



## 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.


- 


**New Items after WSC 2010**


  - We have a vision statement for all NA services. By unanimous consent, WSC 2010 adopted A Vision for NA Service which is included on the back page of this report. We encourage you to use this in committee meetings and service efforts. It very eloquently articulates what we strive for in carrying the message.
  - The proposed revisions to *In Times of Illness* were also adopted by unanimous consent. The revised booklet will be available July 2010.
  - *Money Matters: Self-Support in NA* (IP #24) and *Funding NA Services* (IP #28) were also adopted, and will be available July 2010. These pamphlets replace the previous IPs #24 and #25. Regional reports at WSC 2010 make it clear that self-support is an issue throughout the fellowship.
  - We will be providing session profiles for workshops on our new vision statement, self-support in NA, and *In Times of Illness* to encourage fellowshipwide discussion.
- 


The conference approved changes to the guidelines for the automatic distribution of *The NA Way Magazine*. To continue to receive *The NA Way*, you will need to sign up by October. A new sub can be created anytime, even after October. These changes will help eliminate distribution of copies that are unwanted. More information about these plans will be in upcoming issues of *The NA Way* and *NAWS News*. Changes to the automatic distribution of the magazine will not happen until late in 2010.
- 

The conference also made changes to the policy for world convention planning. Instead of a "local support committee," the board will be utilizing a "WCNA workgroup." Also, pre-registration for WCNA 34 in San Diego in 2012 is scheduled to go on sale late in 2010.
- 

**PR News** – Updated versions of the *Membership Survey, NA: A Resource in Your Community*, and *Information about NA* are available. These items were updated to reflect the 2009 membership survey results. To help with your service efforts, we also have a revised *Basic H&I Guide* available, the brand new *PR Basics*, and other PR tools; you can find all of these resources and other information about PR at [www.na.org/?ID=PR-index](http://www.na.org/?ID=PR-index).
- 

**"Living Clean"** – The second review-and-input period for Chapters Three, Four, and Five of "Living Clean" ends 30 June 2010. The third and final review and input period for Chapters Six and Seven, and the introduction of "Living Clean," is planned to be 1 October through 31 December 2010. You can help contribute source material for the remaining chapters by sharing your experience with any of the topics in the outline, online at [www.naws.org/lc/](http://www.naws.org/lc/), or by simply emailing your ideas based on the outline.
- 

**Service System** – The service system webpage is now online and includes all of the material distributed at the conference as well as background reports and a current update. There is a link to a bulletin board for the project there as well. We plan to hold a series of five US workshops, mid-August through mid-November, to discuss and gather input on the structural model proposals. Updates will be posted online as they are available: [www.na.org/?ID=servsys](http://www.na.org/?ID=servsys).
- 

The conference participant bulletin board is being updated. By decision at WSC 2010, posting on this board will now be limited to participants from the 2008-2010 and 2010-2012 conference cycles; however, the board can be viewed by any interested member. Please sign up and participate at <http://disc.na.org/wsc/index.php>. We have a lot to talk about this cycle.
- 

**Financials** – We have reduced expenses and costs across the board, and continue to ask for your financial support in providing services that help in carrying the message worldwide in these challenging times.

Go to *NAWS News* at [www.na.org/?ID=reports-nawsnews-nawsmain](http://www.na.org/?ID=reports-nawsnews-nawsmain)



## OUR VISION, OUR FUTURE: A NEW CONFERENCE CYCLE IS BEGINNING

We experienced a productive, ambitious, and fulfilling World Service Conference 25 April – 1 May 2010 in Woodland Hills,

California. Our diverse global fellowship came together at our biennial meeting with the theme “Our Vision, Our Future.” Our vision to have every addict worldwide experience recovery in their language and culture is the future that we are working to achieve.

This *NAWS News* provides an overview of the conference week activities and decisions. This report does not reflect **all** the discussions that we had at the conference. The highlights reported here are merely synopses of the conference activities.

We are gratified by the decisions of the delegates and that we are moving toward discussion based decision making. Discussing issues, discerning the effect on a global fellowship, and achieving a unanimous consent is progress for the WSC. A decade ago the WSC was driven by motions and parliamentary procedure. We want to find more effective ways to hear from the fellowship and the conference, so that our discussions continue to focus on our vision and our future. We are maturing as a fellowship and our credibility is increasing, yet we all hope and strive for even more, as this report will illustrate.

We are enthusiastic about the 2010–2012 cycle, which asks us to remain open-minded, willing to change, and to plan effectively. In addition to our two carryover projects, the Service System and Living Clean, we have essential services, Issue Discussion Topics, and the 34th World Convention of NA in San Diego to bring into being. Additional projects were approved, yet need resources to implement. Our hope is to have public relations roundtables and initiate a service material workgroup for the 2010–2012 cycle, so there is much we need to talk about together in the cycle ahead. At the conference, we presented service system models with new structural ideas. We have been using a service model designed in the 1980s whose effectiveness and lack of flexibility may have outlived itself. We will be developing session material to discuss these service system proposals fellowshipwide.

We also plan to offer workshop templates for the newly approved vision statement, self-support pamphlets, and the *In Times of Illness* booklet. In addition, we will be forwarding material for a group-focused Issue Discussion Topic.

We strive to remain responsible with the trust that you have given to us; we continue to embrace our vision and want all addicts to experience recovery in their respective culture and language.

