



Conference Report

WSC ADMINISTRATIVE COMMITTEE

The 1996 annual meeting of the World Service Conference will take place at the Holiday Inn Four Seasons Hotel and Koury Convention Center, 3121 High Point Road, Greensboro, North Carolina. A lodging reservation form is included in this mailing and you may obtain one by contacting the World Service Office. The conference will begin at 9:00 a.m. on Sunday, May 26, 1996, and adjourn on Saturday evening, June 1, 1996. On Saturday, May 25, there will be H&I and PI workshops for Development Forum participants, a WSB meeting, and a general orientation session. Please see the attached tentative agenda for more detailed information.

There has been some discussion about why world services provided recommendations on the regional motions in the CAR but did not provide recommendations on the Resolution Group's proposals. There may be several answers to that question, but it is really a matter of procedure. The Resolution Process Plan adopted at WSC'95 provided that the proposals from the RG be put directly in the CAR, which superseded our usual procedure of having input go to a WSC committee or board before presentation to the WSC. This is not unusual as we have done it many times in the past, most recently with proposals submitted by the Composite Group. In situations like this, world service committees or boards may wish to report separately to the conference about any recommendation they may have about a pending proposal.

Another opportunity for comment from world service boards and committees will come on the floor of the conference. A conference participant may ask to hear any recommendations a board or committee may have at any time during the discussion of a particular project or proposal on the floor. We encourage you to do so. The more information we have, the better prepared we will be to make a decision.

Issue Discussion Papers

We have included the issue discussion papers in the same mailing as this *Conference Report*. At the annual meeting, time will be set aside to discuss the issues prioritized at WSC '95: Racial and cultural diversity and our First Tradition, and group conscience in the service structure.

Unity Day

Again this year, we hope to facilitate a way for our members to participate in observing World Unity Day by telephone, and hear the main speaker at the world convention. We are working toward our goal of providing you with specific information in the orientation package and at the WSC annual meeting in May. This way, conference participants can take information back to their regions so that all who wish to participate can prepare well in advance.

April leadership meeting

The next WSC leadership meeting is scheduled for April 27-28, 1996, in Greensboro, North Carolina. The purpose of this meeting is to finalize a plan for the implementation phase of the inventory and prepare the 1996-97 WSC budget.

Role of WSC treasurer

Many of the financial matters originally assigned to the Administrative Committee are now the responsibility of the Interim Committee. The treasurer plays a key role in those matters, and the Administrative Committee is recommending that the WSC Treasurer be assigned to serve exclusively on the WSC Interim Committee, and to remove any assignment to the WSC Administrative Committee. The treasurer will remain a WSC officer elected directly by the conference. We would also recommend that the treasurer become a voting member of the Interim Committee and not just an advisory non-voting member, as is currently stated in the guidelines.

As we examined the role of the treasurer on the different committees, we also realized that the qualifications for WSC Treasurer need to be strengthened and updated. Therefore, Admin will also recommend that these qualifications be changed to reflect experience and knowledge of appropriate accounting functions.

Zonal forums

Members of the WSC Administrative Committee participated in several zonal forums this last year. Time will be provided during the conference for the Zonal Forums to meet, most likely on Wednesday, May 29th.

Rotation of WSC

Last year, the Administrative Committee submitted a motion that proposed worldwide rotation of the annual WSC meeting. When the motion failed, the *Temporary Working Guide to Our Service Structure* was left with no criteria for the annual meeting of the WSC. Until the conference takes further action, we believe and recommend that the original language should be placed back in the *TWGSS*, with language calling for the WSC annual meeting to be held within seventy-five miles of the WSO (the original language, specifying that the annual meeting be held within a certain radius from WSO, was mistakenly re-inserted in this year's edition of the *TWGSS* and will be corrected). Your input on this is welcome.

Outreach

The responsibility of the WSC Outreach Ad Hoc Committee during CY 95-96 was to provide a report on the input received on their handbook from registered regional and area outreach subcommittees, world service boards and committees. Their report follows the treasurer's report and additional information also can be found in the WSB report.

The Admin Committee and WSO staff worked with Outreach leadership to develop an input form for each chapter and addenda, and a timeline for review and input. The forms were sent out to each of the all registered area and regional outreach committees (approximately 110). Twelve committees sent input, and additional input was received from the WSB and several WSC committees.

The input from the fellowship committees was vague and often consisted of one-word responses such as yes, no, or maybe, about whether the information in the chapter was useful. Weighting this type of input to get a sense of what the fellowship actually thinks of the information in the handbook is difficult at best. On the one hand, you could say that the response from the fellowship committees was favorable, but you could just as well say we really do not know anything more than when we started.

The evaluation from world services was much easier to assess. Generally speaking, the input from world services was critical, pointing out conflicts of philosophy and responsibility, redundancies, and general confusion about the actual purpose of outreach. Both perspectives of input stated that the handbook needed editing and organization, and that a great deal of the material could be made useful. So where are we now with this project and the ad hoc committee?

The WSC has several decisions to make: (1) the ad hoc committee may continue as an ad hoc committee; (2) we may decide to form a standing committee; (3) we decide what to do with the handbook. You already have our recommendation about the second question and we will be prepared to provide a recommendation on the first and third questions at the WSC.

Committed motions

"To hold the 1996 World Service Conference in the New England region."

Selection of the location for the annual meeting of the WSC is based on the consideration of many factors. Cost, availability of appropriate facilities, adequate time to negotiate, accessibility, and whether or not any recent world services meetings have been held recently in the geographic region are all part of the equation. We do not recommend approving a motion like this because it is too specific and does not give us any flexibility.

"That the WSC Administrative Committee notify all regions and conference participants at least three months in advance of the cutoff date for motions, topics for discussion, and other items for inclusion in the *Conference Agenda Report*."

This was done this past year and should become a common practice whenever possible.

"That the *Conference Agenda Report* and *Conference Report* (November and March) be translated into the four most spoken languages in the fellowship, i.e., Spanish, Portuguese, French, and German and that the translated material be distributed to regions concerned."

We agree wholeheartedly with the intent of this motion. Other priorities and limited resources such as time and money have really prevented us from doing this in the past. We were able to translate the CAR this year, so we are steadily making progress.

WSC Recognition Assistance Panel

The WSC Recognition Assistance Panel was created by the conference to assist service bodies seeking recognition at the WSC. The panel is charged with gathering information on new regions and reporting to the WSC. The following people served on RAP this year: Jeff B (WSC 2nd Vice Chairperson), served as chairperson, Floyd B (WSB), Darwyn L (WSB), Vandy A (WSC Policy), and Jeff H (WSC Policy). This year, the panel has received inquiries from either an ASC or individual members from Greater New York, South Carolina, South Dakota, Southern Nevada, Arizona, Washington/Northern Idaho, Greater Illinois, Victoria Australia, Belgian ASC. South Dakota has submitted a letter indicating their intention to attend and request seating at the 1996 annual meeting. Their letter is included later in this conference report.

I want to extend my sincere apologies to all of the conference participants about the confusion surrounding mistakes in the CAR and the errata sheets. We have all been extremely busy, and the plain truth is we did not always communicate very well. I want to apologize especially to the South Florida Region and hope that they understand it was unintentional.

