



WORLD SERVICES

NAWS UPDATE

The latest from NA World Services with updates on projects and WCNA 38 and much more!

This session gives an introduction to NA World Services—who we are and what we do—and covers highlights of latest activity.



Overview of session. 90 minutes. We'll try to save time for questions. You can always write to wb@na.org if you have a question you didn't get a chance to ask today:

- Intro
- WSC 2023
- Resources / Invest in Our Vision
- Carrying the Message / Literature
- Serving and Communicating Online
- Questions and Answers

We are focused here on the past year. There is PR work, legal work, work responding to emails and calls, and more that are not covered in detail here.

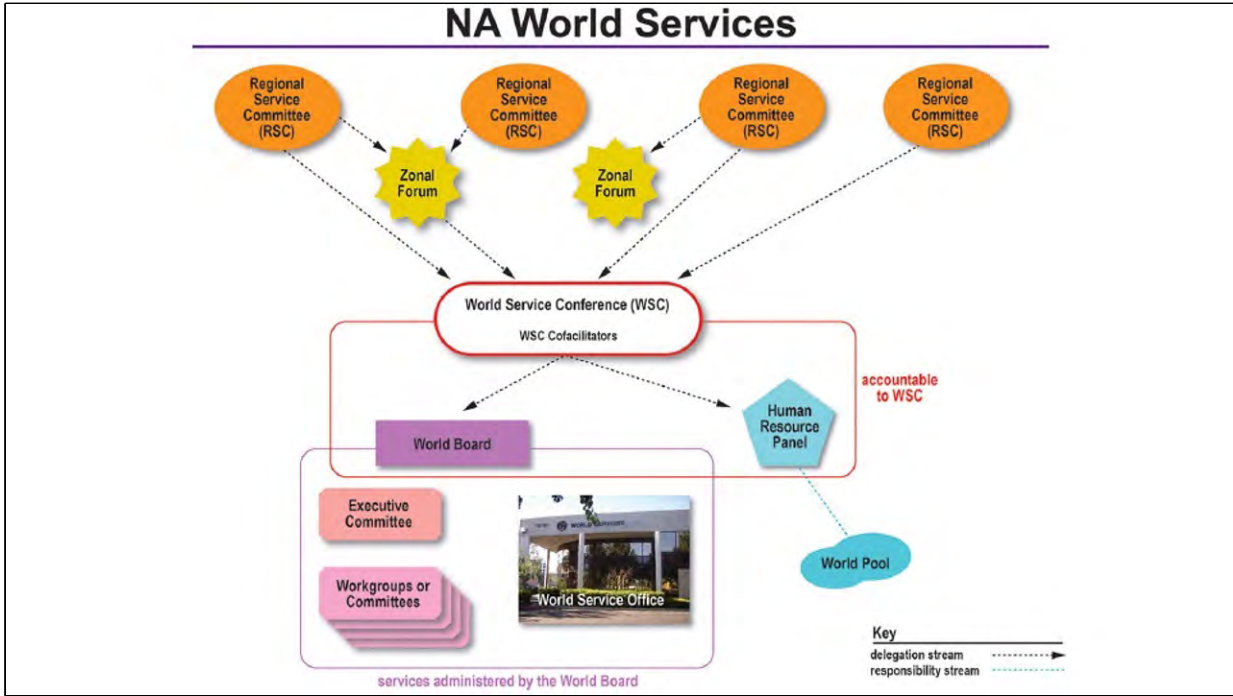


Introduction

What is NAWS?

**AKA Narcotics Anonymous
World Services**

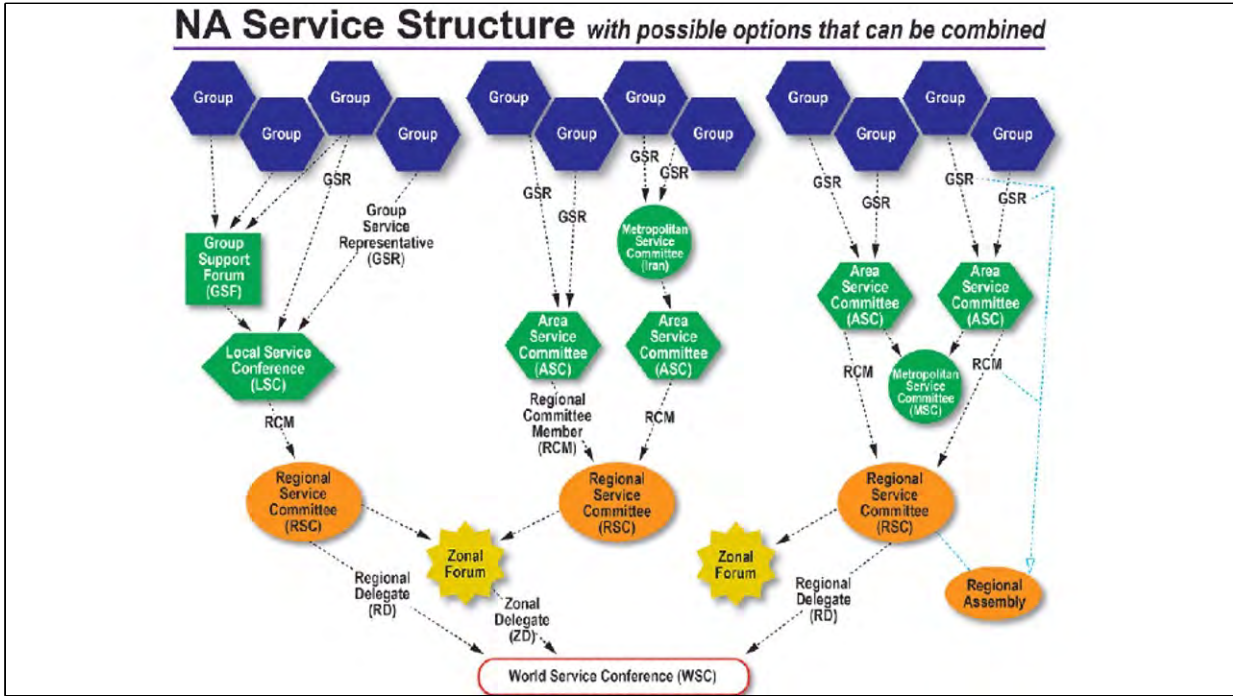
NAWS stands for Narcotics Anonymous World Services.



“World services” = the World Service Conference and the World Board and Human Resource Panel, who are elected by the conference, plus the World Service Office, whose activities are overseen by the World Board.

This diagram illustrates that the office and workgroups are accountable to the WB. And the WB and HRP are accountable to the WSC. The WB, the HRP, and the WSC Cofacilitators are all elected by the conference.

You can find more information about World Services from *A Guide to World Services in NA*. That’s where this diagram comes from.



The conference is, in turn, accountable to groups. All of the entities in NA World Services are directly accountable to the Fellowship that created them.

This diagram is also from *GWSNA*. It shows the connection of the groups to the World Service Conference, including some of the diversity that NA communities use to organize their services. This is a great diagram to use as a handout or slide if you need an overview of the structure from group to WSC..

The basic purposes of our World Services are...

communication, coordination, information, and guidance.

We provide these services so that our groups and members can more successfully carry the message of recovery and so that our program of recovery can be made more available to addicts everywhere.

A Guide to World Services in NA

A Guide to World Services describes the basic purpose of NAWS as “communication, coordination, information, and guidance.” CCIG, for short.

If NAWS had a mission statement, this would pretty much be it. Like the Vision Statement, this informs all of our work--the projects that we work on that are approved by the WSC, as well as the work that continues week in and week out.

The five locations of NA World Services around the world spend the vast majority of their time and resources on what we call essential services. That is primarily literature production and distribution; protecting the Fellowship’s intellectual property; and providing communication, coordination, information, and guidance to members and service bodies around the world.



These are pictures of the 5 World Service locations

As a result of our need to make some changes at WSO-E, in Brussels, Belgium we closed the European office temporarily. We have resumed shipping from the European office and are working on returning to full operations in Europe. Questions about European orders can be directed to wsoeurope@na.org.



WSC 2023

Here are a few of the highlights.



NA World Services also helps administer the World Service Conference and the projects it approves.

The 36th World Service Conference was held 30 April – 6 May 2023.

It's a big service meeting! But not just like a large RSC.

There were 139 voting members participating at WSC 2023:

- 126 delegates
(120 RDs, 6 ZDs)
- 13 World Board members

There were also:

- 103 alternate delegates
- 4 HRP members
- 2 cofacilitators
- 5 in-person translators
- additional virtual translations

There were 179 men and 63 women among delegates, alternates, and WB.



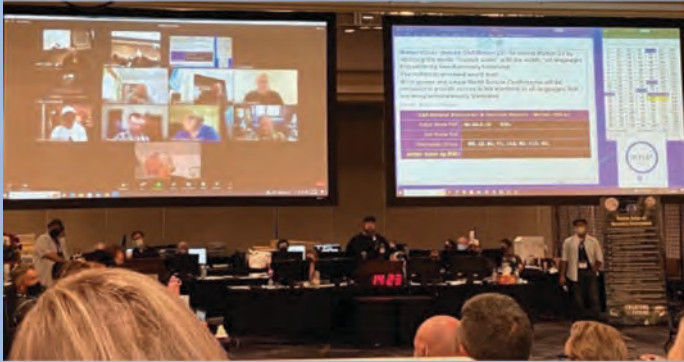
There were 139 voting members participating at this WSC—126 delegates and 13 World Board members. In addition, there were 103 alternate delegates, 4 HRP members, 2 cofacilitators, 5 in-person translators and additional virtual translations.

There are a total of 123 seated regions that could participate at WSC 2023. There were 120 RDs participating (3 seated regions did not attend this WSC). Of 6 seated zones, 6 ZDs were participating.

Of the 126 delegates from seated regions and zones participating, 66 were from the US, 5 from Canada, and 55 from outside the US and Canada.

There were 179 men and 63 women among delegates, alternates, and WB.

First truly hybrid WSC!



The virtual participants who joined the conference were:

- 11 RDs
- 2 ZDs
- 1 World Board member
- 25 alternates

First truly hybrid WSC! The virtual participants that joined the conference were: 11 RDs, 2 ZDs, 1 World Board member, and 25 alternates.

At WSC 2018, a few participants joined remotely—one delegate and two alternates.

**The Serenity Prayer being read
in 28 languages from the
2023 World Service Conference**



**Conference participants were
from 45 countries, and spoke
28 languages.**

**This is based on Serenity Prayer
languages at the close of the
First Things First session.**

**The 2023 WSC Serenity Prayer can be heard on
the NAWS Instagram page @narcoticsanonymous,
posted on 12 May 2023.**

Conference participants were from 45 countries and we spoke 28 languages (based on Serenity Prayer languages at the close of the First Things First session).