## AS LONG AS THE TIES THAT BIND US TOGETHER...

As we do each time the conference meets, at WSC 2010 we did our best to schedule activities that made it possible for those in attendance to come together and develop a sense of community. A Unity Day event was held on the day before the official beginning of the conference meeting, and some of the conference participants had a chance to share their experience, strength, and hope with each other and with local members during recovery workshops. Another pre-WSC event that has become something of a tradition is the open house at the World Service Office in Chatsworth, along with a Mexican buffet where participants reconnected with each other or made new connections. The Unity Day was capped off with an international set of speakers at the recovery meeting before the dance, a world market, and, for the first time, a comedy show.

Each day of the conference week, meetings were held poolside at 7:00 am (some travelers were able to embrace their jet lag by attending the meetings). We also spent a community-building afternoon in the middle of the week at a local ranch where good food, sports, and a recovery meeting gave everyone a chance to be outdoors and develop more personal connections with each other. The week ended with a closing session to acknowledge everyone’s participation and hard work, where we also heard from some of our outgoing trusted servants. These types of activities help us to strengthen the bonds among conference participants in ways that last far past the biennial meeting, and we believe that sense of community is a good reminder of our individual and collective commitment to carry the message of recovery worldwide.

We want to thank the West End Area as our always-willing volunteer partner, and also the San Fernando Valley Area and other local members from the Southern California Region, for their tireless efforts throughout the conference week. Local members from these areas volunteered to help conference participants with airport transportation, rides to local meetings, directions to local grocery stores/shops, and southern Californian hospitality. Thank you, thank you, and thank you.

VISION  FUTURE  
WSC XXX

## A VISION FOR NA SERVICE, REVISIONS TO IN TIMES OF ILLNESS & NEW SELF-SUPPORT PAMPHLETS

At WSC 2010, conference participants were responsible for expressing our fellowship's conscience regarding a number of old business motions. The first of these motions, which passed by unanimous consent, was to approve A Vision for NA Service as a replacement for the NA World Services Vision Statement. The revised vision was expanded in order to be applicable for all NA services, beginning with the group. This expanded vision statement was a first milestone for the Service System Project, and we hope that it will serve to inspire service bodies at all levels and encourage greater unity throughout NA. You can find a copy on the back page of this report.

Also carried by unanimous consent was the motion to approve *In Times of Illness*. The revised booklet, which will replace our existing version, includes new and expanded material on some of the illness- and medication-related topics about which members frequently have questions. The booklet is organized into topical sections, so members can turn directly to the relevant information, rather than having to read the booklet cover-to-cover to find what they are looking for.

Other new literature that was approved at this conference included a new IP #24, *Money Matters: Self-Support in NA*, and IP #28, *Funding NA Services*. They replace our previous IPs *Self-Support: Principle and Practice* and "Hey, What's the Basket For?" Our hope is that this new material will continue to raise awareness throughout the fellowship about the importance of self-support. All of us working together can shift the culture of giving in NA, so that we can do a better job of paying for the services that help us reach still-suffering addicts.

This is not an issue that only affects NAWS. Issues about lack of financial support and a lack of financial accountability were some of the most frequently reported challenges from regions this conference. We have a difficult time in NA talking about these issues in a way that engages our members and that is not met by the reaction that all we care about is money. We asked delegates for their ideas and most of what we heard was the need for communication and education. We seem to have a culture in NA that, unlike many other twelve-step fellowships, does not inspire a sense of responsibility to fund our services by contributions; instead we rely on events, literature, and fundraisers. Expect to see much more from us about this topic!

All of our new literature will be available in July. Session profiles to help foster discussion of all of this should be available in late July or early August.

## SERVICE SYSTEM & WSC SEATING

Another topic you will hear plenty about this cycle is the service system. This conference marked the beginning of what will become a fellowshipwide discussion on alternative models for service system delivery. Several sessions of the conference were devoted to presenting and gathering input on proposals the board is offering for new service delivery structural models. We heard a lot from delegates ranging from excitement about a system that focuses more clearly on the needs of the group to generalized anxiety about change.

We asked conference participants what concerns and excites them about the proposals and we received input that the workgroup and board will review at their next meetings. Some of the feedback points to aspects of the models that simply need clarification. For instance, some participants were concerned that the models add layers of service. In fact, they do not, so that seems to be an aspect that needs clarification. Other feedback indicates some areas that the board may want to reexamine and perhaps revise. For example, the name "geopolitical" concerned some members. The workgroup will discuss this sort of input and work on possible changes to present to the board. After the board meeting in July, revised materials will be available.

The conference also offered some input that will help frame the fellowshipwide discussion about these concepts and models. Participants were asked, "What challenges do you think we will face in discussing these models with the fellowship? What should we try to stress to show the benefits?" Many delegates expressed anxiety about having to explain these ideas on a local level when they were only just grasping the information themselves. We are trying a number of things to help.

First, we launched a webpage devoted to the project at [www.na.org/?ID=servsys](http://www.na.org/?ID=servsys). The first three links on that page are a good "starter kit" for anyone trying to get caught up with the project. There is a link to a two-page essay giving the background of the project and explaining why it was undertaken. There is a one-page update about current work, and there is a formatted version of A Vision for NA Service, adopted at WSC 2010. Along with those pieces, the page has links to a discussion board for the project, as well as downloadable copies of the material distributed for WSC 2010 and material on the project published in previous reports.