Michael McDermott, chairperson

WSC '96 TENTATIVE AGENDA

SATURDAY 25 MAY: PRE-OPENING ACTIVITIES

9:00 AM to 1:00 PM
World Service Board of Trustees

2:00 to 6:00 PM
H&I workshop
PI workshop

7:30 to 9:30 PM
Agenda overview, general orientation

SUNDAY 26 MAY: OPENING DAY

9:00 AM to 12:00 PM
Introductions
Approval of WSC '95 minutes
Seating of new regions
Adoption of procedures
Old Business Motions Deadline

12:00 to 1:30 PM
Lunch break

1:30 to 5:30 PM
RG Presentation
Discussion of RG Proposals

5:30 to 7:00 PM
Supper break

Beginning at 7:00 PM
Committee and board meetings

MONDAY 27 MAY

9:00 AM to 12:00 PM
Discussion of RG Proposals

12:00 to 1:30 PM
Lunch break

1:30 to 7:30 PM
Reports from WS Boards and Committees
Service Resume Deadline

7:30 to 9:00 PM
Supper break

Beginning at 9:00 PM
NA Meeting

TUESDAY 28 MAY

9:00 AM to 12:00 PM
Old Business Session

12:00 to 1:30 PM
Lunch break

1:30 to 6:30 PM
Old Business Session

6:30 to 7:30 PM
Supper break

Beginning at 7:30 PM
WSTC Meeting
Interim Committee Meeting
Position Nominations Posted

WEDNESDAY 29 MAY

9:00 AM to 12:00 PM
Old Business
New Business Motions Deadline

12:00 to 1:30 PM
Lunch break

1:30 to 3:30 PM
WSC Budget Presentation

3:30 to 5:30 PM
Elections
New Business

5:30 to 7:00 PM
Supper break

Beginning at 7:30 PM
NA Meeting
Interim Meeting

THURSDAY 30 MAY

9:00 to 10:30 AM
Issues Discussion

12:30 to 2:00 PM
Lunch break

2:00 to 4:00 PM
Issues Discussion

4:00 to 7:00 PM
WS Board and Committee Meetings

7:00 to 8:00 PM
Supper break

FRIDAY 31 MAY

9:00 to 11:30 AM
WSC Budget Approval

11:30 AM to 1:00 PM
Lunch break

1:00 to 6:00 PM
New Business

6:00 to 7:30 PM
Supper break

Beginning at 7:30 PM
NA Meeting
WSTC Meeting

SATURDAY 1 JUNE: CLOSING DAY

9:00 AM to 12:00 PM
New Business

12:00 to 1:30 PM
Lunch break

1:30 to 4:30 PM
New Business

4:30 to 5:30 PM
Closing

Beginning at 7:30 PM
NA meeting

WSC TREASURER

Greetings, and let me begin with an explanation about my November 16, 1995 letter to the fellowship. Apparently, my choice of words seems to have offended some of you. I assure you, it was quite the opposite of my intention. What I said was: "Your continued support is required in this matter." What I meant by that was, without your financial support, world services cannot carry out what we have been asked to do by the conference. Perhaps the choice of the word "required" could have been tempered to a more spiritual tone, such as "greatly needed and appreciated." The bottom line is this: we constantly struggle with the management of our limited funds and our inability to accurately predict the time frame of donations while responding to the consensus priorities of the groups, as expressed by their RSRs.

The first issue discussed this year by the Interim Committee was the spending priorities as set by the conference. We came up with four spending priorities: routine services, resolution process, translations, and fellowship development. It became evident that with our approved budget, it was going to be difficult to administer and stay within the budgeted line items while responding to the expressed will of the conference. We have, however, stayed within our overall budget. The simple fact is that many items were just not allocated enough funds.

Due to the aggressive timeline of the resolution process, we recognized that most of our expenses would be required during the early part of this fiscal year. Additionally, because of the intense interest in the resolution project and other issues in the CAR, the Interim Committee received numerous requests for attendance at multi-regional CAR workshops and assemblies. Obviously, in order to promote trust, understanding, and unity, the Interim Committee felt it was important to fulfill as many of these requests as possible. However, this put a strain on our limited funds.

I also want to clarify the line item, "1994-95 Carryover Expenses." There are two main reasons for this item being seriously over budget. One was the WSO relocation, which delayed the processing of mail and accounting by a few weeks. The other reason was completely unanticipated. The hotel and many vendors for WSC '95 simply did not submit their bills until after the books were closed on CY '95. Consequently, our final report for CY '95 was under budget, while it makes our CY '96 budget artificially inflated. In other words, the money was still there from last year, but it comes out of this year's budget.

I hope I have been able to clear up a few questions and concerns you may have had. Please let me know if I can assist you with any other questions you have. Thank you for letting me be of service.

Paul Hartman, treasurer

WSC AD HOC OUTREACH COMMITTEE

Greetings from the dynamic, innovative, and relentless WSC Ad Hoc Outreach Committee. At present, your WSC Ad Hoc Outreach Committee consists of Lucie V (Alsask), Bob S and Dickie D (both from Louisiana), Rick G (North East Atlantic), Ivan F (Ohio) as vice chairperson, Kimberly V-D-E (Wisconsin), and myself, Scott A (San Diego/Imperial) as chairperson. We are grateful for this opportunity to serve our fellowship. This conference year, our assignment was to receive and report on input to the outreach handbook. We received input from nine members of World Services leadership, twelve outreach subcommittees, and a collective report from the Board of Trustees. Ivan and I also attended a WS leadership meeting in St. Louis and received verbal input from the leadership group. The areas and regions from which we received written input ranged from Portugal to North America to Australia. We wish to thank members of WS leadership and registered outreach subcommittees for their verbal and written input.

The input we received reflects two differing perspectives with some common items identified across the board. Many of the handbook's reviewers mentioned the need to edit the extensive redundancy identified in the material, and the volume or number of pages in the handbook. Input received from

world level trusted servants tended to be critical at both a philosophical and detail level, and considered it inappropriate to make reference to a WSC outreach committee. Input from area and regional outreach subcommittees was positive overall, did not indicate any problem with references to a WSC outreach committee, and did not mention any philosophical differences over who should be doing some of the tasks which outreach subcommittees are performing at the direction of their ASC or RSC.

All of the input suggests that outreach is a necessary function of our service structure. Most of the input affirms outreach subcommittees as a useful service at the area and regional level. The input also suggests that the outreach handbook is a necessary tool to be provided to local outreach subcommittees. A major weakness perceived by some members of WS leadership centers on what is referred to as the "expanded focus" of outreach work defined in the handbook. With roots in various local efforts happening all around our fellowship, the experience we share is that the goal of outreach efforts is to overcome isolation. Isolation comes in many forms: long distances, natural obstacles, cultural differences, prison walls and apathy. Accepting isolation as more than a function of physical geography may be the source of this philosophical difference.

The input generally identifies the Institutional Group Guide as a strength of the handbook. Originally developed by the WSC H&I Committee, we are grateful for the presentation of this work to outreach. The Institutional Group Guide (Addendum G) is a more polished work than the rest of the handbook. Input indicates this piece is needed, useful, and practical. As stated in the handbook, it is our hope that the Institutional Group Guide can eventually be approved as a separate NA booklet for use in institutions. Being closer to finalization, the Institutional Group Guide could be completed and presented to the fellowship for approval sooner than other parts of the outreach handbook. No specific mention was made in the input regarding the Institutional Group Guide as a separate piece of literature, and we are very interested in feedback on this from the fellowship.

Input from WS leadership identifies as a weakness much of what is presented as "activities of existing outreach subcommittees." Outreach as described in the handbook is characterized as a shotgun philosophy that "appears to be an attempt to compensate for communication and structural breakdowns within the service structure." Many tasks identified as ongoing work of existing outreach subcommittees are referenced as the responsibility of either an ASC or the ASR. Our experience has been that many regional and area committees follow the suggestions in our service manual (*TWGSS*, pages 4 & 7) and assign the actual work to subcommittees. This committee has tried to report realities and present working service solutions. As outreach matures as a service of our fellowship, the extent and appropriateness of delegating tasks will become more clearly established.

Chapter IV and the bulletin "How To Be A GSR" received varied responses. The trustee collective input recommendations center on having the conference approve a policy on the creation of bulletins, other than trustee bulletins, before this is included in the handbook for distribution. Some of the input expressed the belief that this bulletin duplicates already existing service material. Other input considered the bulletin fairly well written, though suggested placing this material in an addendum rather than as a chapter of the handbook. Input from outreach subcommittees was favorable, stating that "How To Be A GSR" was especially helpful for GSR orientations. One input requested additional bulletins for group secretary and treasurer. Another requested inclusion of detailed information about home groups. The acceptance and positive response of local outreach subcommittees parallels requests for additional information on being GSR from conference participants at our committee meetings. GSR information has been the single most repeated request to this committee.