**WSC 2023 made the decision
to seat five regions:**

- Brazil Central
- Iran Region #1
- Nordeste Brazil
- Rio Grande do Sul
- Thailand



**For the first time in NA history,
the majority of delegates to the
World Service Conference are
from outside the USA!**

**133 regions and zones are now
seated at the WSC.**

*66 of them are from the US, and
67 of them are from other places
around the world.*

This conference made the decision to seat five regions: Brazil Central, Iran Region #1, Nordeste Brazil, Rio Grande do Sul, and Thailand.

For the first time in NA history, the majority of delegates to the World Service Conference are from outside the USA!

133 regions and zones are now seated at the WSC. The Brazil Zonal Forum no longer meets the criteria to be a seated zone.

66 of them are from the US, and 67 of them are from other places around the world.

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 their 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.

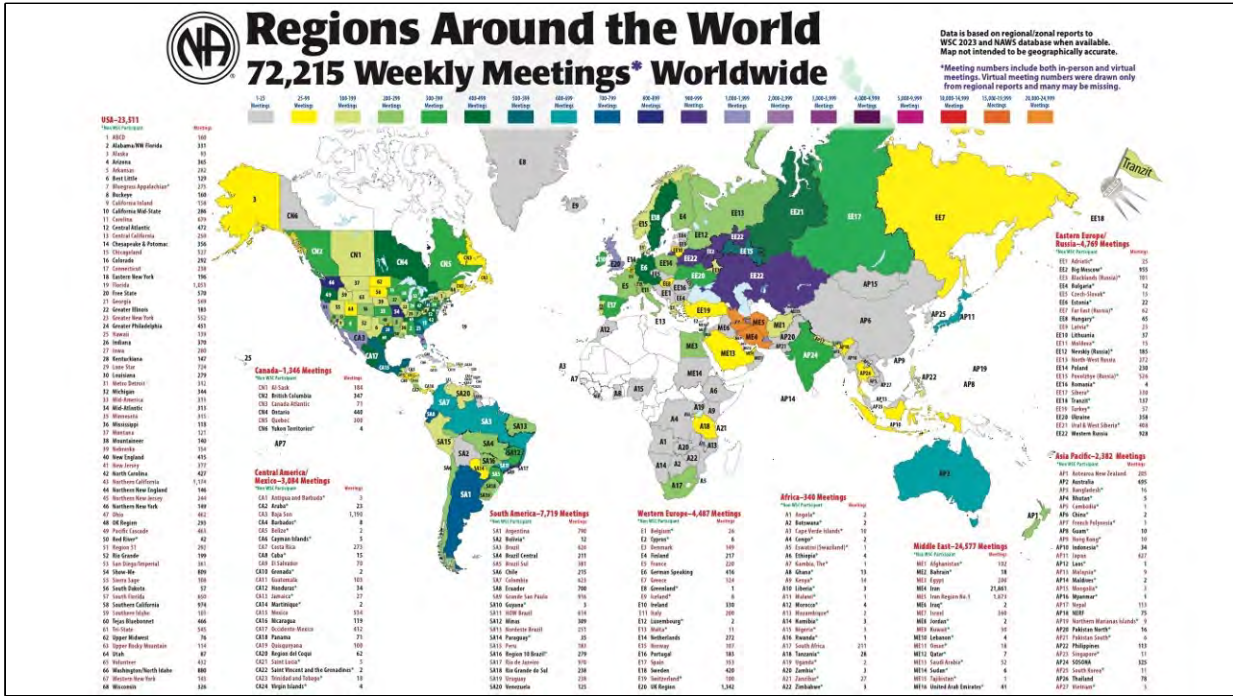
**CREATING
OUR FUTURE**



Most of you have seen A Vision for NA Service before. This is the touchstone for all of the work of World Services.

WSC 2023 revised the Vision statement to change “his or her own” to “their own language and culture” as shown here.

NAWS is a corporation with a spiritual mission. We make many choices that a “normal” corporation wouldn’t make. Everything we do is driven, not by a desire for profit, but by a desire to reach our vision. That said, it requires money to do most of what we do. More about that later in this presentation...



We update this map every WSC, based on the numbers delegates report. We expected the numbers to decrease after the pandemic, and they did. (The 2020 version of this map had more than 76,000 meetings.) 72,215 is nonetheless likely an undercount because we don't yet have an accurate way to count virtual meetings that are not connected to the service system.

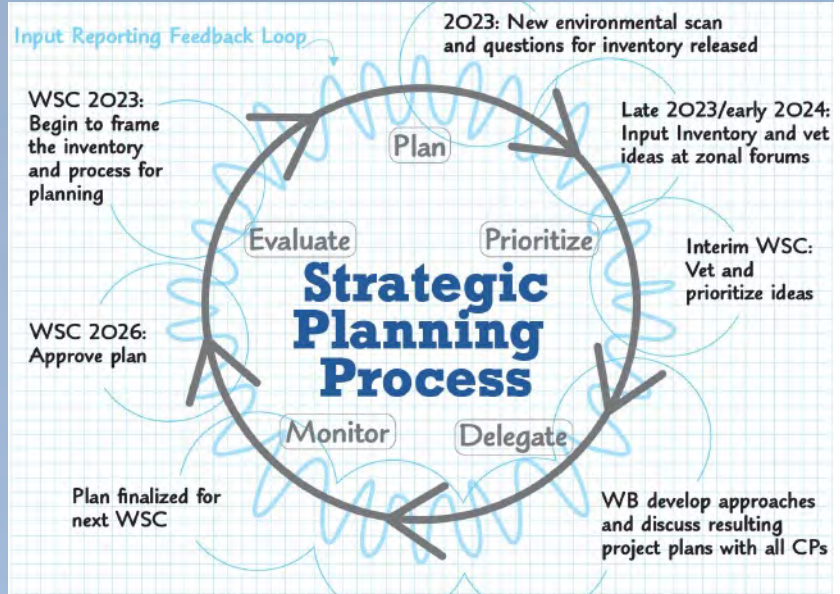
NA Meeting Counts										
	2008	2010	2012	2014	2016	2018	2020	2023	Average Growth	Current percentage of Fellowship
Western Europe	2,557	2,664	2,820	3,038	3,282	3,591	3,918	4,487		
		4%	6%	8%	8%	9%	9%	15%	8%	6%
Iran	11,256	16,793	18,195	18,200	20,598	21,974	26,075	23,734		
		49%	8%	0%	13%	7%	19%	-9%	12%	33%
Middle-East	399	435	448	411	510	606	672	843		
		9%	3%	-8%	24%	19%	11%	25%	12%	1%
Africa	228	240	249	335	384	405	499	340		
		5%	4%	35%	15%	5%	23%	-32%	8%	0.5%
USA	25,613	26,881	27,804	27,317	27,375	27,677	27,005	23,511		
		5%	3%	-2%	0%	1%	-2%	-13%	-1%	33%
Canada	1,166	1,243	1,369	1,360	1,263	1,323	1,369	1,346		
		7%	10%	-1%	-7%	5%	3%	-2%	2%	2%
Central America	3,299	3,903	3,312	3,379	3,167	3,097	3,326	3,084		
		18%	-15%	2%	-6%	-2%	7%	-7%	0%	4%
South America	1,272	1,251	1,524	2,250	1,932	2,189	2,857	2,924		
		-2%	22%	48%	-14%	13%	31%	2%	14%	4%
Brazil	1,998	1,995	3,153	3,581	4,427	4,374	4,633	4,795		
		0%	58%	14%	24%	-1%	6%	3%	15%	7%
Eastern Europe	256	308	345	440	564	646	734	865		
		20%	12%	28%	28%	15%	14%	18%	19%	1%
Russia	340	523	909	1,042	1,657	2,072	2,726	3,904		
		54%	74%	15%	59%	25%	32%	43%	43%	5%
Asia Pacific	1,458	1,533	1,639	1,649	1,747	2,061	2,261	2,382		
		5%	7%	1%	6%	18%	10%	5%	7%	3%
Total Meetings	49,842	57,769	61,767	63,002	66,906	70,015	76,075	72,215		
		16%	7%	2%	6%	5%	9%	-6%	6%	

This slide shows meeting counts in different parts of the world over the past 15 years. Even before the pandemic, NA growth had flattened in some parts of the world. We are eager to do what we can to support efforts to reverse that trend. This chart is posted on na.org/maps, which is a page full of interesting maps, diagrams, and illustrations of NA's growth.

Revised Planning for NA World Services

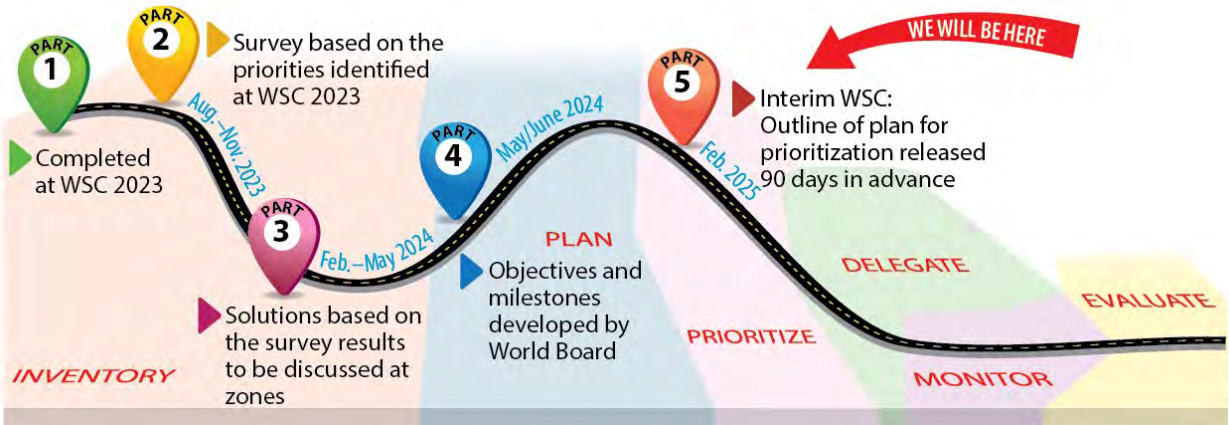
Inventory at zones/regions

- ✓ Gather information
- ✓ Solicit input
- ✓ Notice trends
- ✓ Assess impact
- ✓ Find opportunities
- ✓ Identify issues



At WSC 2023 we rebooted the strategic planning process. The process is collaborative and relies on input and help from zonal forums. The new planning process has been a big focus for us this cycle and the result should be a strategic plan that conference participants have collectively created.