The other thing we are starting to plan that will help is a series of United States workshops. We are planning five workshops in the US between mid-August and mid-November at places with concentrated fellowship density. Right now we are thinking of New York, Florida, California, Texas, and a Midwest city like Chicago or Detroit. These workshops will give us a forum where we can talk with

members about the ideas presented at the WSC, answer questions, and get input. We will have a revised report, session outlines, and Flash and PowerPoint presentations for delegates and others to use locally to further the discussion. We also want to devise some sort of tool or template to help you provide input more easily.

These workshops would be held in lieu of the two US worldwide workshops we would normally have and some zonal forum attendance. Obviously, we need a strategy to engender fellowshipwide discussion that extends beyond the United States, but we aren't yet sure how to have that international discussion in an economically feasible and practically effective way. We welcome your ideas, and will publish our thoughts in *NAWS News* when we make further plans.

The Service System Workgroup meets at the end of June, jointly with the Executive Committee of the board. The board meets in July, and any tools or plans that are produced as a result of those meetings will be posted on the webpage for the project.

## NEW REGIONS AND THE SEATING MORATORIUM

Two regions were seated at WSC 2010, Denmark and Lithuania. Delegates from both communities were present at the conference and were warmly welcomed. We look forward to their participation in the conference community.

As most of you know, there was also a motion offered in the Conference Approval Track material to extend the scope of the moratorium on seating new regions so that no regions would be considered for seating in 2012. We offered this motion because of the difficulty we had this past cycle in considering applications for seating at the same time we were discussing and offering alternatives to who is seated at the WSC. Although 80 participants supported the motion, 41 did not; because it needed a two-thirds majority, the motion failed. This issue is one that seems to elicit strong feelings in many of us; we are sure it will continue to be discussed, and we welcome all ideas and comments. We are left with the existing moratorium in place through WSC 2012, so the board will only make seating recommendations about regions that did not result from a division of a conference seated community. The application deadline will remain as it has been previously, 1 April 2011.

## PROJECTS FOR 2010-2012

The conference supported all of the projects we proposed. We offer project plans with a defined scope yet some are ongoing every cycle like the Fellowship Issue Discussions. We have two large carry-over projects, the Service System and Living Clean. Both of these projects were originally approved at WSC 2008 as two-conference cycle projects. Both will continue with the same workgroups and require significant human and financial resources. Due to our current financial

reality, we do not know when other projects can or will be undertaken. The Public Relations roundtables and service material projects may be undertaken later in the cycle if resources permit. We thank the conference for their support with the projects that were approved.

### Fellowship Issue Discussions

This project will be initiated with session profiles that focus discussions on the newly approved A Vision for NA Service, the *In Times of Illness* booklet, the newly approved self-support pamphlets, and the service system discussion material. Later in this cycle, a session profile will be forwarded that focuses discussion on the group and members to help better carry our message of recovery.

### Leadership Orientation Material

At the conference, we walked through environmental scanning with delegates, identifying this as a process to consider factors inside the fellowship and outside the fellowship that may affect NA. We also reviewed planning and effective communication and reporting. Follow-up material for members to use in their service planning efforts and material on being an effective delegate or RCM will be developed.

### "Living Clean: The Journey Continues"

This remains the working title for a book covering a collection of issues that we deal with in recovery. In this cycle, the final chapters will be released for review and input by the fellowship. The approval draft will be available April 2011.

### Public Relations

Much of what we call public relations is already captured under essential services in the NAWS budget. This project calls for conducting focus groups for medical and research professionals, training identified members to speak on our behalf, and creating material targeted to speak to these professions.

### Service System

We are grateful that the vision statement was supported and we have an inclusive vision for our future. In this upcoming cycle, the proposed models for improvements to our service system will be rolled out for discussion throughout our fellowship. Following these discussions and factoring-in of new ideas, our goal is to present proposals in the 2012 *Conference Agenda Report*.

### Service Material

This project includes work on a variety of service topics. Our primary goal is to begin to develop material about conventions and events since we currently have no approved material on this subject and it is one of the areas with which we seem to struggle the most.

We also had a motion committed to us about creating a plan for forwarding the use of consensus-based decision making and eliminating the use of motions at the conference. The conference further supported this idea by indicating, without objection, that for WSC 2012 we should try to find ways for regions to have their ideas discussed, rather than utilizing regional motions. How we will go about developing this idea and coming up with a workable process still has to be discussed by the board, but we will keep you updated. We will be looking for ways to engage participants in a manner that does not require a large commitment of resources.

The above projects represent a portion of our workload for the upcoming conference cycle. There are still ongoing responsibilities for reporting and gathering feedback, fellowship development and travel, and the other ongoing work of NAWS.

**"Living Clean: The Journey Continues"**

Review and input for Chapters Three through Five of "Living Clean" ends 30 June. The final review period runs 1 October through 31 December for Chapters Six and Seven, and the Introduction. We have heard so many good things from members who have participated in the process—that they were moved both by the material and the chance to be part of the project. Find out more online: [www.na.org/?ID=Living\\_Clean\\_Project](http://www.na.org/?ID=Living_Clean_Project)

Our members are a very valuable resource in helping us complete conference-related projects. If you are interested in participating in a workgroup or you know someone who may have a desire for workgroup participation, please submit (or update) a World Pool Information Form [www.na.org/?ID=HRP-wpif-default](http://www.na.org/?ID=HRP-wpif-default). We are also interested in hearing from delegates why you think someone might be a good candidate for a project. You can always send this information to us. At this time, we plan to assign new members to the ongoing workgroups for *The NA Way* and *Reaching Out* and later in the cycle for the WCNA 34 workgroup.