The definition of outreach as "those service activities designed to provide guidance for NA communities in their efforts to help develop and sustain NA groups and to encourage their involvement in NA service" is identified in the input as a weakness. This definition is perceived as too broad in scope, allowing for interpretations which would go "way beyond assistance to isolated groups or coordination of outreach subcommittees." Similar input expresses concern with a philosophy "professing that outreach is the do-all committee that can consume all services not being done." Input from outreach subcommittees did not identify problems with the definition or scope of outreach work. Other input notes that "outreach's purpose is also to help isolated groups survive through contact with other parts of NA—not just service structure and services. Activity functions such as baseball

tournaments, picnics, camp-outs, etc., are outreach activities when they are intended to bring together isolated NA members and communities.”

Again, we thank those who provided written or verbal input to this committee. All of the input is valuable, and we look forward to additional feedback at WSC '96. The purpose of this report has been to provide information on the input we have received from WS leadership and outreach subcommittees. At last year's conference, participants were given a "working draft" outreach handbook. We encourage all conference participants to share your perceptions from your review of the outreach handbook. At our next committee meeting, we will be assessing the input. Clearly, we know the book needs editing, has too many pages, and has too much redundancy, even for a handbook. We have a general awareness of some sections which can be removed and some topics we need to develop or receive material on. The lack of enough specific examples has also been noted. We are particularly interested in how the fellowship feels about Addendum G, the Institutional Group Guide, as a separate booklet tailored for use in institutions. We also look forward to this year's WSC vote on the outreach motions in the *Conference Agenda Report*. If the conference agrees, we would like to proceed first with the Institutional Group Guide for development into approval form as a booklet for fellowship consideration. We propose following this with a review form of the remaining outreach handbook. For the next conference year, we believe this work will require two committee meetings, two conference calls, and the assistance of a WSO staff writer. As participants in the inventory and resolution process, we look forward to addressing the future in whatever shape it evolves

Scott Allen, chairperson

WSC INTERIM COMMITTEE

In this report we have four motions to amend the World Services Travel Policy. These motions will be presented in the New Business Session at WSC '96.

The changes we are presenting are to clarify the existing policy as well as conform to US Government (IRS) regulations covering reimbursement of travel expenses. These regulations apply to all trusted servants who travel on behalf of world services, no matter where they may live.

The first two motions are simply housekeeping motions. Reports have been required by travelers for some time but it was not stated anywhere, so many travelers were unaware of their responsibility to write reports. The WSO does not have a travel organizer as described and all references to such should be deleted.

New Business Motion #1 is to clarify the reimbursement policy. The IRS allowance for meal expenses, without receipts, ranges from US\$26—US\$38 per day for travel in the US, and has reimbursement limits for destinations outside of the US set by the US State Department. All other allowed expenses, such as ground transportation, parking, tolls, etc., require a receipt for reimbursement. From a WSB recommendation, we also included a series of actions we could follow should the policy be violated.

New Business Motion #2 reflects WSB recommendations from their discussions on motions committed to them during the 1994 WSC. It clarifies the process of investigating an alleged misuse, and what action may be taken by the Interim Committee in such a case.

On a separate issue, the Interim Committee discussed the recommendation from WSC Administrative Committee to have the WSC treasurer serve as an Interim Committee voting member instead of serving on the administrative committee. We support that recommendation, realizing that the treasurer would remain an officer of the WSC uncommitted to any other service body. Over the last few years, the administrative committee has had very little to do with financial matters as a committee.

The following motions are presented to amend Addendum 10, World Services Travel Guidelines of the 1995 version of *TWGSS* pp 39-42.

New Business Motion #1: "To delete the section on page 40 entitled "Reporting Procedures" and replace with the following language:

Reporting Procedures

The committee will regularly report its routine decisions in a monthly report to WSC participants. Any discussions of a philosophical nature will be included in the *Conference Report*. A summary of Travel Committee decisions for the year will be presented before each annual meeting of the WSC.

All world service travelers are required to submit trip reports to the committee within 45 days of completing their travel. These reports will be reviewed and prepared for appropriate distribution and publication.”

New Business Motion #2: “To delete the section on page 41 entitled WSO Travel Organizer, and further, delete all other references to the WSO Travel Organizer where they may occur and replace with WSO.”

New Business Motion #3: “To delete the sections on pages 41 and 42 entitled Personal Expense Allowance, Transportation, and Hotel Accommodations; and replace with the following language:

Personal Expense Allowance and Reimbursement for World Service Travel

World service travelers may claim reimbursement for specified expenses for each day of travel on an approved world service trip. Typical expenses allowed under the policy are for meals, transportation and ground transportation, parking fees, tolls, and tips. Allowance limitations are established by the US Internal Revenue Service for business travel in the US and by the US State Department for business travel outside the US. Those limitations as published will be used to administer this policy.

Each year at the annual meeting of the WSC, newly elected and continuing trusted servants will be given a written description explaining all processes and procedures to be followed by world services travelers. Included in the package will be the kind of expenses that can be reimbursed, the limits of reimbursement, which items require receipts, expense forms, advances, and how to submit claims for reimbursement.

Air transportation will be reserved and ticketed through the WSO or its agent, whenever possible. Travelers should make air travel arrangements as far in advance as possible. Travelers are responsible for their tickets once they have been received. The use of other modes of transportation is permitted, but only the most economical mode of transportation will be reimbursed.

It is the policy of NA world services to use reasonably priced facilities. Reimbursement for lodging commonly will be for double occupancy. NA world services does not reimburse for companion accompaniment.

Fraudulent claims or violations of the policy and/or procedures can result in one or more of the following actions:

- Request for repayment of all unauthorized expenditures.
- Rejection of reimbursement for submitted expenses.
- Rejection of request for travel advance.
- Suspension of trusted servant from office.

New Business Motion #4: “To delete the section on pages 42 and 43 entitled Credit Cards and replace it with the following language:

Credit Cards

In recent years we have found it productive to use credit cards to facilitate the service responsibilities of specific individuals in world services. The WSO maintains a policy on the use of credit cards for employee responsibilities and has since their initial use. It seems responsible to apply those parameters to credit card use for WSC responsibilities. These policies will ensure that credit card use conforms to a standard set of guidelines.

Distribution of cards

- A. The issuance of credit cards *for WSC responsibilities* is subject to the approval of the Interim Committee. Each person approved for credit card issuance shall be provided a Conditions of

Authorized Use form, which must be completed, signed, and on file prior to issuance of a credit card. Credit cards will be routinely offered to the individual positions listed below:

1. Chairperson of the WSO Board of Directors
 2. Chairperson of the World Service Board of Trustees
 3. Chairperson of the World Service Conference
 4. Chairperson of the World Convention Corporation
 5. *Executive Management of the World Service Office*
 6. *WSO Managers*
- B. The chairperson of one of the service arms identified above may designate the vice chairperson or any member of their respective service board or committee to be issued a credit card in lieu of the card being assigned to that chairperson.
- C. Board or committee members who reside outside the continental United States may be issued credit cards to facilitate the fulfillment of their service responsibilities, at the discretion of the Interim Committee.
- D. Boards and committee members may be issued credit cards on a temporary basis for a designated trip or function. All cards issued under this criteria will be returned to the WSO by registered mail within thirty days of completion of the trip or function. All invoices or other accompanying documentation shall be returned at the time of card surrender.
- E. All cards shall be returned within thirty days of the closure of the term of office of the card holder. All invoices or other accompanying documentation shall be returned at the time of card surrender.
- F. WSO executive staff shall have the authority to cancel all cards on the closure of a term of office based upon the surrender criteria outlined above.

Credit card expenditures

All expenditures on the credit card must be substantiated by the receipts issued at the time of card use. Individuals utilizing the credit cards will submit an expense statement accompanied by the invoice(s) resulting in card use—not the credit card slip, but the actual hotel bill, car rental agreement, etc. All receipts will be attached to the permanent record of the trip or function. World service credit cards shall not be used to cover personal expenses not directly related to the trip or function, even though the individual may intend to repay the conference for the expenditures. The WSC *Interim Committee* shall conduct quarterly audits and/or reviews of WSC credit card activity by all trusted servants and report such findings to the fellowship in the *Conference Report*.