Strategic Planning



The World Board hopes to have an outline of proposed plan in the Interim *CAR/CAT* so that we can discuss next steps at the Interim WSC.

We are well into the process. WSC 2023 agreed on a list of factors affecting NA. After the conference the factors were prioritized through a survey of conference participants, and then every zone workshopped the challenges and solutions related to each factor. The board met in June and discussed the workshop results and the remaining factors and is working now on drafting the strategic plan objectives for review at the interim WSC meeting.

For more information on the process, see the planning section of the conference page: na.org/conference.

Some of the motions adopted at WSC 2023

- Changed the *FIPT* to recognize seated zonal delegates and clarify the definition of recovery literature
- Recognized virtual meetings as groups
- Added the ability for local stories to be added to translated Basic Texts with certain conditions
- Approved a 3-year conference cycle as a trial for two cycles
- And much more. . .

for a
full report
read the
NAWS News
June 2023

na.org/newsnews

WSC 2023 accomplished a lot! This slide lists just some of the significant decisions. The June 2023 NAWS News gives a full report. You can find that at www.na.org/newsnews

The FIPT was changed to reflect Conference decisions to create a zonal delegate position as a full conference participant. The definition of recovery literature was also clarified. And there were changes to the Operational Guidelines and the Use Policy. The 2023 CAR explains these changes in detail.

Virtual meetings were recognized as groups if they meet the 6 criteria described in The Group Booklet.

If a language community has local stories published in their Little White Book, up to six of those stories can be published in their Basic Text if they choose.

The conference decided to try a 3-year cycle for two cycles (6 years). There will be a partial virtual interim meeting mid-way through the cycle..

Work for the 2023-2026 Conference Cycle



na.org/idt


- ▶ **Dealing with disruptive and predatory behavior**
- ▶ **Gender-neutral and inclusive language in NA literature**
- ▶ **Reimagining and revitalizing service committees**
- ▶ **Welcoming members on DRT/MAT**

Participants at WSC selected Issue Discussion Topics for the cycle. CAR survey results helped inform those decisions.

The 2023-2026 IDTs are:

- Dealing with disruptive and predatory behavior
- Gender-neutral and inclusive language in NA literature
- Reimagining and revitalizing service committees
- Welcoming members on DRT/MAT

All workshop materials can be found at na.org/idt




**Service
Material**

- **Virtual Service Basics**
(including virtual service meetings, virtual meetings and areas participating in the service system, virtual workshops and trainings, etc.)
- **PR video**
(explaining what NA is, how it works, and how to contact us)
- **Revise and update H&I Basics**
- **Revise and update the service pamphlet Group Business Meetings**
(with a section on using a CBDM process and the concept of delegation)

Participants selected a number of focuses for the Service Material project for the upcoming cycle, also informed by the CAR survey results. These resources will be worked on as we are able:

- Virtual Service Basics
- A PR video explaining what NA is, how it works, and how to contact us
- Revise and update H&I Basics
- Revise and update the service pamphlet Group Business Meetings (with a section on using a CBDM process and the concept of delegation)



Recovery Literature

- **Revise IP #21, *The Loner***
- **Survey the Fellowship about the Step Working Guide to address the following from the *CAR* survey:**
 - Step working guide aimed at members not new to working the Steps
 - Step working booklet focused mainly on Steps 1–3, aimed primarily at new members and those in treatment and drug courts
 - Revise and simplify the Step Working Guides

www.na.org/survey

CAR survey results also helped shape participants’ decisions about the focus of the literature projects this cycle.

Work will continue on a revising IP #21, *The Loner*, with an approval draft due out in the 2026 *CAR*.

We are surveying the Fellowship about what they would like to see in new or revised step working materials. This would address several of the prioritized items in the *CAR* survey.



Resources / Invest in Our Vision

www.na.org/contribute



The biggest story for us in the past several years is about the impact of the pandemic on World Services' resources and the ways in which we have attempted to be responsive.

2023 Annual Report

na.org/ar



The AR tells this story and more. The AR is the best picture of our financials. We publish a digital and PDF version.

It takes a long time to put together an AR. Our fiscal year ends June 30. We need to inventory the WSO, the branch offices and distribution centers, do an on-site audit, do currency conversions, summarize all contributions, and have a World Board review. Normally takes 6-9 months.

With all the locations operating in different currencies and operating under different legal systems, it isn't really possible to produce a short, simple financial report. The closest we can get is the financial position provided by our auditors in the AR.

Present and past Annual Reports are posted to na.org/ar.

Financial Impact of the Pandemic

危機
危机

- NAWS income 90% from literature sales pre-pandemic
- March 2020—literature income decreased approx. 85%
- Expenses cut: staff, periodicals, travel....

Crisis = Danger + Opportunity

2020 was a financial crisis. Chinese word for crisis is commonly (but not entirely accurately) understood to be composed of the characters for danger + opportunity.

Pre-pandemic 90% of our income came from literature sales. March 2020 global shut down orders were issued, and lit sales dried up over night. Literature income decreased about 86%

We had to cut what we could—we were committed to contracts and leases. Cutting staff was the quickest way to cut costs. We discontinued paper mailings and haven't published the NA Way since the shut downs. We resumed publishing Reaching Out in January 2023. NAWS stopped travelling to events and holding in-person board meetings or workgroup meetings. All of these things helped us save money. In July 2022 Board met in-person for the first time in over two years. They had virtual meetings regularly during the pandemic and continue to do so. There will be some travel for the 2023-2026 conference cycle, but not nearly at pre-pandemic levels.

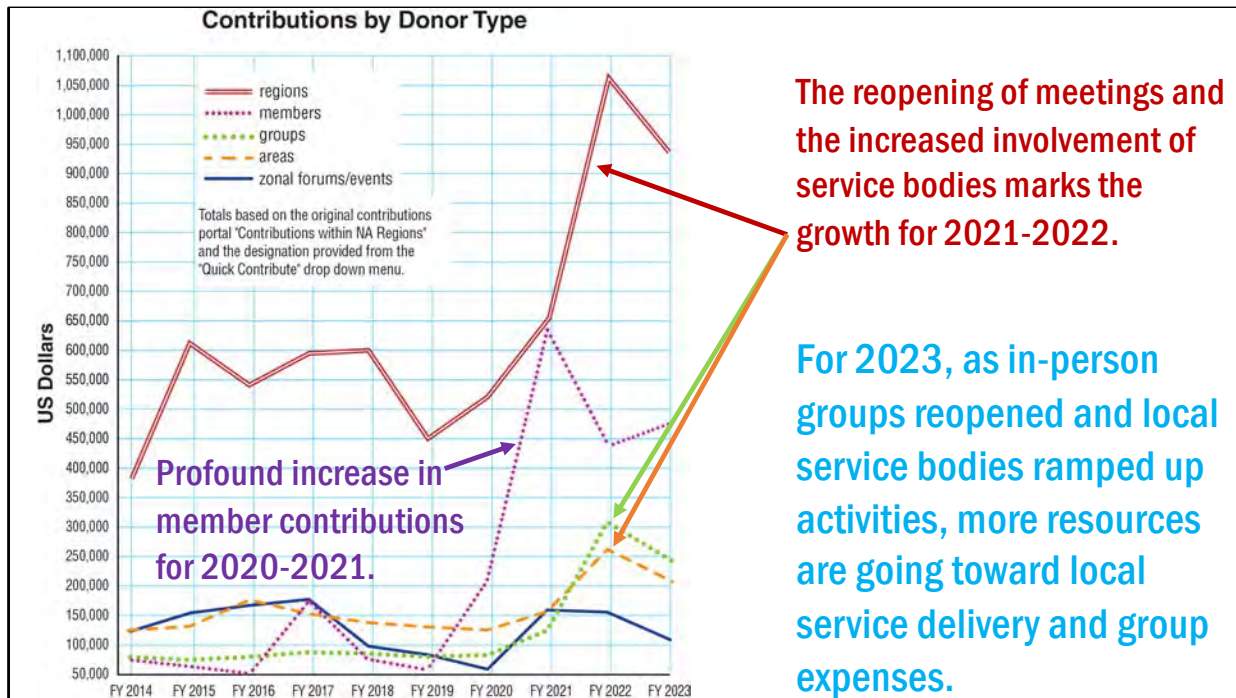


We had ample reserve funds prior to the pandemic that helped keep us going.

For years, we have been saying that member contributions are the most sustainable source of income, and the most in line with our spiritual principle of self-support. Relying on literature income primarily from the US to fund our global efforts is not sustainable, and the pandemic forced a shift toward an income model that is more reliant on member contributions (including groups, service bodies and events).

Our financial picture has changed and continues to change but the future looks bright. We continue to encourage member contributions.

Interesting note: Non-Fellowship literature sales represented an unprecedented percentage of our total sales during the pandemic, as correctional facilities and treatment facilities were locked down and H&I panels were not occurring.



Increases in Fellowship contributions are helping us recover from our financial crisis.

We are gradually building back our staff capacity. At WSC 2023 we relied on volunteers to complete some of the work.

Nonetheless, we still face challenges as our cost of goods keeps rising, as is the case for businesses around the world. We are trying to increase our stockpile of inventory to protect NA members from the unpredictability of the supply chain these days, and building those reserves costs money as well.

Contributions from members and service bodies continue to inspire us. During the 2021 fiscal year, contributions from groups, service bodies, and events all rose, but member contributions saw the most profound increase. The reopening of meetings and the increased involvement of service bodies accounts for the growth for 2021-2022.

For 2023, as in-person groups reopened and areas, regions, and zones have ramped up activities, more resources are going toward local service delivery and group expenses. So we expected a downturn in contributions this year. And yet, member contributions increased, for which we are very grateful.

This chart is one of the many included in the 2023 Annual Report.

**Our commitment
to self-support
doesn't mean we go
it alone—it means we
do it together.**

Guiding Principles, Tradition Seven



What we know about NA is that if everyone does a little we can accomplish a lot.

In that spirit, the World Board has been focusing on the benefits of increasing recurring member contributions.