**THE NA WAY MAGAZINE**

We offered a motion that was adopted to eliminate specific *NA Way* policies regarding automatic distribution to groups and specific languages in which the magazine is available. We asked for the flexibility to experiment with changes, and discussions with delegates actually indicated their desire to go further than we had originally proposed. Straw polls taken at the conference supported ceasing the automatic distribution to both individuals and groups, and asking members to sign up if



they wish to continue receiving a paper copy of the magazine. They also supported the idea of soliciting contributions to offset the costs of this free publication.

*The NA Way* has become an important communication vehicle for world services, as well as a forum for members to share their recovery with other members around the world. Our ability to disseminate information throughout the fellowship, such as the Issue Discussion Topic questions or information about the world convention, increased when we included this material in the magazine. Our challenge is to maintain communication value while containing the costs associated with this magazine. We currently distribute more than 160,000 paper copies of the magazine each year. We also distribute approximately 40,000 electronic copies per year via e-subscription, with another 40,000 downloaded from na.org annually.

The Japanese fellowship has begun translating the magazine and we were able to finally honor an ongoing request from the Russian-speaking fellowship so beginning with the April issue, *The NA Way* is now available electronically in two more languages.

We are still working on the details, but we plan to distribute two more issues of the magazine, July and October, to the current distribution list in an attempt to get the word out to the fellowship about the changes in distribution. Then, rather than automatically distributing paper copies, we will require individuals (whether for themselves or their group) or committees to subscribe if they wish to continue receiving their paper copy of the magazine. We will continue to encourage electronic subscriptions and will continue to enhance the electronic version of the magazine. We realize that not everyone is able to access the electronic version for many reasons; access to the Internet, technology limitations, and language barriers are issues for some. To deal with some of these, we will be devising a way for service committees to create subscriptions for multiple paper copies to serve the needs of their members. This step will also help to minimize distribution costs.

*The NA Way* will continue to be a free publication, but we do encourage people to contribute to help offset the costs. Please let others know about the upcoming changes and look for more details in the July *NA Way*. We believe this is the initial step in a cost-saving effort for the magazine. In the upcoming cycle we will be discussing further ways to improve the magazine so it will continue to be an effective communication resource and one that aligns with our strategy of reducing costs where possible.

## PUBLIC RELATIONS

As we have done in previous conferences, we had a session devoted to public relations at WSC 2010. This session highlighted activity during the 2008 – 2010 conference cycle, beginning with fellowship public relations activities. The session opened with a locally developed public service announcement from the Rose City Area in the Lone Star Region of Texas. Additionally, the opening component illustrated members' efforts at conferences that inform professionals about NA and showcased billboards and posters developed by NA communities. Regional reports indicated growth in PI/PR efforts, yet many are still unclear about its importance and how this resurgence started. This segment also illuminated the beginnings: 2002 public relations roundtables with four professional disciplines which informed us of some of our shortcomings, and efforts to redirect our course with the WSC approval of the *Public Relations Handbook* in 2006. Since that date, many workshops have been held throughout the fellowship and additional resources have been developed to help members with their public relations efforts. Soon to be available are the basics – *PR Basics* and *Basic H&I Guide*. We also reminded participants that *Reaching Out*, a quarterly magazine for the incarcerated addict, is an effective tool for criminal justice professionals with its "From the Outside" section. For trusted servants who attend conferences to inform professionals about NA, there are now PR tote bags and ink pens, printed with the NA name and website. The opening module ended with a PSA developed by the South Africa community. Both PSAs are available to any NA community whose public relations plan includes them from the shared resource site at [www.na.org](http://www.na.org).

The second component of this WSC session focused on the public relations efforts in Spain. Many NA members heard of the Spain campaign in association with the world convention in Barcelona. Spain had experienced virtually no growth in NA in its 25-year history. Without oversimplifying the issues, two of the factors that contributed to its lack of growth were a sole twelve-step model treatment facility in the country and a lack of information to government municipalities about NA as a community resource. A public relations effort was enacted in conjunction with the convention and we've seen results quickly. The largest treatment program in Spain – Project Hombre – now informs their clients of NA and encourages their attendance at NA meetings in the community for ongoing recovery support.



New meetings have started in various cities throughout the country. In the long-term, the Spanish fellowship will need to be consistent in their follow-up to sustain their growth.

The third component of this WSC session focused on results from the 2009 Membership Survey. Nearly 12,000 members responded either at WCNA 33, online, or through mail/fax responses. The data collected indicates that our average clean time is 9.01 years, information that helps dispel the misconception we sometimes hear from professionals that "there is no recovery in NA." The survey had an outcome that bears monitoring: the percentage of women who reported they are recovering in NA dropped 4% from 2007. This is the first time the survey results showed a decrease for women; we do not know whether this is an anomaly or a trend.

