

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.

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2010 CAR – Available 25 November at a cost of \$8.00, including shipping and handling. It will also be posted at <http://www.na.org/conference>. Translated version in Spanish, Portuguese, French, German, and Swedish will be available 25 December.
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Membership Survey – You can complete this survey online or by downloading a copy and mailing or faxing in your responses. We will keep this survey online until 31 December 2009, and we encourage you to spread the word! The website address is <http://questionnaire.disc.na.org> Please forward this link to your friends!
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“Living Clean” – The first review and input period for “Living Clean” has concluded and we will have more material to send out to you in 2010. You can help contribute source material even before review by sharing your experience with any of the topics in the outline online here <http://www.naws.org/lc/> or by simply emailing your ideas based on the outline.
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Financials – We are in a new fiscal year and will have the audit for the fiscal year ending 30 June 2009 finalized soon. After the board has accepted the audit, we will be sending out the annual report which includes the audit, financial detail, and lots of interesting information about our activities on your behalf from July 2008 through June 2009. We continue to ask for your financial support in carrying the message worldwide in these challenging times.
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Workshops – A worldwide workshop was held in Boston, Massachusetts, 20–22 November 2009, and one will be held in Japan 11–13 December. Please visit <http://www.na.org/?ID=nawsevents-event-reg> for more information.
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WCNA 33 – Was held in August and was a remarkable demonstration of our fellowship. There were many firsts for us – members from sixty-five countries in attendance, simultaneous translations in ten languages, and our US members were actually outnumbered! Thank you all for joining us. Convention audio sales will continue for a few months. You can find the link at <http://www.na.org/wcna>.
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New Products – Gift edition Basic Text, new Basic journal, Acrylic Medallion Holders, WCNA Postcard Set, and 2010 CD-Case Calendar. For more information see our November Product News Flash at <http://www.na.org/?ID=catalog-products>
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WSO-E Online Literature Sales – Now online and operating. If you live in Europe, please check it out at <http://www.na.org/?ID=OrderLiteratureOnline-ESO>
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HRP – Is now busy in the nomination process and wants to thank all members, regions, zones, and the World Board for participating in the process.

Go to *NAWS News* at <http://www.na.org/?ID=reports-nawsnews-nawsmain>



MOVING FORWARD IN THIS CYCLE; MOVING TOWARD THE NEXT CYCLE – OUR VISION, OUR FUTURE

The World Board met 21-24 October 2009 in Chatsworth, CA. We spent the majority of our four-day meeting planning the 2010

Conference Agenda Report and our Strategic Plan for 2010-2012, which will be finalized in January 2010 for inclusion in the Conference Approval Track (CAT) mailing. We do not plan to reprint that information in *NAWS News* and strongly encourage you to read both documents. They will be posted at <http://www.na.org/conference> with the user name and password of WSC2010.

Our Vision, Our Future is the theme we chose for the 2010 WSC and the 2010-2012 conference cycle. This theme seems to appropriately capture what we think is the focus for the upcoming conference and the conference cycle ahead. We are offering a revised vision statement for all NA services in the *Conference Agenda Report* this year, but it is essentially a restatement of our current NA World Services Vision Statement. The existing statement has served us well over the years and has had broad support at workshops and the conference. Our vision has functioned as an effective reminder that we must always be focused on carrying the message across many languages and cultures, that we all need to work together in order to be effective, and that our public relations activities are vital to our primary purpose. We are not presuming what the conference will do with anything we present, but think this will be a good theme for us regardless of the conference's decision about our proposed revised vision statement.

Our meeting continued its focus on pieces that will eventually be presented to the conference. We finalized the two self-support pamphlets, *Money Matters* and *Funding NA Services*, as well as the revisions to *In Times of Illness*, for inclusion in the *CAR* as approval drafts. We discussed our "Living Clean" project and forecast review dates for the rest of the project. We spent a full day considering the revisions to the vision statement, current ideas from the Service System project, and the WSC seating and purpose. These ideas will be addressed by the board and the Service System Workgroup in January 2010, so we can present ideas that can work together for conference discussion. We finalized the priorities and realities of what we believe we can accomplish for our 2010-2012 Strategic Plan, and how to reduce costs for the *The NA Way*. We also considered what worked and did not for WCNA 33, and the current financial picture of NAWS. We began to frame our recommendations for the three regions who requested WSC seating and our ideas for the next cycle. We will be discussing this more

with you in January in the CAT. And last, but certainly not least, we examined the 2010 *Conference Agenda Report* in detail focusing on what discussions we want to forward for fellowship discussions.