If you're a member, you can set up a recurring or a one-time contribution at na.org/give

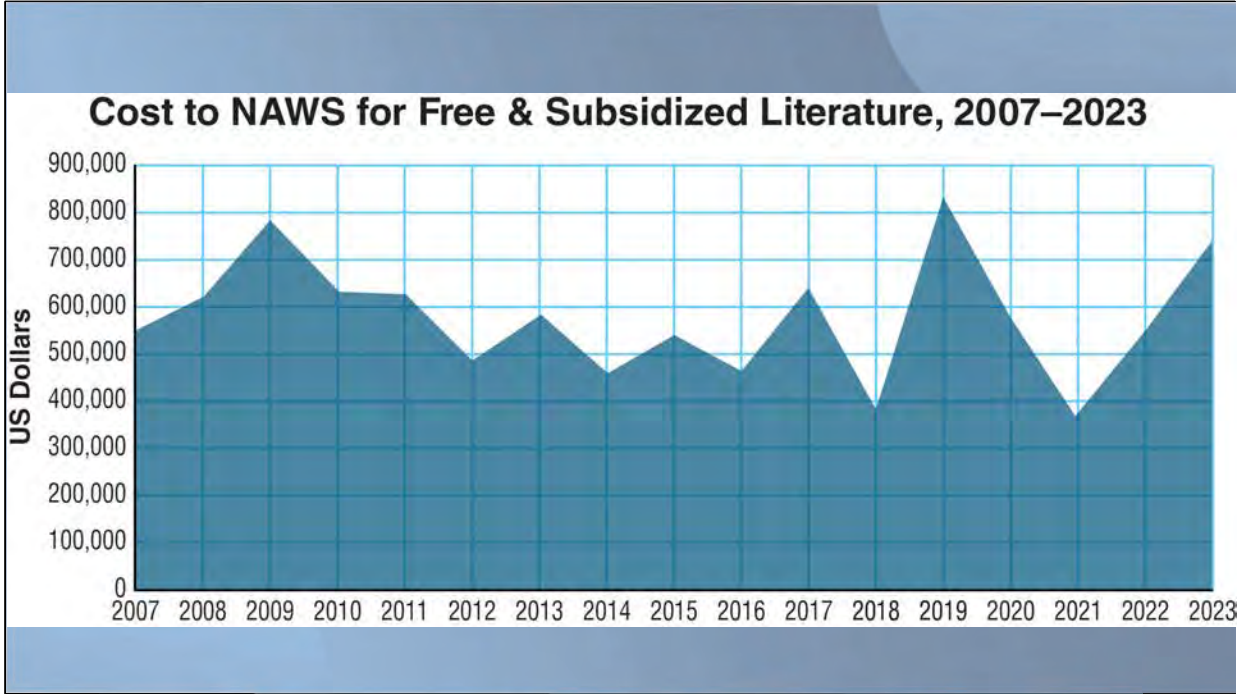


Literature / Carrying the Message

Production, translation,
distribution...

Making literature available is a huge part of what we do, and we could fill this whole presentation simply with the efforts to draft, translate, produce, distribute, and protect NA literature.

NAWS makes many choices that are purely about carrying the message that no ordinary corporation would make. Two examples are explained in the next two slides: giving away and subsidizing literature and providing literature for inmate tablets.



This graph represents the cost of free and subsidized literature that NAWS distributes to communities around the world.

You can see that in the 2019 fiscal year, we distributed more than we ever have before—more than \$832,000 dollars worth. In 2020, we continued to ship literature to places that couldn't afford to purchase it even as we were cutting expenses in as many areas as we could. Despite the financial challenges of the 2021 fiscal year, sending literature to those in need continues to be a priority.

The total for FY 2020 was just under \$580,000 and for FY 2021 was just over \$368,000. The total for 2023 was \$738,826. The need continued regardless of the pandemic or resources available.

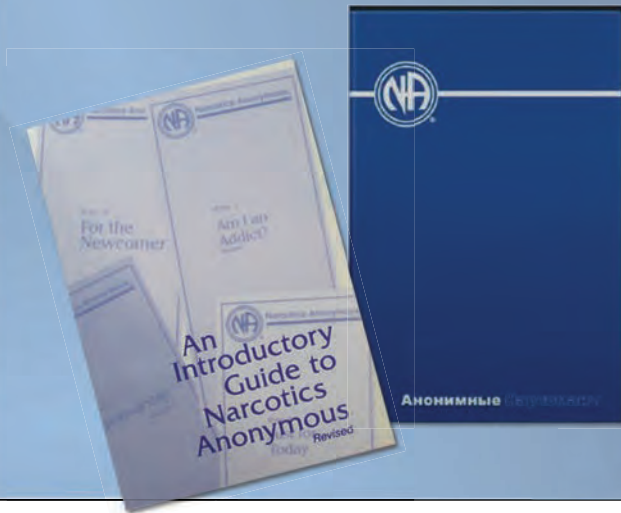
None of these efforts would be possible without the support NA World Services has received from the Fellowship during the pandemic.

Note: We don't report many of the details of where this literature goes partly not to embarrass or call attention to any communities. We never want to cause a community confusion or harm, even inadvertently.



Communities receiving free/subsidized literature.

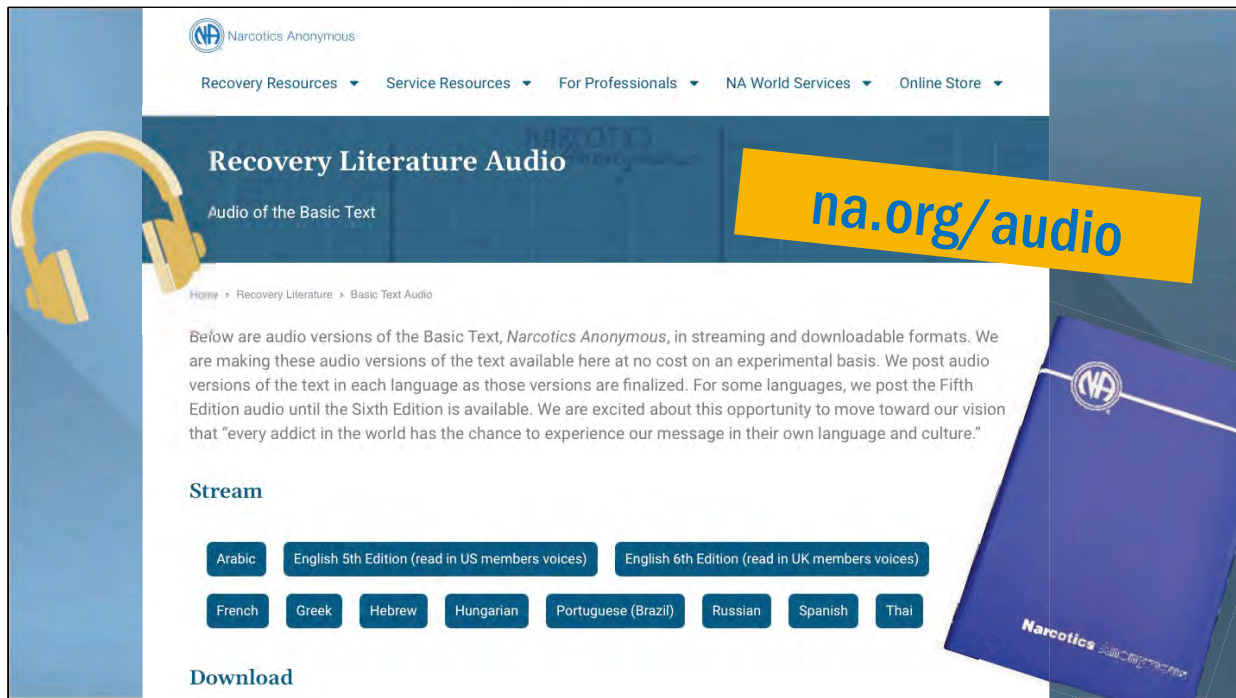
Free Literature Online



Pamphlets and booklets are posted in 57 languages. The Introductory Guide, which was developed specifically for the newcomer, is also online for free: na.org/literature

We also make our message available for free reading, listening (audio BTs), and watching (ASL) online.

IPs and booklets in 57 languages are posted at na.org/literature.



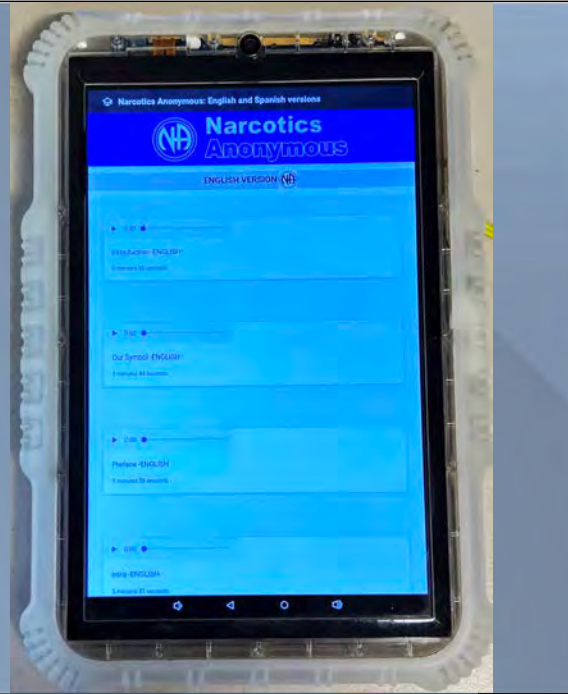
We have been posting free audio versions of the Basic Text as they become available.

So far, we have 11 versions: Arabic, two English versions—one fifth edition , French Canadian, Greek, Hebrew, Hungarian, Brazilian Portuguese, Russian, Spanish, and Thai posted.

You can find them at na.org/audio

Inmate Tablets

- **Some facilities offer tablets to inmates**
- **NAWS clears the way to share NA literature**
 - **Audio BT**
 - **Pamphlets**
 - **Booklets**
 - **Intro Guide**



We continue to get lots of inquiries from members about inmate tablets. The February 2022 *NAWS News* has more information about the subject. We will just touch on it briefly here.

Some correctional facilities offer inmates tablets pre-loaded with a variety of material, including, in some cases, NA recovery literature, at no cost to the inmate. One of the most important duties the Fellowship has assigned NA World Services is the protection of NA's intellectual property and copyrights on behalf of the Fellowship. Inmate tablets are a new way to carry the message, and World Services must grant legal permission to load Narcotics Anonymous literature on tablets. At this point, these agreements are all within the US, with a handful of state corrections, mental health, and youth service agencies, as well as a local county correctional agency. Each of these agreements involves a lot of communication among corrections authorities, local NA members, and NA World Services.

The agreements we have made in these cases allow for the material that is currently posted on our website to be on tablets for inmates – audio Basic Texts, IPs, and booklets such as the White Booklet and the Intro Guide. This gives addicts ample exposure to NA and our message, and we continue to provide paper copies of the Basic Text to inmates upon request.

There are over 3,000 counties in the US, and each agreement requires time and attention. We have also had inquiries from a couple of European communities, and we are in

conversation about those possibilities as well.