Credit card misuse

Any alleged inappropriate and/or unauthorized credit card use, or persistent failure to submit appropriate documentation of credit card use, requires a thorough investigation by the committee. The committee will review all necessary documentation and request written statements of explanation from the individual involved and anyone else who may have knowledge of the situation. A determination will be made by the committee and reported to the fellowship. The determination of the committee can result in one or more of the following actions:

Reinstatement of credit card privileges, if previously removed.

Revocation of credit card privileges.

Request for repayment for all unauthorized expenditures.

Rejection of reimbursement for submitted expenses.

Suspension of trusted servants from office.”

Interim Committee

WORLD SERVICE BOARD OF TRUSTEES
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Greetings. Since our last report, the WSB has been very busy. We had two very productive expanded meetings, one in November at the WSO in Chatsworth, California, the second in January at St. Louis, Missouri. Each of the trustee subcommittees has had ongoing work that benefited greatly

from the participation of the WSC conference committee chairs and vice chairs along with WSC and WSO BOD liaisons. The board appreciates and thanks them for their work and continued support. We have participated in the following CAR workshops: a multi-regional CAR workshop in Muskegon, Michigan; the Upper Rocky Mountain Region, Casper, Wyoming; and at MARLCNA in Harrisburg, Pennsylvania. We also will attend the following workshops: the South Eastern Forum in Miami Beach, Florida; the Northern New England multi-regional in Alfred, Maine; and the Southern Forum in Tyler, Texas. Following are brief summaries of the trustee subcommittees.

External Affairs

The WSB External Affairs Committee (EAC) has been busy this year. We attended the 37th International Congress of Alcohol and Drug Dependence (ICAA) held in San Diego, CA. Part of our subcommittee's mandate is public relations, and in fulfilling this mandate we participate in such events to further the public's knowledge of NA. At the ICAA, in addition to our exhibit booth, members presented a paper at a workshop and acted as a "discussant" for a major presentation about twelve-step program research. These were done at the invitation of the event planners. The event gave us an opportunity to use it as hands-on training for trusted servants and WSO staff. In attendance were two WSB members, who gave the presentations, and the WSC PI chair and vice chair. Four WSO staff were present for the set-up, but only two remained for the entire week, one to attend the exhibition booth and the other for research purposes. You may contact the WSO for information about obtaining tapes of these presentations and the two presentation papers, which also are available on the WSO Home Page web site on the Internet at <http://www.wsoinc.com>.

In the past, there has been some confusion about how approval and funding were processed for participation in professional events. We have drafted written protocols on the approval process and selection of events and participants. These drafts have been sent to the full board and the Interim Committee for review and input.

Another of the external committee's responsibilities is additional needs. At the beginning of this conference year, we prioritized drafting a handbook for use by local service committees. After much discussion, it was decided that an insert about additional needs to the PI, H&I, and convention handbooks would provide direct assistance to these committees. In addition, a small working group will be developing a small separate additional needs handbook for use by local service committees.

The WSO assigned a staff person to research our public relations activities and develop a plan for us, which has taken approximately a year. An initial plan was presented to the external committee at our January 1996 meeting. The plan was discussed and slightly edited, and will be forwarded soon to the full board. In brief, the plan targets government and non-governmental organizations for PR efforts, providing training resources to RSC and ASC committees, and promoting research on NA. Research in our fellowship may be controversial and has not been considered a priority, but it is necessary if we are to engage more effectively in public relations with major organizations at either national or international levels. It is our belief that research will happen, but if we act first, we will have some control over how it is done and the research targets. The Public Relations Plan covers only to WSC '97, but there will be much carryover to other conference years. A more detailed long-term plan will need to be developed.

Internal Affairs Committee

Fellowship Development Plan

The primary focus of the Internal Committee this year has been the creation of the Fellowship Development Plan. As we reported at last year's conference, the purpose of this plan is to give us a more focused foundation for fellowship development efforts. The assessment of our current activities, bulletins, service materials, etc. has required lengthy discussions. We will be presenting more detailed information at WSC '96.

Development Forum

The Development Forum (DF) was created because of a belief that the WSC was beginning to make decisions affecting a worldwide fellowship without worldwide participation in those decisions.

When the DF first began, two days of each conference were spent discussing a variety of developmental issues. However, as the DF has fulfilled its purpose, it has become less of a forum for those newer or developing NA communities and more of a funding avenue for WSC participation by those who otherwise wouldn't be able to attend. While this has merit and value, it isn't what the board believes its involvement should be.

We discussed several options to address this dilemma. However, as we are beginning the resolution phase, it seemed more appropriate to maintain the current funding and participant list rather than to engage the conference in a complex, complicated discussion about open funding and selection criteria. Additionally, we don't believe the conference will be able to consider this matter before WSC 1998. This also would give the conference the benefit of including the DF participants who were involved in the inventory phase in the resolution phase as well. We think it more responsible to give adequate advance notice to the conference along with DF participants about our recommendation to eliminate the DF. Currently, the DF list stands at seventeen with the addition of a translator and equipment. Three of the participating communities are pleased to inform the conference that they are able to fund themselves to this year's conference. Please keep in mind, though, that with the reduction in last year's budget, this doesn't increase our available funding, it merely gets us closer to our reduced budget. We will ask that the current list of invited participants remain as it is through their attendance at WSC 1998.

Outreach

At our October meeting, we discussed our input to the draft outreach handbook and agreed to provide the Ad Hoc Outreach Committee with both our collective and individual input for their consideration. We had the opportunity to meet with the Ad Hoc Committee chair and vice chair at our January meeting, where we discussed all our input and our mutual perspectives. The board sees the need for and value of a simple, concise document that assists the fellowship in emerging and developed communities to reach isolated groups. Unfortunately, the draft handbook does not define clearly what outreach is, and spends much of its time discussing the structure of standing outreach committees at the local and world level rather than providing assistance about how to focus on local outreach efforts. The board's experience with additional needs indicates that the most effective vehicles for reaching out to isolated groups could be incorporated into committees such as H&I and PI. Much of what has been labeled outreach should be handled by the existing committees at an area level; however, this is not to say that areas and regions shouldn't establish outreach committees if there is a need that can't be addressed by their committee or subcommittees. It just seems more responsible to educate and refocus towards the committees and structures that are already in existence.

Literature Review Committee

As has been previously reported, this trustee subcommittee has been striving to fulfill concerns and needs voiced by our fellowship by the development of new trustee bulletins. Our direction parallels with the Internal Affairs Committee's discussion and outline of a fellowship development plan which includes trustee bulletins as an available tool for use by members and groups. We had targeted five topics along with revisions to existing bulletins. The five new bulletin topics are: misappropriation of fellowship funds, abstinence/use of medication, methadone, misbehavior in meetings, and retaining older members (clean time, not age). The resignation of Mary J, who was also the chairperson of this subcommittee, somewhat altered our original schedule, although we hope to stay as close to it as possible. We will miss Mary's skillful guidance and wish her well in her endeavors. At the April WSB meeting, we expect to present the revised bulletins and two or three new bulletins for approval. If we are able to maintain our current timeline for draft development, review and input, and board approval, the bulletins could be available at WSC 1996. We look forward to presenting them for your concurrence.

CAR Resolutions

When the board met at the November world services meeting, we decided to provide both our collective and individual input to the resolution group. During our January meeting, we developed our consensus on the resolutions and report them here for your information.

Resolution A: Although this may be a direction that we choose to work towards, there has not been adequate discussion in the fellowship about this issue. We believe that a change of this type is premature without extensive discussions about the impact on all levels of service. Resolution B: We feel a world board would be workable with a strong committee system and sufficient checks and balances. Resolutions C1 and C2: We believe that some type of committee system directly responsible to a world board is essential. We strongly recommend this to maintain a single point of responsibility when the conference is not in session and to allow for a resource base of members with specific areas of expertise. Resolution D: We do not believe that the ad hoc system is desirable or workable. There is no accountability during the conference year and no experience base maintained. We think conference ad hocs should be used in extraordinary circumstances only. Resolution E: the board agreed that a unified budget would be necessary to provide services at a world level. Resolution F and G: We agree that a world resource pool and human resources panel could benefit the conference but would not want to see applied to the limitations and specifics that are found in the report. The WSB supports the two motions put forth by the Resolution Group regarding the mission and vision statements. Our primary concerns that were reflected in our input to the RG involved their report rather than the motions.

