminder of the power of our simple message.



We held a meeting of the Swahili-speaking delegates from Uganda, Rwanda, Tanzania, Zanzibar, and Kenya immediately following the convention to try to advance the work of their translation efforts. They have many drafts and are still settling on creating a common understanding of how to accurately reflect the NA message in Swahili.

- We participated virtually in an area event held three or four times per year in the Badgerland Area located in southern Wisconsin. The event was held at a local coffeehouse venue in downtown Madison and included a range of outdoor activities and recovery activities, as well as our presentation (all followed by a local fireworks show along the lake). For this audience ranging from newcomers to long-term members, we adapted the NAWS Update, adding basic information on the overall NA service structure, World Services, and the World Service Conference. We explained the connection between members, groups, and World Services, and reviewed the strategic planning process, project updates, and ways members can get involved in projects. We were grateful for the opportunity to participate in their unique event, and to do so using the technology available to us to participate virtually.
- We attended the Upper Rocky Mountain Convention (URMRCNA) the last weekend in May in Cheyenne, Wyoming, where we did a *Guiding Principles* workshop and a workshop on the Sixth Tradition. A number of members who attended had never participated in a small-group discussion or Issue Discussion Topic workshop before,

and many were energized to take the workshop back to their areas or home groups. Though URMRCNA is a relatively small event for NAWS to attend, doing a workshop at a local convention allows us to reach members we would never otherwise have a chance to interact with. It both puts a face on World Services for people and—at least as important—introduces members to small-group discussion and the workshop format in general.

- The Midstate Regional Assembly was held in Tracy, California, 2-4 June 2017. Tracy is an underserved area with three active meetings per week and an unserved prison, and the closest area is 30 miles away in Stockton, California, which is fractured by different fellowships. There were up to 100 members present at different times throughout the weekend. A past regional delegate from this region asked why we attended and was informed we were invited; the practice of goodwill felt timely in the Midstate region. The *Guiding Principles* workshop was met with a lot of excitement and interest and was very well attended. The NAWS update was informative and exciting for most of the members as it was either the first time they heard about the work of NA World Services or it had been a very long time. This energy was met with discussion on how to stay in touch with NA World Services. The assembly loved the idea of the various webinars and publications. Given the rural and isolated geography in this region, information from the Rural and Isolated Meetings webinar was the basis for a third session Sunday morning whose focus was successes, challenges, and practices in rural and isolated communities. This was surprisingly well attended for a Sunday morning. Many members signed up for the webinar following the presentation.

In addition to the face-to-face interactions, PR, service material development, and other activities at NA World Services, an important part of our Fellowship development efforts is translations. Some of the pieces published since the last *NAWS News* were:

- Bengali (Bangladesh) IP #1
- Nepali IP #6
- Kannada IP #16
- Russian White Booklet revised to include local members' personal stories and Russian IP #13, IP #26, and IP #27.
- Danish *Just for Today* (Revised to the Sixth Edition Basic Text)
- Irish (Gaelic) keytags
- Spanish *NA and Persons Receiving Medication-Assisted Treatment*

We were also able to add new translations to our eLiterature collection with two translated Basic Texts: *Narcotici Anonimi* in Italian and *Narcóticos Anónimos* in Spanish. We have also created a page on na.org to assist members who are looking for electronic versions of literature. Check it out at www.na.org/ELIT.

WEBINARS

With the move to the Zoom platform, web meetings seem to have gained in popularity due to the ease of participation and the ability to see attendees and offer discussion in small groups rather than needing to type. The Board will be facilitating its fourth webinar for Conference participants on 9 September 2017. This webinar will take a step back from the Future of the WSC, focusing on principles and gauging a sense from participants of “where we go from here.” As many of us are aware, *CAR* season is rapidly approaching, and we are trying to gain a sense of direction for the WSC and our future. As already stated, the Board will have no motions in the *CAR*.

We also regularly conduct web meetings for PR and H&I, which are next scheduled to take place in September 2017. The PR web meeting is on 7 September at 4:00 pm PDT, and the Inmate Step Writing web meeting is taking place on 6 September at 3:30 pm PDT. NA World Services facilitates the discussions, and the topics for discussion come from members involved in PR or H&I. Any member may join; simply provide your name and email address to either pr@na.org or handi@na.org.

Even though face-to-face remains the desired method for communication, we are finding the Zoom platform for web meetings to be surprisingly effective. These web meetings offer the ability to communicate and share information, particularly in the small groups. Because there are many opportunities to participate, we hope that more members take part. Interested members can learn about upcoming opportunities at www.na.org/webinar.