NA World Services devotes much of our time and energy to efforts such as these, not because it makes good business sense, but because we are driven by a spiritual mission, not a profit motive.

1.2 million incarcerated persons in the US now have access to free NA literature on tablets

The number of inmate tablets with NA literature in Arizona rose to almost 50,000 in 2022.

In Ohio, after seeing the success of inmate tablets, corrections officials have decided to purchase NA literature to give to inmates upon release.

Fellowship Intellectual Property Trust

The purpose of the Trust is:

“to hold and administer all recovery literature and other intellectual properties of the Fellowship of Narcotics Anonymous in a manner that will help addicts find recovery from the disease of addiction and carry that message of recovery to the addict who still suffers, in keeping with the Twelve Steps and Twelve Traditions of NA.”

One of World Services’ most important responsibilities is protecting the Fellowship’s property—its name, logos, and literature for the current and future Fellowship.

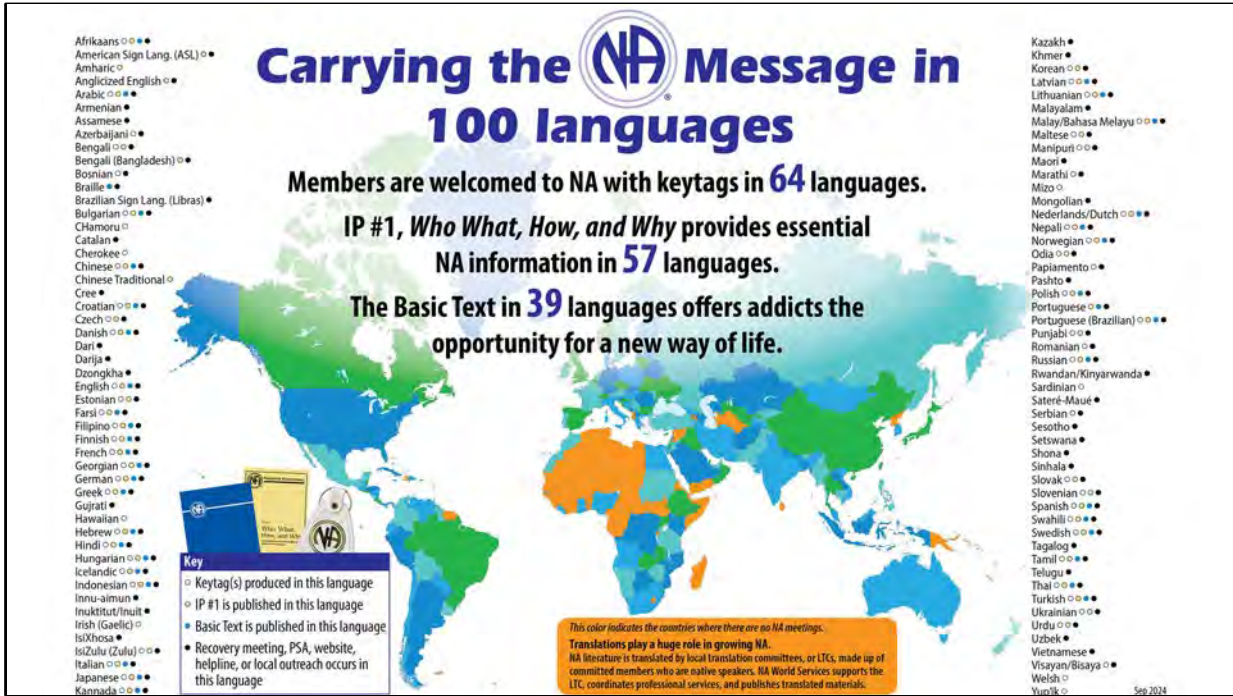
The *Fellowship Intellectual Property Trust (FIPT)* for short) is a legal document that contains the collective decisions the NA Fellowship has made to preserve the integrity of our published message and the accountability of our publishing services. The Fellowship of Narcotics Anonymous, as given voice by its groups through their regional delegates at the World Service Conference, created and makes decisions about the trust. NA World Services, Inc. manages the trust on their behalf, and the Fellowship of Narcotics Anonymous as a whole is the beneficiary.

There is a lot of misinformation about the *FIPT*. Here is what the document itself says. The purpose of the trust is:

“to hold and administer all recovery literature and other intellectual properties of the Fellowship of Narcotics Anonymous in a manner that will help addicts find recovery from the disease of addiction and carry that message of recovery to the addict who still suffers, in keeping with the Twelve Steps and Twelve Traditions of NA.”

If you want more information about what the *FIPT* is and why it is important, see the video on the *FIPT* page: www.na.org/fipt.

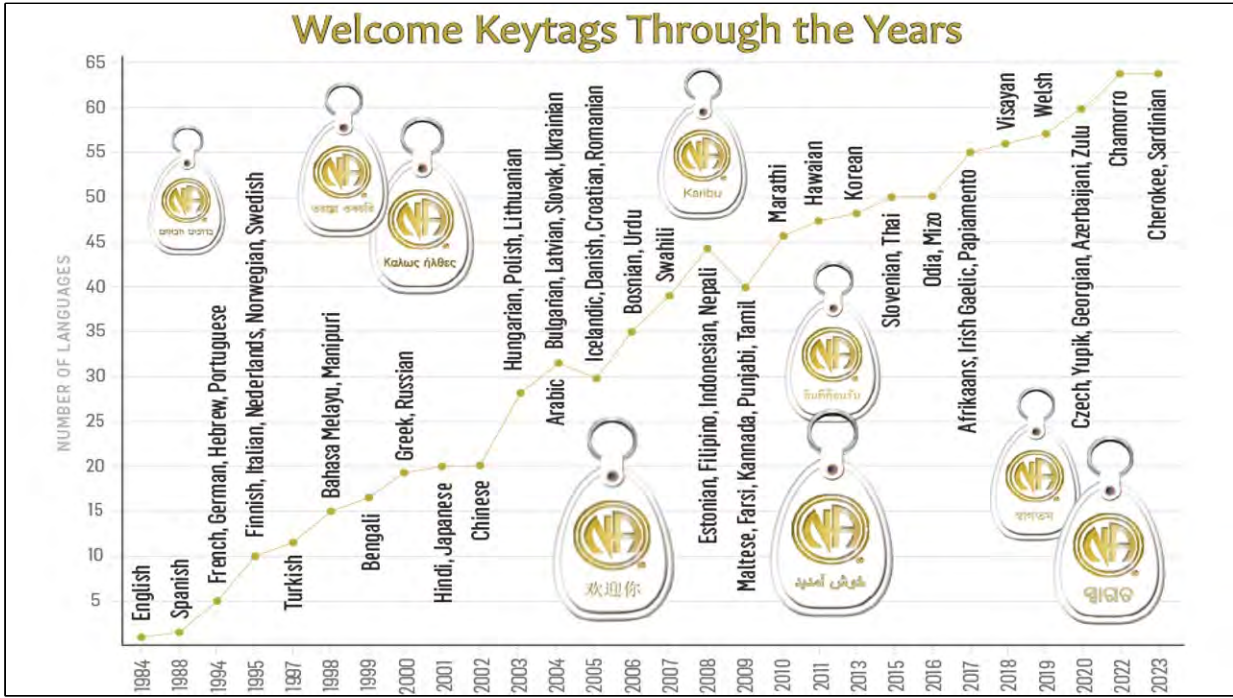
As we mentioned earlier, WSC 2023 made a decision to revise the Trust document as well as decisions to revise the Operational Rules and the Use Policy.



This map shows the 100 languages NA members speak. We translate literature into 57 of those languages.

Translations play a huge role in growing NA. Translations work is coordinated among a local translation committee, or LTC, made up of committed members who are native speakers; as well as contracted professionals; and NAWs staff.

It takes a great deal of resources to produce translated literature. It's not just about money. The scarcest resource is human. If you want to learn more about translations, check out Translation Basics, which is posted at na.org.



Many of the languages in NA are reflected in our keytags. We produce welcome tags in 64 languages. Keytags are sometimes created in indigenous languages to better welcome members in their own language and culture, even if that language isn't spoken in the meeting they are attending. Examples are Hawaiian, Welsh, and others.

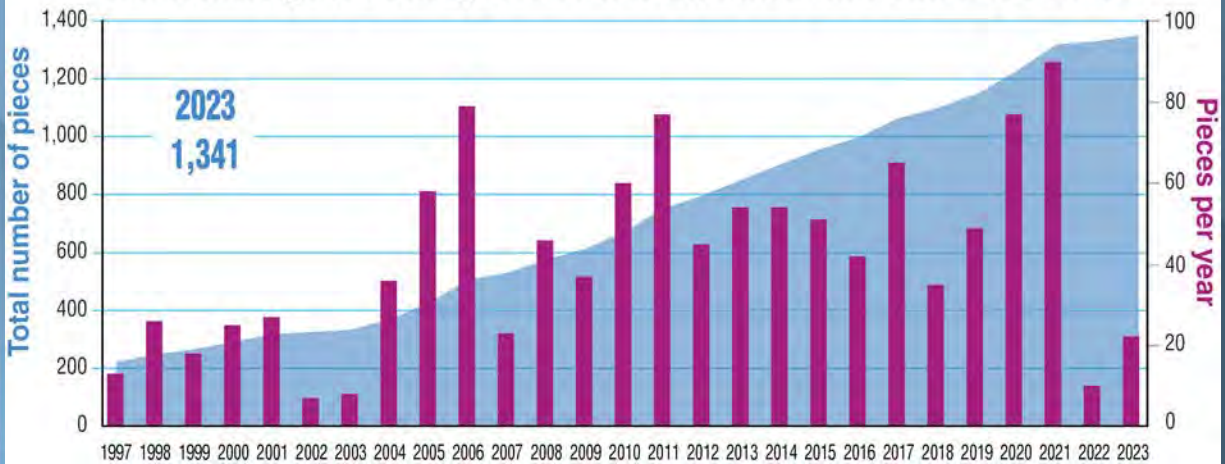
SOME OF OUR LATEST TRANSLATIONS



around the world.

lives. It helps addicts hear our message through the shared experience of members

Total Published Translated Items & Pieces Per Year for Fiscal Years 1997–2023

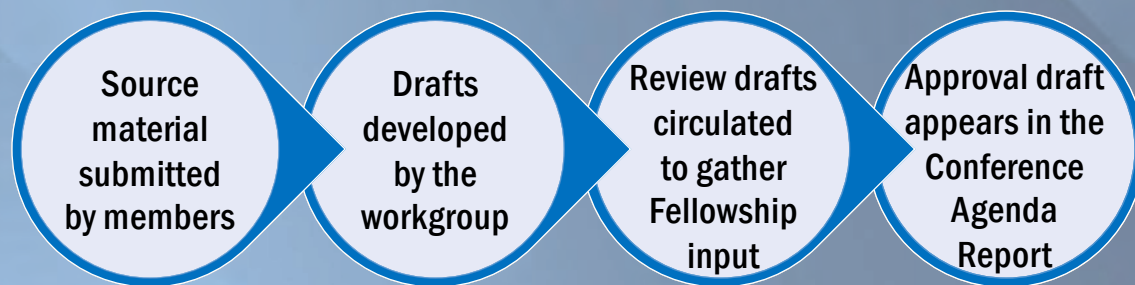


This graph shows the number of translated items published at World Services as of the end of the 2023 fiscal year, which was June 2023. At that time, we had published 1,341 translated titles.