DELEGATE SURVEY

We mentioned that we will be forwarding discussions in the *CAR* for the 2010 conference; however, we have not finalized all sessions for the conference. We have sent a survey asking delegates what sessions would be beneficial for them. We have heard back from only a small percentage, but we extended the timeframe and are still hoping to hear from you. Thank you to all who participated.

MEMBERSHIP SURVEY



There is still time for members to participate in our membership survey! We are keeping this survey up through 31 December 2009. For the 2007 survey, we had more than 13,000 members take part in ninety days; with the 2009 survey, we have 5,073 online responses so far. We implore you to take the time and complete a survey. In case you are wondering why you should complete a survey, the information gathered helps us demonstrate to professionals who work with addicts and rely on data that NA is a valuable community resource for addicts seeking recovery. Our vision is for NA to be viewed as a credible and viable recovery program; this survey helps illustrate that we are. Surveys are anonymous; information is gathered, yet no names are needed. Please take the time to complete a survey; let your membership in NA help pave the way for other addicts to find freedom from active addiction in NA. This survey is online at <http://questionnaire.disc.na.org>.

Now, if members choose to fax or mail their completed surveys, we will gladly accept them. We request that each member complete only one survey. Some areas and regions may choose to collect surveys in a batch, like asking all GSRs and trusted servants to complete a survey and return to the area's designated person. For those who choose this approach, we suggest that they contact Stephan@na.org who will assist them with the online entry process.

So, be a part of the NA membership and join the thousands of members in completing this survey.

WE NEED YOUR HELP!



We have just launched a new version of the local phonenumber and website search application on our website at <http://www.na.org/?ID=phonenumber>. It is quick, fast, and easy to use. We want to develop something just as user-friendly, if not more so, for the meeting search function, but we need your help. A significant portion of the meeting information we have is incorrect or unusable due to the addresses we have on file. There is an old saying that can be applied to databases: "Garbage in, garbage out." This means that the information a visitor finds on our site can only be as good as is the information we are provided with by areas and regions.

We have implemented a number of ways to make it easier for local web servants to get us the updated meeting data. Over the next few months we will start a campaign to clean up the information we have in our database about NA meetings; however, we cannot be successful without you. For more information about how you can help, please contact fsteam@na.org, and stay tuned for updates about this project. Thanks for your willingness, as always, to help us!

CONFERENCE PROJECT UPDATES

For more details about any of these projects, please see the 2010 *Conference Agenda Report* which will be released 25 November 2009 in English and 25 December 2009 for translated languages.

Living Clean



We concluded the review and input of the "Living Clean" outline and the first two chapters on 15 Sept 2009. Even though the workgroup has not fully considered all of the input, we want to thank you for participating in the process. As a result

of the review and input process, we decided to reorganize the chapters. In our initial outline, "Living Spiritually" was to be chapter seven; we revised the order of the chapters and chapter seven is now to be chapter three. We thank you for your input which helped us to revise the outline. Our new proposed chapter order is:

- Chapter 1. Practicing these Principles in All Our Affairs
- Chapter 2. Identity
- Chapter 3. Living Spiritually
- Chapter 4. Physical Selves
- Chapter 5. Relationships
- Chapter 6. Moving Beyond Social Acceptability
- Chapter 7. The Journey Continues

Our second review and input period is scheduled to be 1 April – 30 June 2010. This will include the chapters "Living Spiritually," "Our Physical Selves," and "Relationships." We selected this time frame so that local communities can capitalize on the energy generated by the events leading up to the WSC to make members aware of the upcoming review period, and hopefully maximize the number of members participating in the review and input workshops. Our first round of review and input received 830 downloads and 397 packets of review material were mailed. We received 103 input responses. We would like to hear from more members with our second review and input period. The online response survey will go active when we distribute the materials.

The workgroup met 5-7 November 2009, and will meet again 28-30 January 2010, to continue drafting the remaining material and to begin factoring in the feedback received from the fellowship in the review and input process. One area in which your contributions would be most helpful at the moment is to submit material for the chapters of Moving Beyond Social Acceptability and the Journey Continues. We would like to take this opportunity to thank members for their contributions; we have received source material from our worldwide fellowship. Most recently a "Living Clean" workshop was held during the recent CANA/CCNA convention; as a result, more than 150 members provided us with source material for those chapters. We encourage everyone else to be a part of our book by sharing your experiences!

We continue to use the "Living Clean" discussion board at: <http://www.naws.org/lc/> to gather input and to receive feedback on the project.