The 2009 survey featured a question regarding quality of life prior to recovery in NA. 43% of respondents, reported that, prior to recovery, they were unable to maintain employment, residence, support their family, or maintain familial and interpersonal relationships. In contrast, our members reported that they experienced greater than an 80% improvement in the areas of family relationships and social connectedness; and in the areas of employment and housing stability, more than 65% of members indicated improvement. Area and regional committees that interact with professionals in criminal justice, treatment, and healthcare through phonedlines, H&I, and public information/relations may find this survey helpful. It is available at <http://tinyurl.com/2a3zldy>

### We have items that may help members with their service efforts at:

[www.na.org/?!ID=orderliteratureonline-content](http://www.na.org/?!ID=orderliteratureonline-content)

- PR Bags – these bags are a great tool for conferences, community days, and presentation workshops. They are white, lightweight, and feature the PR logo and web address. Item # ZPRTOTEBAG \$50.00 per set of 25.
- PR Pens – these are an asset for any conference and PR learning days. Item # ZPPEN \$17.00 per set of 25.
- *Reaching Out*, a quarterly periodical for incarcerated addicts, is also a resource for criminal justice professionals. In addition to providing hope to addicts, the "From the Outside" section informs professionals that NA is effective post-incarceration. *Reaching Out* is available to service committees and professionals in 20-copy bulk subscriptions for a modest \$31.00 per year. Item #9300



## FELLOWSHIP DEVELOPMENT

The WSC fellowship development session seemed to be one of the more inspiring sessions at the conference, as is often the case. Due to the global economic climate, we have worked to achieve savings across the NAWS budget. For FD, this often has meant putting our resources into local literature production, free literature, or translation efforts and having to say “no” to trips or other requests for assistance, as well as reducing the number of travelers we are able to send on trips. These are difficult choices when we know there is something we could do that would actually support and help local NA efforts. However, we did our best to maintain our level of attendance at service workshops and zonal forums. In fact, it was challenging to present the overall activity for the cycle along with the details of dozens of FD trips around the world in a single session at the WSC.

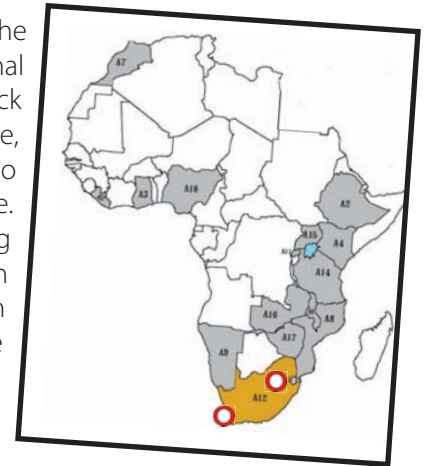
We highlighted the example of the four fellowship development trips we went on to Western Russia in previous cycles to illustrate how this kind of use of our resources achieves far-reaching change. From these initial efforts, we now have a revised version of the Basic Text published that uses terminology more in harmony with our NA program of recovery, FD work within Russia is being undertaken by the more established areas of the Russian fellowship, Russian literature is being printed in Russia for distribution to a number of communities, and Western Russia has been seated at the WSC.

Another key element we focused on during this session was literature – both translation and distribution. We are in the process of working with Western Russia, India, and Egypt to create literature production and distribution systems that work to overcome the challenges with shipping costs and customs charges we encounter when importing material into these and surrounding countries.

When it comes to translating our literature, we are faced with a complex issue. As NA grows in new communities around the world, the need for literature in new languages grows. A simple fact is that many of these new communities do not have the human or financial resources to translate literature in a timely fashion, and they increasingly rely on NAWS to assist. Our resource limitations directly affect the growth of NA communities around the world, as too often we are faced with having to say no when asked to help.

Most of the FD session presented some of the highlights from the 2008-2010 conference cycle and started in Africa with pictures from the series of workshops we held in Johannesburg and Capetown. As is often the case with FD trips, we took the opportunity to bring members from neighboring communities to attend workshops with local members and to participate in a PR effort with the International Society of Addiction Medicine conference which was held in Capetown. One comment we heard

frequently is that on the NAWS color-coded regional map of the world, “black Africa” is colored white, meaning that there are no known meetings there. NAWS has been working with the South African fellowship to make them the center of FD in the African continent.



In the Latin American Zone, NAWS attended the Latin American Zonal Forum (LAZF), two service events, and four conventions. This represented a reduction in the number of developmental visits we were able to make to these communities in the past. One of the highlighted events was the Colombian regional convention celebrating the 25th anniversary of NA in that country.

In the Asia Pacific Zone we attended the Asia Pacific Forum in the Philippines and India, three regional meetings and two conventions in India, a regional assembly and convention in Nepal, and we held a worldwide workshop in Japan. We are beginning to see FD efforts from within the Indian fellowship to surrounding communities such as Bangladesh, Bhutan, and the Maldives. We have opened a literature distribution center in Bangalore and employed a special worker through our legal entity “NAWS of India.” Our hope is that this will allow us not only to ensure the groups in India have a sufficient supply of literature, but also to supply surrounding communities in a more cost effective manner.

The Middle East saw a NAWS workshop in Cairo, Egypt, held immediately after the European Delegates Meeting (EDM) in the same city. We have been working with the Arabic speaking communities for the last decade to facilitate the translation process among these different communities, and will shortly see the release of the Arabic Basic Text. We have delayed the promised Middle East workshop, which we are committed to hold every two years, for 18 months because of cost, but will be holding it after the first Middle East Convention in Istanbul in June 2010.

In Europe we continue to attend the EDM twice a year and celebrated the World Convention in Barcelona, Spain, which was the largest gathering of NA members ever in Europe; we had attendees from 65 countries. US members were the minority group for the first time at a world convention. Closing out our report on FD efforts in Europe, we attended the Norway Regional Assembly which marked our first NAWS trip to that country.