FINANCIAL UPDATE

The Business Plan Group (BPG) met in Chatsworth, California, in June to continue work on the evaluation of our literature distribution system. They went back through the history of the system and are looking at ways to improve our existing system as well as examining any new alternatives. We looked at the purpose of literature distribution and how to contain costs, ensure that literature is available to members, improve shipping and lead times, and so on. All of the discussions were focused on the first bullet of our vision statement: “Every addict in the world has the chance to experience our message in his or her own language and culture and find the opportunity for a new way of life.” We anticipate a more user-friendly online literature ordering interface in early 2018.

We reviewed the 800 responses from the literature survey; 200 respondents indicated that they are not able to purchase literature locally. More than 90% of all of our literature orders come through online orders. Deliverytime discussion illuminated that these time frames depend on weather, shipping methods used, and location (rural and urban).

The BPG still has a lot of work on its plate and will be meeting via the web, with a possibility of one additional face-to-face meeting this cycle.

The Business Plan group offered the World Board three recommendations: one for a price increase, one for a return policy, and a third for including NA material on electronic tablets in correctional facilities.

PRICE INCREASE

After reviewing the current pricing of literature, based on the cost of goods and inflation, the BPG recommended a literature price increase of at least 5% and no more than an 8% in 2018. After lengthy discussion, the Board approved a 7.5% increase to match the inflation rate on all items except the Basic Text, whose increase was set at 5%. The increase will be effective on 1 July 2018. We wanted to give members ample notice and realize that this may be discussed at the WSC.

The inflation rate since the last price increase is over 7%, and this change will not take place until July 2018. We created a new standard for the future to review the inflation rate and make adjustments every three years rather than waiting as long as we did before this adjustment. None of us want to raise prices, but our costs rise for everything right along with inflation. We only have to look at daily expenses for living such as food and utilities to see how this applies.

In reviewing the history of literature price increases, we saw that we had a 5% across-the-board increase on all recovery literature in 2001; an increase on select items in July 2008; and a 5% literature increase on all items except the Basic Text and a few additional exceptions in 2011.¹ We hope that a more regular review will allow for smaller and more incremental increases moving forward.

RETURN POLICY

The Board approved a return policy for the US and Canada offered by the Business Plan Group, since we currently do not have one posted on na.org or in our catalog, with some amendments; you will see it soon on na.org. This

¹ **Note:** At the time of publication, we neglected to include the 2014 price increase, which was 5% for the Basic Text, and 10% for all other items.



policy focuses primarily on clarifying our existing policies and establishing a 30-day time limit for returns. A policy for Europe will be developed at a later date.

CORRECTIONAL TABLETS

The Board supported the approval of a trial for supplying literature for electronic tablets used in correctional settings. Presently, 13 states in the US have expressed interest or made inquiries. We need further research on the best format of literature for the tablets and assurances of copyright protection. Inmates will receive recovery literature on these tablets free of cost; we are providing this as a free service in order to make our message available to more inmates. We hope that they can receive the NA message while incarcerated and that this may help them in their transition back to society. For members who may be unaware, generally NA World Services provides Basic Texts for free to any inmate who writes us requesting one. We will continue to provide updates on our progress in supplying this material for use on tablets for correctional facilities.



WCNA 37: 30 AUGUST–2 SEPTEMBER 2018

LET’S CELEBRATE RECOVERY IN ORLANDO, FLORIDA!

Excitement is building—the *Magic Is Still Real!* We are nearly ready to open pre-registration and hotel reservations; September 2017 is the target month, and you will be notified by email. We believe pre-registration and onsite registration will be smooth at the World Convention; we will be using new technology to speed up the process of picking up your registration packages.

We will be offering a drawing for two full WCNA 37 packages for pre-registrants prior to a cutoff date that will be announced. The two full packages include registration and all WCNA special event tickets (but don’t include pre-registration merchandise.) We will offer specific details when pre-registration opens.

As has been the custom, we will open registration and hotel reservations prior to some of the entertainment and special events being finalized. We will add these as arrangements for them are completed. As always, special-event seating assignments will be determined by the date of pre-registration; this means the location of your seat for ticketed events is driven by your pre-registration date, not by the date you purchase event tickets. As seasoned Convention-goers know, the key to getting the best seats is to register early.

We are enthused to see and to welcome everyone in Orlando! See www.na.org/wcna for more info.