Service System

At their July meeting, the Service System Workgroup began to consider options for alternative system models, focusing first on the structural component. To guide this effort, the workgroup reviewed a list of the major challenges in our current system, identified from several years of discussion at workshops around the world, as well our own conversations as a board. Having created several possible structural ideas, the workgroup then means-tested these options to see how well they may perform to meet our service delivery needs. Means testing is a structured process of reviewing ideas and refining them; the workgroup will continue exploring possibilities and will consider options for further elements of the system in the upcoming months.

During our October board meeting, we devoted agenda time to familiarize ourselves with the workgroup's ideas by undertaking a shortened version of the means-testing process. Following this process, we offered input to the workgroup for their upcoming meeting when the workgroup will begin to revise these structural elements.

We are planning another joint meeting with the workgroup in January to further develop the options we will be talking about with delegates at WSC 2010. We also spent some time exploring ideas for seating at the WSC, and will use our joint meeting with the workgroup to see if our ideas for the WSC and the service system work together. Ideally, the seating at the WSC and the service system ought to mesh; they are interdependent. When we were considering seating, we reviewed and explored the purpose of the World Service Conference – why we all come together biennially and what we hope to accomplish at the conference. Coupled with the purpose is a consideration of cost for this event. These costs have substantially increased since we have moved to full delegate funding, and one of the goals in considering seating is to ensure that the conference makes best use of fellowship funds. Additional information for discussion and deliberation will be forthcoming in the January *NAWS News* and the March *Conference Report*. In the meantime, we encourage you to read the essays in *The Conference Agenda Report* pertaining to the service system and NAWS resources; these will contain more information on both these topics.

At our October meeting, we also finalized the vision statement that we will be offering for approval through the *CAR* at the 2010 conference. To briefly recap, we refined the existing NAWS Vision Statement with an aim to speak to service in NA as a whole, rather than just the service efforts of NAWS. Our hope is that “A Vision for NA Service” will serve as a unifying ideal for all of us to strive toward and will guide us in all our efforts to further carry our message of recovery.

Self-Support

As we reported in the previous *NAWS News*, the Self-Support Workgroup held their final meeting over the same weekend in June that the board met. The workgroup was able to accomplish a great deal of work during that meeting and with the help of the fellowship input, made decisions about revisions to the two self-support pamphlet drafts. At our October board meeting, we signed off on the two pieces as approval drafts for inclusion in the *CAR*.

Our hope is that these new self-support pamphlets will raise awareness among our members about the importance of self-support and individual contributions in NA. We also hope to encourage groups to contribute directly to each level of service, as a way to begin working toward a more stable fund flow that better covers the cost of services at all levels.

The two approval draft pamphlets will be included as addenda to the *CAR*: the shorter graphical piece, *Funding NA Services*, and the longer, textual piece, *Money Matters: Self-Support in NA*. The *CAR* will contain two motions for the approval of these pieces, one to replace existing IPs #24 and

#25 with *Money Matters: Self-Support in NA*, and the other to approve IP #28, *Funding NA Services*.

In Times of Illness



The *In Times of Illness* Workgroup met for its final time 18-20 June, 2009. Responses to the review draft were collected and given to the workgroup. The workgroup meeting produced a list of revisions that are reflected in the approval draft. The workgroup members felt that these changes are the result of careful deliberation and group conscience.

The World Board voted to approve the revised draft at our October meeting. The approval draft of the revised booklet will be available in the 2010 *Conference Agenda Report* addenda; the *CAR* will contain a motion to approve the revised booklet.

Input on the revision was overwhelmingly positive; however, ideas collected from the fellowship helped further improve the draft. The revised booklet was created using the original as an outline. Nothing was removed, only shifted and updated. We choose to use a warm, inviting tone and language consistent with our Basic Text. We added tips on applying spiritual principles throughout all sections, focusing especially on working steps with an NA sponsor. Key concepts were reiterated throughout the booklet because we felt that repetition would be helpful. Readers may use the table of contents to quickly locate the section that meets an immediate need, or read the booklet as a whole.

Much like the original, the revision is divided into sections to aid the member who faces any number of specific challenges. The booklet contains new sections that specifically address mental health issues, chronic illness, chronic pain, terminal illness, and supporting members with an illness. The booklet has also updated and expanded upon the experience within the original “Informing Healthcare Professionals,” “Medication in Recovery,” and “Emergency Care” sections. To compliment the information contained within these sections, we have included pertinent quotes from members and from the Basic Text and *It Works: How and Why*. We are pleased to offer an updated piece of literature that we believe represents the many voices of experience, strength, and hope in NA.