Local members do the heavy lifting in almost all translations. It takes dedicated members willing to devote countless hours to the work, even when a professional translator is used. We oversee translations to make sure conceptual fidelity is maintained, and we organize proofing, copyrights, layout, and production. For almost a year, during the pandemic, we had a translations staff of one and a production staff of one. We are slowly building back and now have a translations team of three and half.

By addicts, for addicts

(our literature development process)



For the last 20 years, each literature project has the same basic process.

- We survey the Fellowship for input about the project itself.
- We collect source material from members.
- Form a workgroup of members who review all of the source material and the resulting drafts.
- Release drafts for Fellowship review
- Revise based on input.
- Publish an approval draft no later than with the CAR publication.

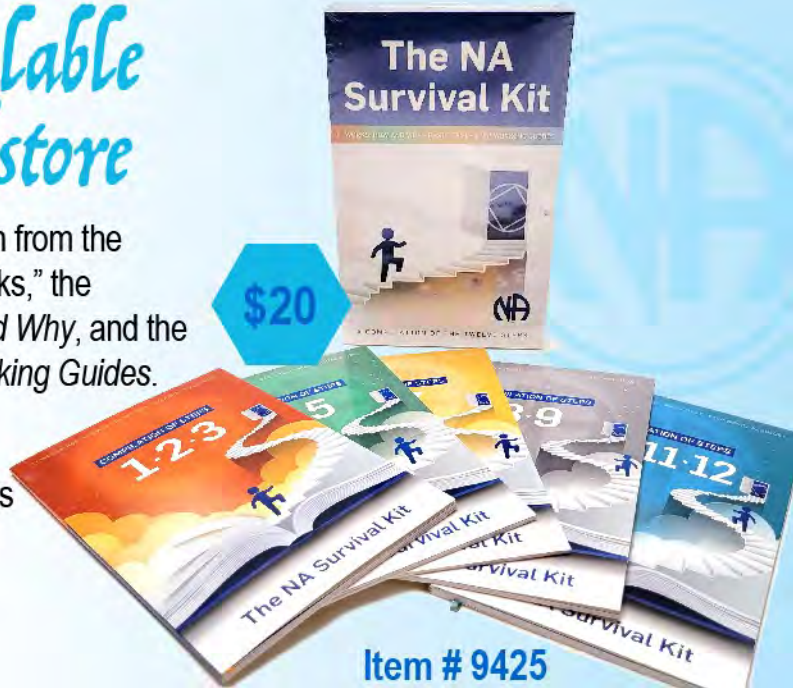
It's a process that allows members all around the world, regardless of literacy level or language spoken to contribute.

Recently, we've been able to use the volunteer form posted on na.org/projects to form web meetings with any interested member to work on projects like the revisions to the Loner IP and H&I Basics, the creation of Virtual Service Basics, and the restructuring of our website.

Now available
in the webstore

For each Step, there's a section from the Basic Text chapter "How It Works," the chapter from *It Works: How and Why*, and the chapter from *The NA Step Working Guides*.

The NA Survival Kit consists of five slip-cased sections:
Steps 1–3, Steps 4–5,
Steps 6–7, Steps 8–9,
Steps 10–12.



NA's Basic Text explains the significance of the Steps in this way:

The steps are our solution. They are our survival kit. They are our defense against addiction which is a deadly disease. Our steps are the principles that make our recovery possible.

"How it Works," *Narcotics Anonymous*

Information about the Twelve Steps is included in three different NA books. It's common for NA sponsors to advise sponsees to read about the Step they are working in the Basic Text *and It Works: How and Why* before answering the questions in *The Narcotics Anonymous Step Working Guides*.

In that spirit, we have published this material into one boxed set titled *The NA Survival Kit*. For each Step, the Survival Kit includes the section from the Basic Text chapter "How It Works," the chapter from *It Works: How and Why*, and the chapter from *The NA Step Working Guides*, with the questions numbered rather than bulleted.

The NA Survival Kit consists of five bound packets together in one slip case:

- Steps One, Two, and Three
- Steps Four and Five
- Steps Six and Seven
- Steps Eight and Nine
- Steps Ten, Eleven, and Twelve

It can be found at www.na.org/webstore



2024 has ushered in some changes for NAWS.

NAWS has switched from an interface that lists meetings, to one that lists local websites and phelines on the website and app.



Map pins show service body locations, not meeting locations

[More information at na.org/meetingsearch](http://na.org/meetingsearch)

Instead of trying to maintain information for individual meetings in more than 140 countries, our meeting search page and app now point people to local websites and phelines. Meeting information maintained by local service bodies is more likely to be accurate and current. To make this change, World Services needed help from local service bodies with geotagging so that we could map search results and make sure our data for areas, regions, and phelines is current.

More information at na.org/meetingsearch

CHECK THIS OUT...

na.org/virtualmeetings

NA World Services now maintains a list of virtual meetings around the world.

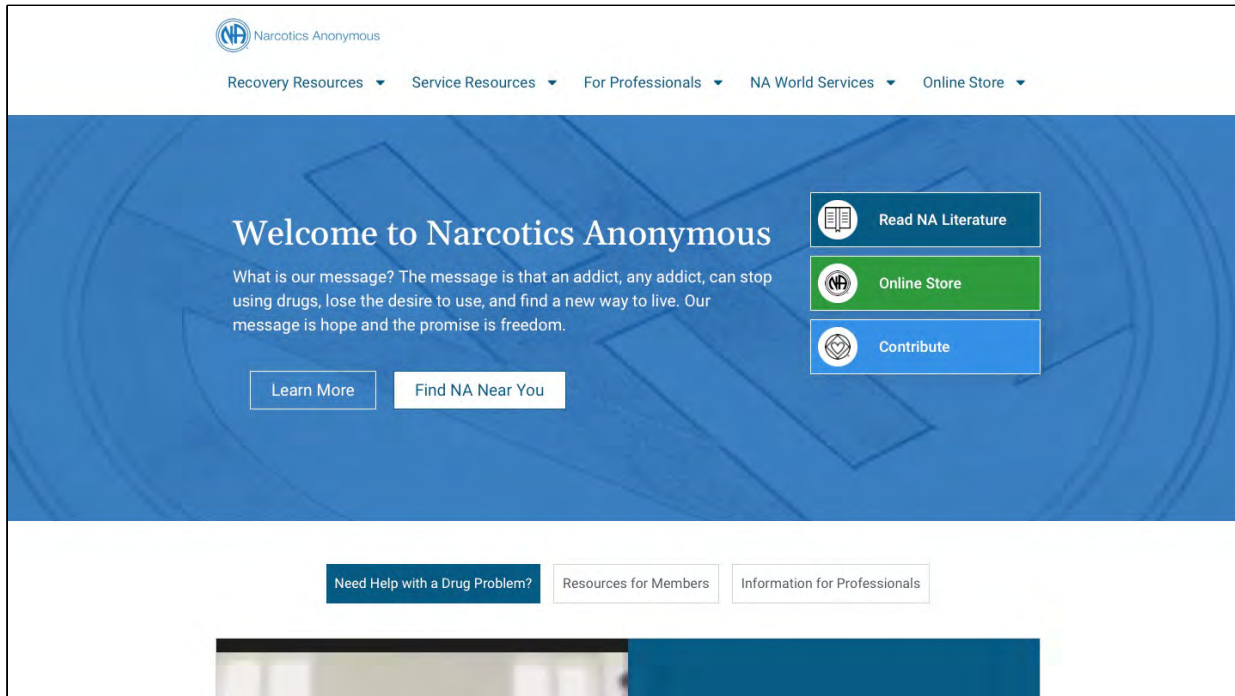
If you are involved with a virtual meeting or with your local meeting lists, please check to ensure that meetings are listed correctly.

The 2023 World Service Conference passed a motion acknowledging that an NA meeting that meets regularly in person or virtually can choose to be an NA group if they meet the criteria described in The Group Booklet.

With increased virtual meetings since the pandemic, it has become more important than every to help members find them.

NAWS maintains list of virtual and hybrid meetings around the world.

There is also a new shortened URL na.org/virtualmeetings



We are delighted to announce that the new na.org website is up! Our IT team accomplished a minor miracle in getting this together. We have known for some time that the days our old website could stand would be numbered. When the website failed, our IT team went into overdrive.

What you see now at na.org looks different from the website you may be used to accessing, but nearly all the same information is still there. We believe it will be easier to navigate, less confusing, more readable, more secure, and less likely to leave us in the lurch again.

With the new website comes new links. If your service body website has links to readings and IPs, those will have to be updated. If you have other links to pages at na.org, please check to make sure your links are functional as soon as you (or your webservant) can.

Features will be added and errors corrected every day. Perhaps most notably, the Search feature will be enabled in the future. Until then, you can use the sitemap in the footer (which we are also working on expanding)—and please explore the website!

There are a few large files that are still unlinked, but fear not! They will be made available in the near future. Nothing has been lost.

One advantage of the new site is that it is responsive (mobile friendly) now. We look forward to delivering the free recovery literature we have posted in a more mobile friendly format than ever before; watch this space! We'll let you know when this much-desired improvement is in place.

Virtual Meeting Resources

This page contains links and resources to help addicts meet online or by phone. To share a locally developed resource, email fs@mail@na.org.