WCNA 38: 2021

We previously reported that we were looking at several sites and would be trying to make a decision at this meeting. We are still pursuing our options between South Africa and Australia. These are tough choices to make, with pros and cons for both locations. We looked throughout Asia and the Middle East but met financial, logistical, and/or political obstacles with all of the other locations we investigated. We will keep you informed as we proceed.

NAWS’ NEWEST EMPLOYEES

We are welcoming two new employees to positions that have been vacant for a while, and they both bring valuable talent and strengths. We also had one existing staff member change positions.

- Melanie Dow is a new Translations Assistant; she brings with her a degree in linguistics and also speaks both Farsi and Arabic.
- Chris Meyers will also join our staff soon. His art school background well prepares him for his position as a Graphic Arts and Production Planner.
- Bob Shott brings his NA experience from Fellowship Services in his move to Public Relations Assistant.



HUMAN RESOURCE PANEL REPORT

Greetings from the Human Resource Panel (HRP). We are preparing this report as we finish our July meeting. We are filled with the spirit of service, grateful for this opportunity and for your support. As we prepare for our busiest period of the Conference cycle, we are happy to provide you an update. Please remember that additional details and background for this work can be found in HRP reports in previous editions of *NAWS News*.

We want to thank everyone who was able to participate in the recent HRP web meeting. We welcomed the opportunity to engage in discussions about our work. Of course, we learned a few lessons and, as one example, next cycle we intend to provide an overview of our work as a starting point for that cycle's first web meeting. We believe spending some time on that initial orientation will provide the opportunity for those in attendance to have a basic understanding of our work. From there, we can launch into more meaningful discussions. That said, we are counting the recent web meeting as a success; we hope you are too.

Our work at the July meeting included reviewing and revising the World Pool interface at www.na.org with the goal of improving members' experience as they move through providing the information needed to be considered for nomination. We also updated information on the "Serving at the World Level" webpages with that same goal. As a part of that, we are now reminding members who are interested in participating in World Services that they may want to consider any of the project or web meeting opportunities listed at na.org. Participating in these does not require HRP nomination and would not be considered a workgroup assignment. Following are direct links to those pages: www.na.org/projects, www.na.org/webinar.

We also worked on providing Conference participants with what we are calling an "HRP rationale." We intend to include a rationale for each HRP nominee we present at WSC 2018. This rationale is intended to provide participants with some specific reasoning for our selection of each nominee. This is our first time to try this approach, and we are mindful of maintaining the integrity of the elections process as we move forward; we are cautious but hopeful it will help in the selection of trusted servants.

Speaking of rationales, as we have done in the past, we are asking all of those service bodies—regions, zones, and World Board (RBZ)—that forward an RBZ recommendation to us to provide a short rationale, based on a few questions, to the HRP. We thank those committees that have committed time to this task. The outcome does provide value to us.

Similarly, we ask all World Pool candidates to ask for information from their local service committee, using what we call a Local Committee Questionnaire. Thanks in advance to those trusted servants and committees who will complete the questionnaire. It also provides additional perspective on the candidate that can prove helpful.

As a reminder, we stepped away from blind scoring as an initial filter for World Pool members to be considered for nomination. Instead, we took the approach of welcoming into our process all interested World Pool members with recent (past 20 years) World Services history. This has resulted in more candidates coming forward from the pool, and in turn, more HRP interviews, but we are prepared and have cleared our schedules for the next few months as we complete that portion of our work.

As is our policy, we have identified a new panel leader for the remainder of the Conference cycle. Mike B will serve as panel leader through WSC 2018. Thanks, Mike, for your willingness, and thank you, Sherry V, for the last year of your leadership.

Finally, as you may know, the deadline for entering the World Pool to be considered for HRP nomination is 31 August 2017. In addition, the deadline for RBZ recommendations is 31 October 2017. We encourage service bodies to consider forwarding any potential candidates to us before the deadline.

Thanks again for your support. Please write to hpr@na.org if you have any questions or concerns.

CALENDAR

Travel requests (considered by quarter)

Please send in your requests as early as possible.

1 August for October–December

1 February for April–June

Webinars

9 September—Conference Participant Webinar, 10:00 am PDT

16 September—FD/PR Zone Webinar, 10:00 am PDT

RBZ submission

31 October 2017

World Board meetings

4–7 October 2017

6–9 December 2017

21–24 February 2018

WSC 2018

29 April–5 May 2018