FISCAL UPDATE

In essence, the NAWS financial picture has not changed. Fellowship contributions continue their downward trend yet we have been able to contain costs in specific areas such as public relations activities. Our travel costs had stabilized, but the 22 participation requests prior to WSC 2010 will be financially challenging. We are continuing to look for

ways to reduce expenses further. As we stated, we will be forwarding a publications distribution discussion in the CAR and an in-depth discussion on our NAWS finances for the CAR. We initiated NAWS News fiscal updates this conference cycle and we will be providing a full financial discussion in the CAR. As with any financial picture, it is simply not one area that can be corrected to produce a positive for all areas. All financial aspects are intertwined. For example, we can decrease our financial cooperation with regions for public relations activities, yet we would risk the possibility that addicts who would otherwise be referred to our program of recovery may not learn about NA from the professionals. On one hand, we can decrease our financial outlay to regions for cooperative events, but on the other hand, we must ask ourselves what the cost would be to the suffering addict. Clearly, our greatest concern is our ability to continue to provide services for our worldwide fellowship.

TRAVEL

We have an unprecedented 22 trips planned between now and the WSC 2010! Many of these requests came in shortly after we declined more requests than we can remember from the recent past. Almost all zonal forums have meetings planned to discuss the CAR or CAT or both, and we have received several other requests. Additionally, we will be hosting the worldwide workshop in Peabody, Massachusetts and attending a workshop in Japan.

Narcotics Anonymous program and traditions. We still have the PR firm under contract through 31 December 2009 and we will have more detailed information to report in 2010.

WORLDWIDE WORKSHOP

A fall worldwide workshop took place 20–22 November 2009 in Peabody, Massachusetts. Worldwide workshops are a great opportunity to interact with members from a variety of geographic locations. At this worldwide workshop, we offered two workshop tracks – one for members more experienced in service and the other for members newer to service or those who may be returning to service from a hiatus. As some of you may recall, worldwide workshops were initiated for interaction with local members; these were not geared toward RDs, as NAWS regularly attends zonal meetings and has frequent interaction with RDs. We expect to make more changes with the worldwide workshops in the upcoming cycle, including focus and audience for these events. Please visit <http://www.na.org/?ID=nawsevents-event-reg> for more information about upcoming workshops.

We are also currently planning a workshop in Japan in December with participation of members from South Korea.

FROM THE HUMAN RESOURCE PANEL

Greetings again from your Human Resource Panel. We recently completed our October meeting, which was held in Chatsworth, California. We spent much of our time reviewing our nominations process and looking for possible ways to improve it. While much of the process is unchanged from last cycle, we edited and refocused a few of the questions we asked last cycle, and we removed two that were once part of what we called the General Information Form (GIF). These two questions had been part of the conference packet during past cycles. We are confident that these changes will help conference participants gain the very best perspective of nominees as they decide who is best suited to serve the WSC.

It is a very active time in the cycle for us and we are busy with the nominations process. As in past cycles, in mid-September we contacted all World Pool members with eight or more years clean and an interest in being considered for nomination to the World Board, HRP, or cofacilitator positions, inviting them into our process. Earlier in the cycle, we also contacted all regions, the World Board, and zones (RBZ process), inviting them to forward potential candidates to the HRP for our consideration. We are happy to report that from this “call for candidates” we have a substantial pool of interested members to evaluate and select from for your consideration at WSC 2010.

Regarding the World Pool, currently there are 896 members in the pool. As required by policy, we recently removed those members whose information had not been updated



WCNA 33 BARCELONA, SPAIN

With over 5,500 registrants, and what we estimate to be about 6,000 attendees, we experienced a remarkable celebration of recovery. Members from 65 countries were in Barcelona for

this special event, which we perceive as an investment in fulfilling our vision. Tears of gratitude freely flowed during the geographic countdown as members cheered, hugged, and raised their country flags. Our membership’s diversity was fully demonstrated in Barcelona, and we believe that for the first time, Americans were in the minority at a world convention.

The financials for WCNA 33 have not been reconciled; yet we know that our income and expense approximates what was projected in the budget adopted at WSC 2008. We will be providing more detail at the conference. The public relations efforts for WCNA 33 seemed to be successful. We had positive media results with this convention which is directly tied to the PR firm that diligently trained local members and informed the press extensively about the

for over three years. We encourage anyone who was removed to resubmit their information to the World Pool if you are interested in future consideration.

As always, we invite any thoughts or questions. Feel free to contact us at hrp@na.org or by contacting Roberta at NAWS at 818-773-9999 x121.



CALENDAR FOR 2009–2010

Worldwide Workshop

11–13 December 2009, Nagoya, Japan

Deadlines

25 November 2009

English *Conference Agenda Report* available

25 December 2009

Translated *Conference Agenda Report* available

25 January 2010

Conference Approval Track material available

1 March 2010

Regional report deadline

25 April – 1 May 2010

World Service Conference 2010