[Virtual Meeting Starter Kit](#)

Home » Virtual Meeting Resources

[Click here to find virtual NA meetings](#)
[List or update virtual meeting information](#)

[Attendance Cards in Virtual Meetings](#)
[Securing Meetings on Zoom \(local resource\)](#)

- Virtual Meeting Basics
- Quick Start Guide
- Hybrid Meeting Resources
- Seventh Tradition
- On-screen Resources
- Resource Collections
- Miscellaneous

na.org/virtual

On-screen Resources

Literature:

- How to access free recovery literature on na.org (local)
- Flier on available NA eLit (NAWS)

Keytags and Chips:

- Keytags in one file (NAWS) - English | Portuguese | Spanish
- Keytags in all languages available (NAWS)
- Chips in one file (NAWS)

On-screen Meeting Formats:

- Online Format Draft from The NorthStar Group (local)
- Virtual Meeting Slideshow Template from Toronto ASC (local)
- Arabic Virtual Meeting Format (local)
- Arabic Virtual Marathon Meeting Format (local)

Miscellaneous Slides for Meetings:

- Service Prayer slide: English | Portuguese | Spanish
- WCNA slide
- WCNA Volunteering
- Vision for NA Service slide
- How to Stay Informed
- Media Page slide
- New Meeting Finder slide
- eLit slide

World Service Contributions:

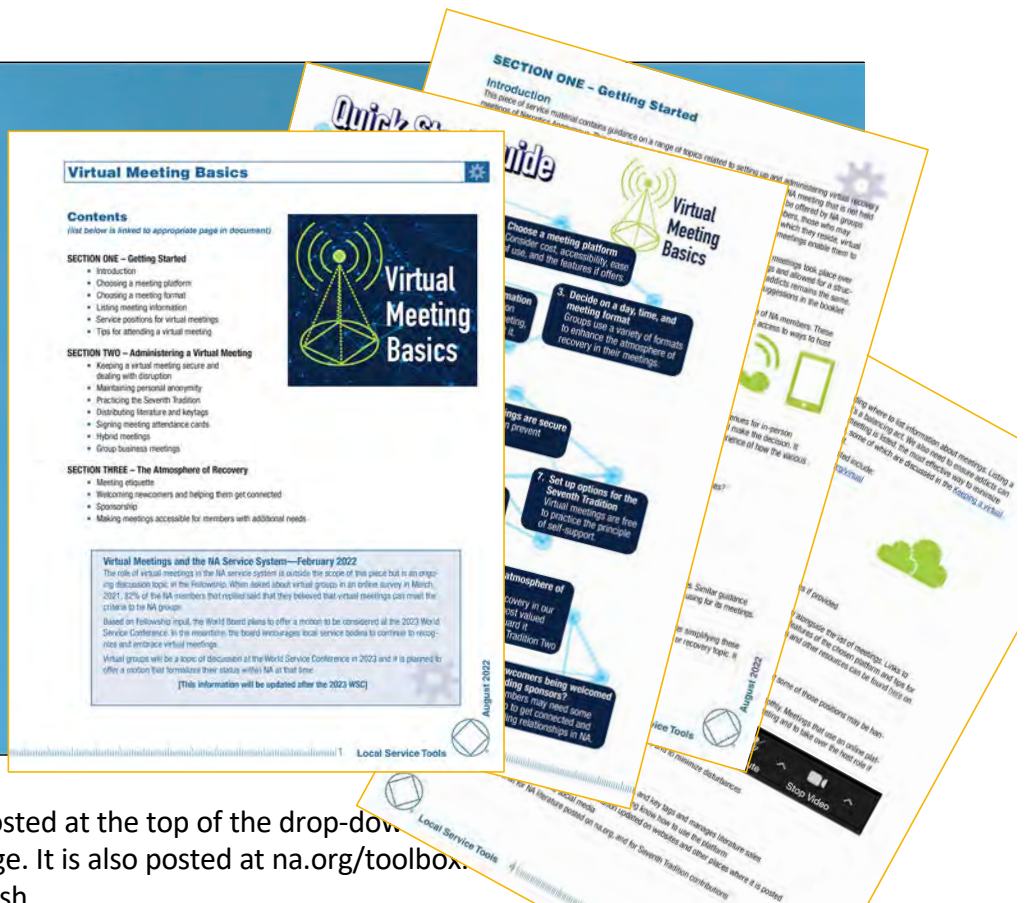
- Text to Give
- QR code www.na.org/contribute
- QR for Quick donation slide
- Why Contribute JPG: English | Portuguese | Spanish

Most of NA had to learn to do things differently during the pandemic. We provided a lot of online service and support for virtual meetings and service efforts.

One of the first things we did when so much of the world closed down was to post a page of resources to help addicts find virtual meetings and to help members who were serving meetings and service bodies virtually: na.org/virtual . It is a treasure trove. We post new materials here regularly.

The page includes: onscreen resources for virtual meetings, info on hybrid meetings, 7th tradition, and more.

VISIT
na.org/virtual
or
na.org/toolbox
to download!



Virtual Meeting Basics is posted at the top of the drop-down menu on the Meeting Resources webpage. It is also posted at na.org/toolbox in English, Farsi, Hungarian, and Spanish.

This tool comes from the Local Service Toolbox project.

We held many open webinars on the topic. We also collected a lot of resources from our members and servants around the world. We posted several surveys to collect information. We used all of that information to put together a tool that compiles best practices for virtual meetings.

The tool covers a range of topics related to virtual NA recovery meetings, including

- keeping meetings secure from disruption,
- welcoming newcomers and sponsorship,
- practicing the Seventh Tradition and signing attendance cards
- making meetings accessible
- hybrid meetings
- and more

We hope to take a similar approach for Virtual Service Basics

Locally Developed Service Material

This is a compilation of locally developed material that NA service committees have decided to share. Although this material is not formally approved or endorsed by NA World Services or the World Service Conference unless clearly designated otherwise, it is presented as a resource so that NA service bodies might benefit from others' experience and work. Anyone is free to download, use, or adapt any of these materials as your local service committee sees fit. Please look in the subheadings for files in languages other than English.

na.org/localresources

If your area or region wishes to share locally developed resources, please send them to fsmail@na.org, and we will post them on the site. NA World Services reserves the right to remove any item from this area without exception.

- Addressing predatory, disruptive, or violent behavior
- Conventions & Events
- CBDM
- Groups
- Financial, Legal, and RSO
- Guidelines, Bylaws, etc. (ASC, RSC, & Subcommittees)
- Miscellaneous
- NA Logos (Please Read FIPT Bulletins 1 and 3 before downloading files)

- Newsletters
- Public Relations (PR/PI, Phoneline, PSA, H&L, Inmate Step Writing)
- Planning
- Rural Service Resources
- Service System
- Technology
- Trusted Servant Training & Elections Resources
- Workshop Resources
- Local Service Resources in Other Languages (French, Hebrew, Portuguese, and Spanish)
- Zones

Another place on our website that you can find lots and lots of resources for groups and service bodies is the Local Service Resources page: na.org/localresources

If you have a resource or tool that others might benefit from, please send it to worldboard@na.org.

Web Meetings



Public Relations



Hospitals & Institutions

Email pr@na.org for more info!

We hold PR and H&I web meetings that are a great way to gather information and share experiences on service related topics.

These meetings are focused on members talking to each other and sharing successes and challenges. We've been holding them on a quarterly basis for years. You can find a complete list at na.org/webinar.

If you're doing PR service work, and are interested, send an email to pr@na.org and we will keep you updated about dates and topics.

Webinars

Join us for a webinar on 31 October 11 am PDT

Virtual Meetings

We will hear about best practices. Then have a Q&A session.



Webinar ID: 948 1479 3098
Spanish and Portuguese translation provided.
Contact webinars.org if you require other interpretation.
Also streamed live. Link will be posted to www.na.org/webinars before meeting starts.

4 September 11 am - 1 pm

Creating a Safe and Welcoming Atmosphere In NA web meeting

Web meeting ID: 848 7901 0226
Spanish and Portuguese translation provided.
Contact webinars.org if you require other interpretation.
Also streamed live. Link will be posted to www.na.org/webinars.

19 March 11 am - 1 pm PDT

How do we attract members to service?

Please join us for a webinar. We will hear from members around the world and have time for questions.

Webinar ID: 826 9814 3020
Spanish and Portuguese translation provided.
Contact webinars.org if you require other interpretation.
Also streamed live. Link will be posted to www.na.org/webinars before meeting starts.

9 July 11am-12:30pm PDT (18:00-19:30 GMT)

Please join us for a webinar about new ideas for Fellowship development.

We will hear from members around the world and have time for questions.

Fellowship development is planting a seed of hope.

Webinar ID: 989 0974 5931
Spanish and Portuguese translation provided.
Contact webinars.org if you require other interpretation.
Also streamed live. Link will be posted to www.na.org/webinars before meeting starts.

20 March 11 am - 1 pm PDT

Come see for yourself! Current activity at NA World Service aka NAWSS

You've seen it at various other service meetings. Now you can see it for yourself!

Webinar ID: 948 1479 3098
Spanish and Portuguese translation provided.
Contact webinars.org if you require other interpretation.
Also streamed live. Link will be posted to www.na.org/webinars before meeting starts.

5 November 10-11:30am (17:00-18:30 GMT)

Please join us for an open webinar on Public Relations

We will hear from members around the world on these topics:

- Starting PR committees
- PR efforts outside the US
- Collaboration of PR & H&I
- Gratitude and joy with PR service

Webinar ID: 864 4205 2497
Spanish and Portuguese translation provided.
Contact webinars.org if you require other interpretation.
Also streamed live. Link will be posted to www.na.org/webinars before meeting starts.

1 May 11 am - 1 pm PDT

Hear inspiring stories from around the world about carrying our message.

Webinar ID: 932 7436 9774
Spanish and Portuguese translation provided.
Contact webinars.org if you require other interpretation.
Also streamed live. Link will be posted to www.na.org/webinars before meeting starts.

10 November 3-4:30pm PST (21:00-30:30 GMT)

Please join us for an open webinar on H&I (Hospitals & Institutions)

We will hear from H&I trusted servants around the world on these topics:

- How to attract members back to H&I service
- How to handle the rotation of institutional officers
- Collaboration of H&I and PR
- Adjusting to the impact of COVID related requirements

Webinar ID: 840 7214 6690
Spanish and Portuguese translation provided.
Contact webinars.org if you require other interpretation.

18 December 11 am PST

Carrying the Message Effectively and Virtually

We will hear from H&I trusted servants around the world on these topics:

- How to attract members back to H&I service
- How to handle the rotation of institutional officers
- Collaboration of H&I and PR
- Adjusting to the impact of COVID related requirements

Webinar ID: 840 7214 6690
Spanish and Portuguese translation provided.
Contact webinars.org if you require other interpretation.

na.org/webinar

We also hold quarterly webinars open to any interested member on topics of general Fellowship interest. You can find the latest posted at na.org/webinar.

WSO Iran continues to be steadfast in providing communications and translations for members who speak Farsi.

Fellowship Development Resources

Fellowship Development is an umbrella term for the many ways service bodies help to grow NA. From local service workshops and outreach campaigns to trips overseas to help addicts launch NA groups in their own communities, Fellowship Development ultimately aims to carry our message to more addicts.