Steps and Traditions

The WSB offered Motion 3, "Should the NA groups consider a proposal to eliminate gender specificity in NA's Twelve Steps and Twelve Traditions?" as an attempt to resolve the questions that we have been discussing in the fellowship for three years. If the conference answers yes to this question, the proposed changes to the steps and traditions would go directly to the groups for their decision. We anticipate that this would be a two-year process. If the conference answers no, no further action would be taken by the conference regarding this issue.

The WSB believes strongly that any changes to NA's name, nature, purpose, steps, or traditions should be decided by the groups directly, and should have significant support in order for a change to occur. The motions that we have had before us for the past three years (motions 39, 47, and 88) would involve some type of group tally process. We have offered Motion 4 as the process for how direct group decisions would occur with decisions of this type. Actually, this motion is in order regardless of the decision made about Motion 3. It would give us a WSC policy to outline what would have to happen should we choose to entertain a motion that involves the types of changes described above. For example, if Motion 3 passed, the time line for the group tally process would look like this:

There would be a group registration with the WSO (in a separate database) between July 1996 and April 1997

- The group registration number would be announced at WSC '97
- Numbered ballots would be mailed to the registered groups in June 1997
- Groups would return their ballots by an October 1997 date (postmark required)
- Ballot results would be released to the fellowship
- If the group tally balloting affirmed the motion, the motion then would be placed in the 1998 CAR for RSR affirmation of the decision, per the Fellowship Intellectual Property Trust

We believe that this group tally process gives the fellowship the assurance that ample time is given them to consider questions of significance put before them.

Trustee Vacancies

We started the year with a membership of twelve and now stand with ten due to the resignations of Mary J and Becky M. Additionally, three trustee terms expire at this conference, myself, Stu T, and Bob McK, leaving us with five vacancies from this year and a total of ten available positions. In 1997, one more trustee term will expire and three the following year. We intend to address our need for increased

membership by discussing a possible slate of candidates at our April meeting, and ask that any considerations be forwarded to us by April 20, 1996.

In closing, it is with great sadness that I report the resignations of Mary Jensen and Becky Meyer. Mary served on the board for one and a half years and contributed greatly through her assignments on literature review, the WSTC, and *The NA Way* editorial board. Even though we tried to find some way to accommodate her schedule, she was unable to fulfill her term due to her increased job demands. We continue to miss her expertise. I have served with Becky for the past five years and have grown to love and respect her very much. Becky's insight and awareness will be missed on the board. She isn't gone, however, as she has accepted employment at the WSO, their gain and our loss.

We continue in our efforts to provide services to you and our fellowship, and offer our assistance in whatever way we can. We appreciate your confidence and support, and on behalf of the World Service Board of Trustees, thank you for allowing us to serve.

Pete Cole, chairperson

WSC H&I COMMITTEE

Greetings from your WSC H&I Committee. Since we last reported to the conference, our first issue of the *H&I News*, a new communication link with area and regional H&I committees, has been published. We hope you received it and found it to be helpful in your efforts to better carry the message to addicts in hospitals and institutions around the world. You're encouraged to send in questions you'd like your WSC H&I Committee to address in the newsletter.

I would urge RSRs to check with all the H&I committees in their region to be sure they are registered with the WSO. This will allow them to receive *H&I News* as well as a free copy of *Reaching Out*, which is sent to every registered area H&I committee. And don't forget that you can always purchase a subscription to *Reaching Out* if you'd like more copies.

We've had a work group fine-tune our learning day presentation, which will be held in conjunction with the WSC PI Committee at WSC '96 in Greensboro, North Carolina. As soon as the exact date and time have been finalized, flyers will be prepared and mailed out in a pre-conference mailing. We have several new skits and panel discussions to present, and hope that anyone looking for more information on how to effectively carry the message will be able to attend.

Presented to you for your consideration in the *Conference Agenda Report* this year is Motion #8, along with Addendum 2. The *Hospitals & Institutions Handbook* revisions have been in progress for a number of years in committee, and include information and assistance that you've asked us to provide for some time now. We also took this opportunity to copy edit and adjust some terminology to current NA standards.

We also worked in conjunction with the WSC Literature Committee to revise IP #20, *Hospitals and Institutions Service and the NA Member*, as presented in Motion #9 and Addendum 3. Again, this is work that was nearly completed before the inventory.

Speaking of the inventory, I'd like to share with you what an impact it has had on our committee. When we first began the process, we discovered quite a few areas needing improvement. Some of those problems have already been addressed, and I'm happy to report that in the past two years we've worked much more closely with other conference committees, eliminating much of the duplication of services that we once found prevalent. We've also improved communications with areas and regions by publishing the *H&I News* and improving our annual WSC learning day.

As always, let us know if there is anything we can do to assist you in your H&I efforts. Even if the conference doesn't have the funding, many of our members are able and willing to travel, so let us know when and where you have plans for a workshop or learning day. We'll do our best to participate. We've even had some telephone link-ups at learning days and always have some printed materials to offer.

We also have numerous letters of referral written by various institutions describing how H&I has been a positive factor in their facility. They are available through the WSO for your assistance. Of course, we are always looking for new letters to keep our inventory current. If you work with a facility that might write such a letter, please encourage them to do so.

If you have questions about our CAR motion or any other issue, please contact either me or Mike Cunningham, vice chairperson, via the WSO. We look forward to seeing many of you at WSC '96!

Laura Jennison, chairperson

WSC PUBLIC INFORMATION COMMITTEE

Greetings from the WSC PI Committee. Other than Resolution Group activities and basic services, the WSC has not sanctioned any actions for this past conference year. However, our committee has been involved in preparing for the resolution phase of the world services inventory. We were able to give verbal and written input to the Resolution Group, as was the rest of the fellowship. Two of our committee members, Jeff S. and Bob F., served on the Resolution Group. We would like to thank the Resolution Group as a whole for all of the hard work done in such a short period of time.

We learned from our work in the inventory phase that our committee lacked vision and clear goals about public information worldwide and how we function as a committee. We found that a lack of clarity within our internal policies has led to confusion and hindered our progress. At the WSC meeting this year in Greensboro, North Carolina, we will finalize our committee vision and mission statements. We also hope to present needed revisions to our internal policy. We are confident that the work we have put into these statements and policy changes over the last three years will lead us into the next century. The committee believes the time has come to fulfill its primary purpose.

We have submitted a motion in this year's *Conference Agenda Report* to revise *A Guide to Public Information* and *A Guide to Phoneline Service*. The motion itself best outlines the reasons for this request to the NA Fellowship. We believe this is the highest priority facing WSC Public Information today. *A Guide to Public Information* has not been changed since WSC '91 and *A Guide to Phoneline Service* since the complete revision in 1993. Over the last three years, members of our fellowship concerned with public information efforts repeatedly have told our committee of these deficiencies. Many technological changes have taken place concerning phonelines since *A Guide to Phoneline Service* was accepted at WSC '93. It has been very frustrating for our committee to be told by the fellowship that our guides are outdated and be powerless to facilitate any changes.

On January 26, 1996, the WSO released to the World Wide Web (WWW) the official Narcotics Anonymous Home Page. The location of the page is: <http://www.wsoinc.com/>. It is very informative and presented in a professional manner. Congratulations to the WSO staff involved with this project. More will be revealed as we move into the future with the use of this media to help carry the message of our program to the fellowship and the rest of the world. As can be imagined, the use of the Internet in PI efforts is just one of the things that needs to be addressed in *A Guide to Public Information*.

For your information, please note that *NA Update: A Newsletter for Professionals* has become a cooperative effort between WSC PI, the WSB External Affairs Committee, and the WSO. This publication has been well received by the professionals and our committee is satisfied with its quality. Additionally, this past year, two editions of the *PI News* were published. Our efforts are to focus this publication back to its original intent: the PI efforts that concern the fellowship. As one of our communication avenues with the fellowship, we intend to use it to the best of our ability.

We would like to thank the fellowship for the opportunity given us to serve.