We will be holding a scaled-down worldwide workshop in the former Yugoslavia in partnership with the EDM FD committee to help these developing communities to

connect with each other, stabilize, and experience growth. Many of them met for the first time in the Russian-speaking NAWS workshop we held in the Ukraine in the 2004 – 2006 conference cycle. We are hoping to help them maintain the connection that began there and, together with the EDM FD committee, plan how to have effective follow up and support after this event.

In Canada we attended two Canadian Assembly meetings and two local workshops in Alberta and British Columbia. In the United States we attended 17 zonal forum meetings, 16 service events, four conventions, and held two worldwide workshops in Oakland, CA and Peabody, MA. Of course, there is still a tremendous need for FD work throughout North America.

We continue our efforts in fellowship development in order to succeed in our vision that:

**“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.”**

## RD SHARING ON LOCAL ISSUES

This session was a conference first, added in response to the delegates’ desire for an opportunity to share their service experience, strength, and hope with one another. The session was facilitated by Bob G (RD Florida), Karyn W (RD Show Me), John L (RD Lone Star), and Veronica B (RD Sweden).

Based on regional reports and feedback received over the course of the conference cycle, the two most frequent challenges faced on a local level seem to be apathy and communication. Unfortunately, most of us are familiar with the complexities of transmitting information across our service structure and how difficult it is to maintain ongoing communication with one another. Apathy shows itself through a lack of trusted servants, experienced members no longer wanting to be of service, difficulty retaining effective trusted servants, etc.

The facilitators shared some of the successes their regions have experienced in these areas, and then they challenged conference participants to consider two questions:

- How do we attract members to become and remain actively involved in service work?
- How do we strengthen communication (dialogue, mutual exchange, information sharing) between groups and areas, areas and regions, regions and world, and in between all these bodies?

Through small- and large-group discussion, conference participants identified some positive responses and best practices to meet these challenges.

## SCANNING AND PLANNING

The two sessions Wednesday morning expanded upon the discussions about planning and cultivating leadership we had at WSC 2006 and 2008. We utilized the services of our consultant, Jim DeLizia, with whom many are familiar. In this session, Jim facilitated conference participants through an aspect of the planning process, environmental scanning.

### The Importance of Scanning

Jim gave an overview of the role of a leader, emphasizing the responsibility trusted servants have for planning. RDs were reminded that scanning increases the effectiveness of planning. Scanning is used to help NAWS identify trends and issues that affect the NA message and can function in a similar way on a local level. Once identified, this information is analyzed to determine where we need to go in the future. An environmental scan helps identify internal and external strengths and weaknesses.

### Leadership Means Planning

A small group exercise demonstrated the importance of collecting, analyzing, and finding solutions based on information not only from within but from *outside* of the fellowship. Tables were given a fictitious area environmental scan that used actual examples of current issues in NA. The challenge was to figure out what the results of the scan mean in practical terms, and what to do about it. A condensed version of the Area Planning Tool (the “APT Lite”) was introduced to help organize the information and indicate where the problem areas are. Small groups identified possible ways the information might impact the goals of the area. The session ended with a reminder that this scanning process is an important part of the information feedback loop. Making an effort to understand the forces inside and outside the fellowship that are driving change, along with a commitment to effective communication, can help us respond accordingly and continue to grow.

### The Regional Delegate as a Conduit of Information

This session was also led by Jim DeLizia and opened with a brief synopsis of the critical role that RDs play in the communication loop. NAWS depends on RDs throughout the conference cycle to collect information from NAWS, share it, and report back what is happening in their regions. One of the most important skills that any leader has is the ability to communicate. With effective communication, leaders can not only inform, but raise awareness of the fellowship and motivate members to use their talents to benefit the service system.

The roles and goals of RDs as an information conduit were explored in more depth. RDs need to bring information forward, take information back, provide input, and support productive dialog or discussion throughout the service system.



The critical roles of an information conduit were emphasized. How well we can prioritize info, make it accessible, and convey it accurately will determine the quality of the resulting discussions. The feedback that NAWS gets as a result of fellowship discussions influences the direction of projects.

Jim emphasized that who RDs are talking to (the “audience”) at what level of service (the “function”) determines what information is valuable to them and in turn, what to convey. The RDs are in a unique position to share information about world services with other levels of the service system.

*When you play the role of the information conduit well, you help members see beyond their groups’ welfare and they begin to understand and own their role in the welfare of the worldwide fellowship.*

**Questions to Ask  
When Putting Together a Report**

A small group exercise followed, in which participants were given tools for building effective reports, based on several factors. The small groups were asked to consider the task of reporting on the WSC back in their home region. The questions they needed to ask were:

- Who is my audience?
- What is their function/role?
- What is the purpose of my report?
- How could this information be of value to this audience?
- What outcome is desired?
- What is the audience’s current level of understanding?
- How much time is available?
- What action do I want them to take?
- What info or feedback do I need?

The session concluded as delegates shared their answers, including the benefits that they found when they narrowed the focus of their reporting. They shared that they felt confident that what they learned here at the WSC could help them make a local impact on the global vision of Narcotics Anonymous.

**SELF-SUPPORT**

This session focused on helping conference participants discuss an important practical issue – money. Regional reports indicated that money is lacking for service provision both in the areas and within the regions. Yet, our ability to be open and frank with financial discussions is challenging; when we speak of needing money for services, some members react negatively, others turn a deaf ear, and still others are moved to action. What prompts some to action and not others? Some of the things that move people to contribute which were mentioned in this session included action which is based in the spirit of generosity,

the attitude of “pay it forward,” and living the principles of the Twelfth Step.