Home » Fellowship Development Resources

- How to Start an NA Meeting**
Guide for addicts seeking to launch a new NA meeting.
- PR Resources**
Guidance and tools for helping increase NA's public reputation to help more addicts hear the NA message.
- Service Basics**
Short, digestible guides to different types of NA service.
- Workshop and Issue Discussion Material**
Information and materials for conducting local workshops about Fellowship-wide issues.
- Rural Service Resources**
Tools for carrying the message to addicts in remote areas.
- Fellowship Development Videos**
Videos showcasing the growth and development of NA around the world.
- Maps, Diagrams, and NA's Growth**
Material illustrating how NA members and NAWS work together to bring the message of hope to addicts worldwide.
- Webinar Archive**
Recordings of addicts sharing their experiences and information about service topics.
- Locally Developed Service Material**
Resources shared with NAWS by local service committees to inspire and guide local service everywhere.

na.org/fdresources
na.org/videos
na.org/maps

The old media page has been spread out to other locations on the new website.

You can start at na.org/fdresources where you can find the bulk of material for local service workshops and outreach campaigns.

From there you can access the videos page (shortcut is na.org/videos) or the page “Maps, Diagrams, and NA's Growth” (short cut is na.org/maps)



On the na.org/videos page there are a few videos posted that would be great to play at workshops or events.

On the “Maps, Diagrams, and NA's Growth” page you will find all sorts of posters and documents that could be used in service meetings and some that



A huge thank you to everyone who made WCNA 38 so powerful. We hope that all of us who were touched by the WCNA experience bring that Power of Love home to our communities, and use that energy to reach out just a little bit more than we did before. Addicts all over the world are dying to hear our message, and we each have work to do!

As you may have heard, registration was well below our projected break-even point. We know that there are many questions about WCNA 38's financial outcome, but it is too early to provide exact information. We know that it will not be financially successful and will incur a significant loss, but at this time, we just are not sure to what degree. We are still paying bills and reconciling rebates, etc. It will take some time for the dust to settle. There were only 17,160 paid registrations with approximately 1,300 newcomer packages given away. We typically include a financial accounting of the convention in the [Annual Report](#).

. But on a positive note, we can say that overwhelmingly the people in attendance had a wonderful convention experience.

**Please take a few minutes to
fill out the 24 question survey
at na.org/survey**

**The Membership Survey allows us
to learn more about who has heard
our lifesaving message and where
we can better focus our efforts.**



World Services launches a survey of our diverse, dynamic Fellowship every world convention.

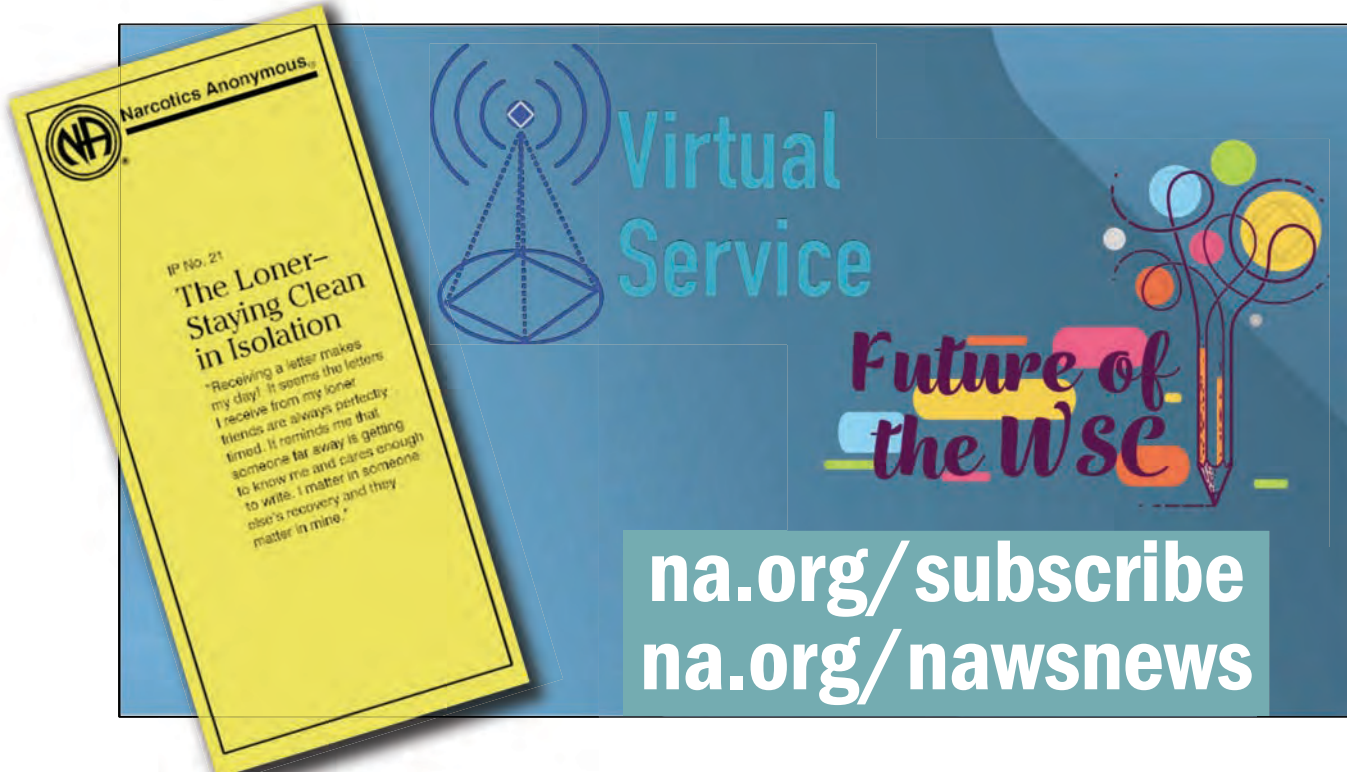
Please fill out a survey and encourage others to. It's posted at na.org/survey in 7 languages until 31 January 2025.

The survey results help us better carry the message, find out "who is missing," and educate professionals about the people and the program of NA.

As a result of the COVID pandemic, to suspend the World Convention of NA (WCNA) rotation policy after 2024, to allow the World Board to determine what is possible and practical moving forward and then seek approval from conference participants.

We're not sure where and when the next world convention will be held. The 2023 World Service Conference passed the motion on your screen with consensus:
As a result of the COVID pandemic, to suspend the World Convention of NA (WCNA) rotation policy after 2024, to allow the World Board to determine what is possible and practical moving forward and then seek approval from conference participants.
Intent: Given the disruption in the rotation of WSC and WCNA that has already occurred, the increases in event costs, and the other changes brought about by the pandemic, to allow an evaluation by the World Board and approval by conference participants for what is possible and practical in the future.
The board will report any recommendations to conference participants and seek their approval

MWBR



Prior to WCNA, we had a number of different focus group meetings, among them were focus groups to help guide revisions to The Loner IP and to develop a draft of Virtual Service Basics.

Future of the WSC workgroup has had discussions that were focused on planning and framed ideas for conference participant discussion.

We've picked up work on all projects and will keep you updated as we have more to report.

Stay up to date with projects by subscribing to NAWS Update emails at na.org/subscribe or read NAWS News which can be found at na.org/newsnews

New Survey about Step Working Materials **www.na.org/survey**

We are embarking on this survey so that we can hear from the wide world of NA about what members want, need, and don't want in new or revised Step working material.

Of course, we have Step working material already, but NA members work Steps a lot! And we take a variety of approaches.

Many members have asked for more or different material and the World Service Conference prioritized this for discussion.

Step working material (either new or revised) was prioritized in the 2023 *Conference Agenda Report* survey, and the 2023 World Service Conference reached consensus that it would be one of the focuses for the recovery literature project this cycle.

Of course, we have Step working material already—and as many of you know, existing material from NA's books is being bundled into the *NA Survival Kit*, which is now available. But NA members work Steps a lot! And we take a variety of approaches. Many members have asked for more or different material.

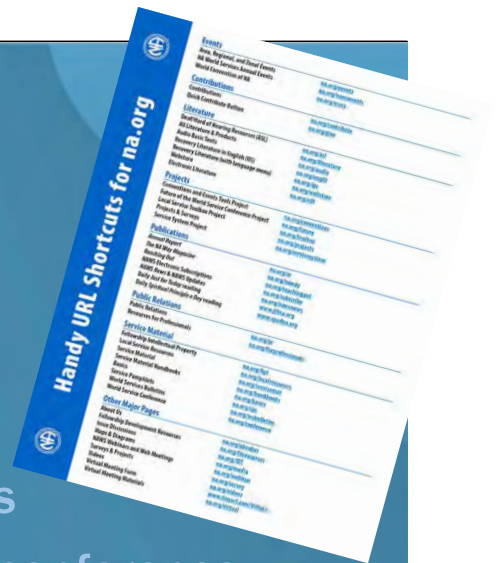
We have posted a survey to help determine what the Fellowship as a whole is looking for in new or revised Step working resources.

The responses to the survey will shape a project plan for the 2026 Conference Approval Track material. You can find it at na.org/survey

For more information

- **NAWS News:** na.org/newsnews
- **Annual Report:** na.org/ar
- **About Us:** na.org/aboutus
- **Projects & Surveys:** na.org/projects
- **World Service Conference:** na.org/conference
- **FD Resources:** na.org/fdresources

A complete list of short URLs is posted in Miscellaneous on na.org/maps



Most of our frequently accessed webpages have **URL short cuts**. Here are some of them. You can find a longer list of these shortcuts posted in Miscellaneous on na.org/maps

There is so very much more that we do at World Services, much more than we can cover in one presentation. For more information, see our FD resources page, NAWS News, and the Annual Report.

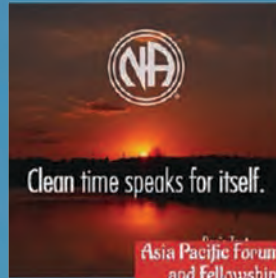
Join us on Instagram

@narcoticsanonymous & @naglobalevents

Send us your pictures, memes, event flyers, and ideas for posts:

- If they are your creation or in the public domain
- Don't show members' faces
- Have wide interest to NA around the world.

Share your joy
socialmedia@na.org



Asia Pacific Forum Public Relations
and Fellowship Development
in Bogor, Indonesia



Our Instagram handle is @narcoticsanonymous.

Check it out if you haven't already

We also have an Instagram account just for events @naglobalevents where we post flyers for area, regional, and zonal celebrations and service events. If you have an event flyer you'd like posted or an idea for Instagram let us know: socialmedia@na.org.



Questions and Answers