Tony Walters, chairperson
Erik Rogers, vice chairperson

WSC LITERATURE COMMITTEE

The WSC Literature Committee has focused its energies primarily on planning for future literature development. The committee, during its meeting at the November world services meeting, reviewed membership criteria. In this year's *CAR*, relevant membership questions were added to the literature committee's nomination form. The WSCLC will seek assistance from the WSC Policy Committee with our nomination and removal guidelines.

Also at this meeting, the WSCLC and the WSC H&I Committee in a cooperative effort approved the revision of a service-related pamphlet, *Hospitals and Institutions Service and the NA Member*. The two committees spent a couple of years writing and revising this pamphlet. We will ask approval for this revision at WSC '96.

In addition, we are exploring avenues of development for personal stories. Currently, the personal stories in the Basic Text do not reflect the diversity of Narcotics Anonymous today and communities that have translated the Basic Text desire personal stories from their respective communities. The WSCLC is planning to revise the personal story guidelines, and we anticipate working with the WS Translation Committee during this process. The WSCLC will begin to review the format and proposed changes during WSC '96.

The WSCLC has offered the fellowship an A-list in this year's *CAR*. These two pieces, *Narcotics Anonymous Step Working Guides* and a sponsorship booklet, will have time lines and work plans available at WSC '96. These A-list items have been determined by requests from the fellowship; however, their future development remains contingent upon the inventory. The WSCLC is aware that WSC '95 passed a two-year inventory plan with the resolution phase being the number one priority, following basic services. We recognize that perhaps the A-list may be viewed as a long-term future literature development planning consideration for our fellowship.

Change, through the inventory process, has given the WSCLC an opportunity to inventory itself and to plan for the future literature needs of a worldwide fellowship. At times during the last few years these changes seemed exciting, and at times frustrating. The frustration may stem from the actual lack of literature creation and development. Conversely, the excitement appears to be the anticipation of change within world services. During this period of flux, the WSCLC is grateful for the continued support from our fellowship.

During my years of service with the WSCLC, I have experienced many changes in the literature development process. These changes paved the way for our fellowship to approve *It Works: How and Why* and *Just For Today*. As I leave the WSCLC at WSC '96, I believe future changes will serve to help us, as we carry the message of recovery in written form to the addicts who still suffer. I would like to thank each and every member of our fellowship for this gift of service.

In loving service,
Jane Nickels, chairperson
Jorge Blanco, vice chairperson

WSC POLICY COMMITTEE

Hi, everyone! We all hope you've had the best of holidays and are having a warm and healthy winter. This is an update about the activities of the WSC Policy Committee since our last report to you in October. Since the conference, we have had a very productive year with a willing-to-work committee. All but two committee members were able to attend the November world services meeting. We were able to meet in three committee sessions to complete our work for this year, plus finish old business that had been set aside since the start of the inventory.

A Guide to Local Services in Narcotics Anonymous

In November, most of you received a copy of *A Guide to Local Services* and have probably seen our motion in the *Conference Agenda Report*. We are asking for the handbook to be released after the 1996 WSC for consideration and approval by conference action at WSC '97. We had hoped to include the history essay in the *CAR* however, the Interim Committee felt it didn't fit the criteria for inclusion as an addendum. Reluctantly, we agreed with their decision. The essay was developed to inform members of the extent of the review and input on the local services chapters in the *Guide* during its development process. To assist you in making your decision about our motion, we have published the local guide input essay as an addendum to this report. We hope you'll be able to copy and distribute it to your group, area, and regional *CAR* workshops.

Regional Motions for CAR '96

The WSC Administrative Committee assigned two South Florida Regional motions to us for recommendations. In addition, both the conference administrative committee and South Florida RSR asked for our help with rewording the motions to better reflect the region's intent. We submitted the reworded motions and recommendations for inclusion in the *CAR*. Although our recommendations to the reworded motions were printed in the *CAR*, the original motions were printed instead of the reworded motions. It was a confusing situation, to say the least! However, this error has been corrected by a conference participants mailing containing an errata sheet with the correct motions noted. Even though South Florida further revised their Motion 16, our recommendation still stands for the wording you received.

Committed motions from WSC 1994

Four motions were committed to the WSC Policy Committee at WSC '94. Because of our commitment to the resolution phase of the inventory for the 1994/95 conference year and our agreement with the other boards and committees not to engage in any projects that would result in additional proposals for the fellowship to consider, we reported to the RSRs and regions that we would not be addressing their motions that year. Since then our committee has had a chance to discuss these motions.

Motion 87: "That the WSC Policy Committee create guidelines for a procedure to redress grievances to the WSC."

Maker: Paul H, RSR Chesapeake/Potomac Region

Recommendation: We agreed with the direction of this motion and have developed a WSC Procedure for Redress of a Personal Grievance. We have reviewed it with the WSB Internal Committee and the WSC Administrative Committee, and also sent a copy to the C&P Region and RSR. We feel it is complete, but because of the resolution/implementation phase of the Inventory, we feel it would be irresponsible to burden the conference with its approval now. Policy recommends: that it be put aside until it is needed, that issue discussions be held on the meaning of the Tenth Concept, and that this procedure be submitted as input to the transition/implementation group.

Motion 86B: "That all pertinent guidelines be amended to reflect that removal of anyone from an elected position can only be decided by the body which elected the person to that position."

Maker: Luigi S, RSR Italy Region

Recommendation: We agree with this motion in principle but feel that it refers only to the Interim Committee guidelines as referred to in the Travel Policy, because standing committees have sections in their guidelines regarding removal. We support the changes that the Interim Committee will be offering to the conference this year that addresses this issue by eliminating Interim's ability to remove, thus leaving the final decision up to the conference.

Motion: "That the *Conference Agenda Report* be a total group conscience, showing what votes were yes, and what votes were not, and how many abstentions, allowing only the groups in NA to carry a vote at the WSC annual meeting."

Maker: Jim A, RSR-A Show-Me Region

Recommendation: We support the Second Concept in that some form of a group tally mechanism should only pertain to matters that affect proposals to change NA's Twelve Steps, Twelve Traditions, name, nature, or purpose. If this motion were brought to the floor, we would recommend rejection.

Motion #85: "That in addition to the intent of motions in the *Conference Agenda Report*, the maker will provide a pro statement to be included in the *CAR*. A con statement will be provided by the conference administration."

Maker: Ron B, RSR Central California Region.

Recommendation: We believe that we generate a conflict of interest when we ask a service body to write a position with which it does not itself agree. We continue to support the procedure wherein boards and committees review and make recommendations concerning motions being presented to the conference. For these reasons, we would recommend rejection.

Conference Procedures

The Policy Committee has tried for years to make the elections procedures a more open, workable process for the conference. Conflict still exists in our current system between opening up participation to the worldwide fellowship and having adequate information available to those who are responsible to elect trusted servants. The current system sabotages both goals. Because there is inadequate information available for conference participants, qualified nominees are passed over for consideration, and those present stand a much better chance of being elected than those not present. We believe the only solution which provides the needed information while maintaining a truly open election process is a nominations/human resource panel. Any other solution will be inadequate and a Band-Aid at best.

This year, other than some minor rearranging, we focused mainly on trying to offer the conference a more manageable resume packet of nominees, thus eliminating the excess printing that we so often fall into. For this to work effectively, there will have to be a suggested cut-off time for nominations. We also developed a WSC Procedure for Challenging a Nomination. This is a procedure that administration asked us to develop a couple of years ago, after the question and answer period was removed from the election process, leaving no mechanism to address concerns regarding a nominee's integrity. All our revisions to the election process have been turned over to the Administrative Committee for their consideration. We're hoping these will be incorporated into this year's conference procedures.

Resolutions

We are in support of the direction set by the resolutions in this year's *CAR* and the work proposed for the transition/implementation group to follow. We do have a problem with the lack of input incorporated into the Resolution Group's final report. Many good suggestions were presented by conference participants and committee members that are not reflected. We feel the final report is good input for the next group's work, but offering only that final report to the fellowship as the needed background to understand the resolutions, burdens us with a one-sided detailed mind set that might deter a person from supporting a certain resolution. Many of the resolutions offered, once implemented, could encompass a completely different set of structural details. Much of the input from the November meeting support offering no details at all to the fellowship. We truly appreciate all the hard work and personal sacrifice the Resolution Group underwent, but would have supported less detail-oriented material and other options in the final report.