Conference participants recognized that changing a culture requires persistent efforts; there is no quick fix. Speaking of the bottlenecks in group and area treasuries is a courageous action. One member shared that a convention committee has been holding money in an account and has not held a convention in eight years. Fortunately, that particular account was not subject to theft, which sometimes happens when NA funds are held. Yet, members do not seem to recognize monies are sitting idle when they could be used to provide services – meeting schedules, phonenumber services, PI/PR posters and billboards – or passed on to another level of service. This session emphasized that changing our culture is a long road with starts and stops, and that each one of us has a responsibility; our thinking and attitude about money needs to change. We need to align what we know in our hearts, that no addict seeking recovery need die from the horrors of active addiction, with the practical reality that reaching addicts and providing services to members who are here and who are yet to arrive in our meetings takes money.

In small group discussion, conference participants talked about ideas for how to move forward with changing our culture – how to help members connect the value of their contributions to the services from the group, area, region, zone, and worldwide fellowship. Many valuable ideas and actions were offered from conference participants. A few that may work anywhere in our fellowship include:

- On a local website, place a thermometer with a targeted amount of money for service provision. All members who use the website would see progress and how much more is needed to reach the goal.
- Use graphics – map of NA worldwide illustrating how contributions are being used.
- Practically demonstrate within the group that contributions matter by removing coffee, literature, and keytags from the meeting and discuss the *Money Matters: Self-Support in NA* informational pamphlet.
- Provide tangible examples in a GSR or treasurer’s report: How many phone calls were received at the local helpline, which is funded from contributions, or how many pieces of literature were provided to H&I from money in the basket.
- Give a dollar for every year clean – weekly.

These are simply a few of the ideas shared; there were others that were geared toward workshops and meeting formats. All these suggestions will remain theoretical ideas unless we take a step to change our culture which, in turn, creates a ripple effect. We can become a fellowship of generosity; paying it forward so we all – current and future members – have the services we need to carry our message of recovery.

## ELECTION RESULTS

The conference elected two Cofacilitators, six World Board members, and two Human Resource Panel members.

### WSC Cofacilitators

Marc G                    Chicagoland Region  
Jack H                    Washington/North Idaho Region

### World Board

Mary B                    Lone Star Region  
Ron B                    Australian Region  
Iñigo C U                Spain Region  
Piet de B                Sweden Region  
Mukam H-D             New Jersey Region  
Ron M                    Florida Region

### Human Resource Panel

Pat P                    Arkansas Region  
Mark W                 Alabama/NW Florida Region

## TAKIN' CARE OF BUSINESS

The conference held discussion sessions prior to formal business which allowed all participants the opportunity to make comments, voice concerns, or pose questions about motions, and to express their ideas without the restrictions of parliamentary rules. Straw polls in discussion provided the body with a general sense for a proposed motion. This approach seemed to be productive and efficient for old business. However, in the new business session, the conference may have set a record in ending at 2:51 am. Now, that was a long day by anyone's definition!

We offer our appreciation and thanks to Jimi S and Jack H for so ably facilitating the conference through its business and discussion sessions.

A written summary of the decisions made at WSC 2010 can be found on our website at [www.na.org/conference](http://www.na.org/conference). We encourage everyone interested in the activities of the conference to regularly check back on the World Service Conference page as this is an area that we update regularly.

We deeply appreciate the continued support and confidence demonstrated by the fellowship through the passing of old and new business motions, including the project plans and budget for 2010-2012. We thank you and look forward to the work we can accomplish together in the two years ahead of us and beyond.

### In Times of Illness

Approved unanimously at WSC 2010, and available July 2010; this booklet now includes a table of contents with section summaries to help readers readily find topics of specific interest. (The section summaries were inadvertently left out of the approval draft; however they were reviewed by members of the fellowship in the review draft. These are included in the published version to better serve our members.)

## CBDM STRIDES

In some respects, having such a long day of business may have been a good thing in the long run. The Basic Text says "When we were beaten, we became willing," and the way we made decisions on Saturday seemed to reveal that the conference may be willing to take the next steps towards consensus-based decision making. During the WSC Processes session on Saturday, we took a number of straw polls (all of which are listed in the summary of decisions online at [www.na.org/conference](http://www.na.org/conference)) to help us gauge the sense of the body on everything from *NA Way* distribution to conference procedures.

It was clear that by the close of the conference, many participants seemed to be in agreement that the desired discussion around ideas/proposals may best be achieved through avenues other than motions. There was no objection from the body to the proposal that the board discuss and look for ways for regions to pass ideas along for conference consideration without the need for regional motions at WSC 2012. We welcome any ideas you have on how to move in that direction.

## WORLD CONVENTION UPDATE

### WCNA 34: 1 – 4 September 2011 in San Diego, CA

We are looking forward to a celebration of recovery experience in San Diego, CA, and would like every member to join us. We realize that attending the world convention requires planning ahead. We are in our early stages of planning as well, and one of our objectives is pre-registration. We need to be fiscally responsible for contracting meeting space. We have reported previously that the approach that seems the most responsible is for us to plan only for those who are registered. The current requirements at the San Diego Convention Center require attendees to wear a badge to be in the building which seems to further support the direction that we have discussed. We know this may be surprising to many, particularly our members in the western US who are not used to the need to register or pre-register, but requiring registration to attend seems to be the reasonable and responsible thing to do. It also seems to be the trend in convention centers. We encourage members to register early to help us in planning. We want to help by providing information sooner about the hotels and lodging choices. We will be making registration flyers and accommodation information available as soon as possible and plan to have registration available late in 2010. Watch your mail for the flyer and check for additions in the world convention area of [www.na.org](http://www.na.org) for the latest WCNA 34 information.