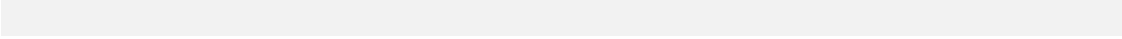
Future Work

In looking over our possible agenda items for the upcoming year, other than what might result from the outcome of our motion concerning *A Guide to Local Services*, we can't predict what the conference might direct us to do. We understand the monumental task the transition/implementation group is facing, and feel that much of the work will include the combined efforts of all of world services. The Policy Committee sees itself as a valuable resource in this process.

In closing, this will be my final report to the conference as your policy chairperson. I can't begin to express how grateful I've been to have had the opportunity to serve with so many dedicated trusted servants and special workers. It's been one of the most rewarding experiences of my recovery. I

believe there will always be a need for a body to develop policy work, but this may not necessarily be the WSC Policy Committee as it currently exists. I support the development of a service structure complete with specific delineation of responsibility, authority, and accountability, with a single body accountable to the conference for policy work. But until that day comes, I need to say that for the last six years it's been both a pleasure and a privilege to have had the opportunity to serve the fellowship of Narcotics Anonymous as a member of the World Service Conference Policy Committee. NAMASTE.

Jon Thompson, chairperson



**FELLOWSHIP INPUT IN THE DEVELOPMENT OF
MATERIAL ON LOCAL SERVICES IN
A GUIDE TO SERVICE IN NARCOTICS ANONYMOUS**

This report has been prepared by the WSC Policy Committee in conjunction with the preparation of an edited version of the *Guide to Service*. Since the editing removed material from the *Guide* on NA world services, leaving only the chapters on local NA services, the edited handbook has been retitled *A Guide to Local Services in Narcotics Anonymous*.

In considering whether and how to allow the *Guide to Local Services* to be distributed for fellowship approval, it may be useful to know how extensively the local service material in the original *Guide to Service* was reviewed within the fellowship and the degree to which fellowship input influenced the development of the *Guide's* local service materials—and that is what this report describes. Using conference records and reports, archival correspondence, and minutes from the committee responsible for creating the *Guide to Service*, we have reconstructed an account of the opportunities made available to the World Service Conference, to world service leadership, and to the NA Fellowship at large to input and impact the *Guide to Service* as it went through its various incarnations.

We hope this report proves useful to you. Should you have any questions or comments concerning it, we invite you to write us in care of the World Service Office, PO Box 9999, Van Nuys CA 91409 USA. Thank you for allowing us to be of service.

WSC Policy Committee, October 1995

Early WSC action on service manual revision and initiation of the *Guide to Service* project, 1975-1987

The original Narcotics Anonymous service manual was called *The NA Tree*. The first edition (c. 1975) lay the groundwork for the convening of the first meeting of our World Service Conference in 1976. The second edition (c. 1977) made minor revisions to the manual's text. The third edition (1979), titled just *The NA Service Manual* and known as the "blue manual" because of the color of its cover, was developed by the new WSC Literature Committee and was approved by the newly independent World Service Conference. A fourth edition (known as the "green manual"), developed by the WSC Policy Committee, was proposed in 1982 to the World Service Conference; however, only the sections applying to local services were adopted. That material was added to the 1979 manual's description of world services, as amended by the conference in the succeeding years, to form *A Temporary Working Guide to our Service Structure* in 1983. At the same time, the WSC Policy Committee was given responsibility to "rewrite the service structure." The Policy Committee, however, could not resolve certain internal conflicts that arose in the rewriting process and returned to the conference in 1984 with a recommendation that the service-manual project be passed along to a separate, select committee. The World Service Conference accepted Policy's recommendation, creating the WSC Select Committee on the Service Structure (referred to later in this report sometimes as "Select," sometimes simply as "the committee"). That committee released a first draft of its *Guide to Service in Narcotics Anonymous* in March 1985 with a request for input.

1987

The Select Committee released its second draft of the *Guide to Service* in May 1987 and set a 1 December 1987 deadline for input. By this time the committee had been engaged in discussions for several years on service issues affecting the fellowship, yet these discussions were not reflected in the 1987 draft. The Select Committee reported on these discussions in the September 1987 *Fellowship Report* and offered a proposal for reorganizing the service structure. Select asserted that there was a need for comprehensive change in world services, and notified readers that the fundamental concepts underlying the proposal for structural change would be discussed at a WSC "quarterly" workshop scheduled for October 1987 in Denver, Colorado, USA.

At its November 1987 meeting, the Select Committee began factoring input on the *Guide* into the handbook's first five chapters (member, group, group conscience, area, region). Input on the

committee's September proposal was generally positive, but little was received on the world services section.

January 1988

By January, the Select Committee had conducted open input sessions at two WSC "quarterlies" and had given considerable time in encouraging the fellowship to input the 1987 draft of *A Guide to Service*. The committee let the fellowship know it had received a substantial amount of input prior to the 1 December 1987 cut-off date. It observed that comments on subjects the fellowship was especially familiar with—such as NA groups, areas, and regions—were generally well founded, comprehensive, and specific.

Select explained that the division of fellowship opinion on certain basic issues made it difficult to proceed in building parts of the *Guide*. The committee asked the following two questions in its report:

- What are the rights and responsibilities of groups and members?
- What are the rights and responsibilities of trusted servants, service boards, and committees?

The committee said it believed the Twelve Traditions did not provide sufficiently clear direction on these and similar issues, and that the committee needed guidance from the World Service Conference on these basic questions before it could go ahead with its work.

Select informed the fellowship that it would be meeting in March 1988 to formulate questions and issues that it would present for discussion at the 1988 World Service Conference.

February 1988

Members of the Select Committee participated in a service workshop in Pittsburgh, Pennsylvania, USA. Participants discussed, among many subjects, the question of whether there was a need for additional service principles to supplement the Twelve Traditions. Some participants believed the Twelve Traditions provided sufficient guidance in NA service matters. Those who believed more direction was needed than what the traditions provided went on to examine areas where additional service principles would help.

March 1988

The Select Committee reported that it believed NA needed a foundation of service principles, consistent with but supplementary to our Twelve Traditions, that could guide specific service efforts. The committee included in its list of fellowship discussion points the purpose, function, and responsibility of trusted servants and the service structure.

Select noted that it would be recommending a change in the committee's name at the 1988 WSC to better reflect the committee's purpose within the fellowship. Select also thanked those who had contributed input on the 1987 draft of the *Guide*.

WSC '88

World Service Conference participants came to WSC '88 aware of the issues facing *A Guide to Service* and prepared to provide direction. Because of conference and committee concerns, the WSC entered into a committee of the whole. Participants discussed issues in Select's reports, members' concerns, and possible recommendations to the committee. The conference also voiced its desire for more regular communication with the committee. Following the committee of the whole, the conference took the following actions:

- It directed the World Service Board of Trustees (WSB) to explore service principles.
- It changed the name of the WSC Select Committee on the Service Structure to the WSC Ad Hoc Committee on NA Service (NAS).

Post-conference

At the World Service Conference, the WSC Ad Hoc Committee on NA Service had been given clear directions regarding the committee's communication responsibilities. The committee responded by requesting conceptual input from the fellowship on the service principles and other issues it had

reported upon earlier. The World Service Office received this input and forwarded it to all NAS committee members. Those members were responsible for reading all of the input prior to each meeting and preparing themselves to discuss each piece.

Summer 1988

In July 1988, the WSC Ad Hoc Committee on NA Service reported on its plan to publish parts of its work on the service principles as the committee moved along, especially those parts that were new and different or which the committee knew might be of special concern to NA members. The idea was to allow the fellowship the opportunity to voice its thoughts while the work was still in progress so that the committee could make adjustments to the draft prior to its next release.

The committee discussed at great length the heavy, sometimes conflicting responsibilities of many area committees: Service needs sometimes overwhelmed group needs. The committee planned to begin talking with local service committees over the coming months to resolve such concerns in the way it described groups, areas, and regional committees in the *Guide*.