We believe San Diego is truly a wonderful setting for a celebration of our recovery, and hope you will join us.

### WCNA 35

29 August – 1 September 2013 in Philadelphia, PA

## OUR VISION, OUR FUTURE

We will have our first board meeting of the new cycle on 29-31 July 2010. At that board meeting we will be reviewing recommendations from the Business Plan Workgroup, moving forward with WCNA 34 planning, and updating the status of "Living Clean" along with the ongoing stream of other activities that occur in a worldwide fellowship. We will recap the discussions regarding the service system, continue that dialogue and roll out US workshops and tools for this cycle. We will be developing the Issue Discussion Topics material at this meeting, in preparation for the fellowship workshops, as well as orienting our new board member and electing our leadership. This is only a sampling of the agenda for that first meeting of the cycle, We are energized and enthused about our fellowship growing into what it is today, and laying the groundwork for what it will be tomorrow. We are eagerly looking forward to the opportunity to serve for this coming cycle.

We are grateful that Mary B, Mukam H-D, Piet de B, Ron B, and Ron M, were re-elected to serve our fellowship and that Iñigo C U was elected to the board. We thank you for the trust that you have placed in us.

Also, we want to express our gratitude to the trusted servants who completed their service at WSC 2010. Two members of the HRP, Greg S, from Georgia, USA, and Paul F from the UK, fulfilled their terms at this conference. We also thanked Jimi S from Washington, DC, for his stellar facilitation over the last two conference cycles. No words can adequately convey our gratitude to the two board members who completed their terms at this conference. Craig R from Pennsylvania, served the board for twelve years and is the last member of the original 1998 board, and Michael C from Spain served six years, and both finished their board service this year. All departing trusted servants were given an opportunity to offer their outgoing thoughts at our final session of the WSC. These members have spent countless hours over the years serving the fellowship and we are confident that somehow, somewhere, they will continue to be involved in service at some level. Thank you both from all of the board and the staff at NA World Services.

The World Service Conference of today could not happen without the hard work and dedication of translators. We want to thank Jay M for his assistance with the Japanese, Kayvon M for his time and commitment to Farsi translations, and José Luis A for his help with the Spanish.



## FROM THE HUMAN RESOURCE PANEL

Greetings from the Human Resource Panel! First we would like to thank Greg S and Paul F for their service. Their leadership and participation added great value to our panel. They will be missed. We also look forward to working with our newly elected HRP members, Pat P and Mark W.

In the spirit of moving forward we thought we'd take this opportunity to report to you some of our intentions for the upcoming conference cycle.

As you have heard from us before, most recently at WSC 2010, we created a rationale questionnaire to improve the process of forwarding potential candidates to the HRP from regions, the World Board, and zonal forums (the RBZ process). This cycle we hope to refine and strengthen this questionnaire, as we found that it enhanced our selection process.

This cycle we will be considering changes to how we conduct nominee and reference interviews. As one example, we believe that requiring two HRP members to participate in each candidate interview will provide additional perspective and great value to this critical step of our process. Of course, we are in the early stages of this discussion for this conference cycle and we will keep you updated as we move forward.

As a trial, we intend to rotate our panel leader position at our first meeting of the conference cycle, to run concurrent with the cycle. Currently our external guidelines report that the panel leader serves a term that is staggered over two cycles. We think this change will help with continuity of leadership of the panel. At the end of the conference cycle, if we find that this has worked, we will ask for a change in the panel leader term details included in the HRP's External Guidelines in *A Guide to World Services*. Please let us know if you have any input regarding this trial.

For now, we would like to thank you for all of your support during the recent WSC. We look forward to reviewing our nominations process to provide conference participants with highly qualified nominees. We are also open to all ideas regarding ways to have the most efficient and effective HRP possible. Your input is always appreciated.

## CALENDAR FOR 2010-2012

**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 34** 1-4 September 2011 San Diego, CA



Български

मराठी

Bahasa Melayu  
Kannada

Українській

Eesti

Nederlands

বাংলা

Türkçe

Manipuri

ಕನ್ನಡ

Slovenčina

தமிழ்

中文

Moldoveneasca

English

Suomalainen  
Bosanski  
नेपाली

Íslenska

## A Vision for NA Service

All of the efforts of Narcotics Anonymous are inspired by the primary purpose of our groups. Upon this common ground we stand committed.

Our vision is that one day:

- 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;
- Every member, inspired by the gift of recovery, experiences spiritual growth and fulfillment through service;
- NA service bodies worldwide work together in a spirit of unity and cooperation to support the groups in carrying our message of recovery;
- Narcotics Anonymous has universal recognition and respect as a viable program of recovery.

Honesty, trust, and goodwill are the foundation of our service efforts, all of which rely upon the guidance of a loving Higher Power.

עברית

Latviešu  
Lietuviškai  
Slovak

Français

Portugues  
عربي  
日本語  
Punjabi

Afrikaans

Anglicized  
हिन्दी

hrvatski

Svenska  
Polski

فارسی

ਪੰਜਾਬੀ  
Brasileiro

Deutsch

Swahili

Bahasa Indonesia

Norsk

Русский

Ελληνικά

Dansk

Español

ภาษาไทย

Magyar

اردو

Filipino

Italiano

Malti