Fall/Winter 1988

In the fall of 1988, the WSC Ad Hoc Committee on NA Service began developing the local service section of the *Guide to Service*. The committee hosted a local services workshop that coincided with its September 1988 meeting at World Service Office headquarters, at that time located in Van Nuys, Los Angeles, California, USA. The committee invited regional and area trusted servants from seven regions to attend. Those trusted servants represented urban as well as rural service territories and included a variety of area and regional committee experience. To help generate new ideas and broaden discussion, the committee prepared a questionnaire and sent it to each invited member prior to the meeting.

The workshop addressed many service issues including decision making, funding, and the function of areas and regions. Each member shared personal service experience and opinions on what needed to be included in the *Guide*. This input added to the substantial input the committee had received already on its written communications and workshop presentations.

The Ad Hoc Committee on NA Service included a brief outline of the "Principles for Service" in the December 1988 *Fellowship Report*. The committee also stated that the full draft of the Principles for Service was being prepared and would be forwarded to the WSB for the trustees to review at their board's February 1989 meeting.

January 1989

The WSC Ad Hoc Committee on NA Service had discussed and agreed upon the general concepts to be addressed in the *Guide to Service*, but the committee realized it would need help in actually composing the text of the *Guide*. It was for that reason the committee began using the staff-team approach to prepare its 1989 drafts of the *Guide to Service* and Principles for Service. Using old drafts, input, and committee discussions, staff assigned to work with the committee began rewriting the local services chapters of the *Guide*.

Spring 1989

The World Service Office mailed the first draft of the Twelve Principles for NA Service to conference participants in April 1989, days before the opening of the 1989 World Service Conference.

WSC '89

During the conference, several issues were discussed regarding the *Guide* and the Twelve Principles for NA Service. The conference entered into a committee of the whole, primarily to address world and national issues that would have an impact on the development of the *Guide*. The conference also offered input on local service issues for the *Guide*. It was a long but very effective WSC session. The conference explored fellowship concerns and provided a lot of input to the NAS committee.

June–November 1989

The WSC Ad Hoc Committee on NA Service sent out *Guide to Service* draft material and discussion questions in preparation for a world service leadership meeting scheduled to review work being done on the *Guide* and the Twelve Principles. That meeting was held in Albuquerque, New Mexico, USA, in July 1989. Attending were some local NA members along with members of the World Service Board of Trustees, the WSO Board of Directors, the WSC Administrative Committee, chairpersons and vice chairs of the WSC standing committees, and WSO senior and coordinating staff members. Although meeting participants talked a great deal about the Twelve Principles, they also discussed each part of the *Guide*. Toward the close of the meeting, the trusted servants asked to be kept involved in the development of the Twelve Principles and the *Guide to Service*. Participant input and observations broadened the committee's perspective, prompting significant revisions in the *Guide* and Twelve Principles.

Although those who attended the Albuquerque meeting thought it was valuable, there were other NA members who saw the meeting as having been closed to input from the mass of the fellowship. Those members objected to the event having occurred without advance fellowship notification, voicing their concern at the November 1989 world services meeting in St. Louis, Missouri, USA. They also asked that more of the committee's work be distributed and that the fellowship have more opportunities to impact the development of the *Guide to Service*.

December 1989

The WSC Ad Hoc Committee on NA Service met later in November 1989 to discuss the concerns expressed at the November world services meeting. In response to the request for a more open review process, NAS decided to release drafts of the group, area, and regional chapters of the *Guide*. Along with the drafts, a cover letter and study notes were included in the 5 December 1989 fellowship mailing. The committee decided to release committee minutes to the fellowship. In addition, the committee scheduled another meeting to take place in Albuquerque in January 1990 and extended an open invitation to the fellowship to attend.

In the December 1989 *Fellowship Report*, NAS assured readers that it would not be presenting its work for approval at the 1990 World Service Conference. The committee would only be making its first formal presentation of the *Guide* at that time, beginning what it hoped would be an ongoing fellowship dialogue on the work.

January 1990

The WSC Ad Hoc Committee on NA Service conducted a second meeting in Albuquerque, New Mexico. World service leaders attended this meeting along with local trusted servants. This meeting provided NAS with a considerable amount of input on the *Guide*. The committee mailed the minutes from this meeting to conference participants.

February 1990

A small work group of the WSC Ad Hoc Committee on NA Service met to collate input into what would be the Spring 1990 draft of the *Guide to Service*.

March 1990

The committee released the Spring 1990 draft of the *Guide to Service* that March. That draft contained each chapter of the *Guide*, except the chapter on world services. The draft was mailed to WSC participants and regional committees on 23 March 1990, and was made available for purchase as an inventory item through the WSO at a cost of \$5.00 per copy. The committee understood that most of the fellowship would be unfamiliar with the *Guide*, so it inserted into each copy a listing of multi-regional workshops planned for the coming summer and fall throughout the United States of America. The committee designed those workshops to help members become familiar with the *Guide* and provide input. It also hoped that local trusted servants who attended could be trained to conduct *Guide* educational and input workshops in their own NA communities.

WSC '90

The WSC Ad Hoc Committee on NA Service presented a fourteen-page report to the conference. The report explained the structural differences proposed in the *Guide* and the rationale for those changes. The report also contained material regarding the division of regions, state assemblies, conference delegate recognition, and metropolitan services. The completion and approval plan contained in the report described a three-year fellowship review-and-approval process for the *Guide to Service* and the renamed Twelve Concepts for NA Service. The committee encouraged the fellowship to thoroughly review the Twelve Concepts and the *Guide*, and again gave conference participants a schedule of summer and fall multi-regional fellowship workshops. After the NAS report, the conference adopted a motion allowing NAS to continue working until the *Guide* was completed and distributed.

The 1990 conference approved *The Group Booklet*, presented by the WSC Literature Committee, to replace the *Group Starter Kit*. The booklet had been adapted from the group chapter of the Spring 1990 *Guide to Service*. The portions that did not reflect contemporary thought and practice had been deleted or adapted.

Post-conference

Following the 1990 conference, the WSC Ad Hoc Committee on NA Service revisited its work on local services for the *Guide to Service*. To gather information on service delivery in large metropolitan settings, NAS sent a report and questionnaire to several large USA regions. The report identified two regions as examples where multiple areas in a city had caused confusion between areas and regions. Problems arose, the report said, when trying to determine whether the area or region was responsible for service delivery. The report also briefly explained how Detroit, Chicago, and Boston had developed alternative service structures to deal with NA service needs in their metropolitan settings. In response to the questionnaire and report, some regions began submitting minutes from their business meetings to the committee especially to relate their experience with metropolitan service issues.

June 1990

As the committee continued its work on local services, it met in June to discuss metropolitan services. NAS studied variations of the regional model, struggling over defining the line between regional and area service responsibilities. The committee hoped its work would receive widespread fellowship attention and looked forward to the fellowship's input.

In order to provide a clear presentation of the committee meetings' discussions and issues, NAS decided to begin releasing summary reports of its meetings instead of minutes, though minutes continued to be available to any NA member upon request.

To encourage fellowship discussion and input, the committee developed and mailed a draft report entitled "Metropolitan Services and the State Assembly." It also encouraged those interested in hosting local workshops on the *Guide* to contact the committee. First priority would be given to multi-regional events. Even when it would be impossible for an NAS member to attend a workshop, the committee offered to provide *Guide* resource material and study notes to workshop organizers to help in planning for the event.

Summer–Fall 1990

The WSC Ad Hoc Committee on NA Service spent much of the summer and early fall of 1990 meeting with the fellowship. Committee members participated in multi-regional workshops in Philadelphia, Seattle, Columbus, Kansas City, Atlanta, and Los Angeles. The input workshops generated sixty-six pages of written fellowship input to the group, area, and regional chapters of the *Guide to Service*.

NAS members also took part in the July 1990 world services meeting in Arlington, Virginia, USA. That meeting provided the committee with two open forums. The first forum asked for general comments on the *Guide*; the second produced specific input on the delivery of services in metropolitan areas. Forum participants also discussed the regional service chapter of the *Guide*.

October–December 1990

The WSC Ad Hoc Committee on NA Service discussed the input from the multi-regional workshops at its October 1990 meeting. NAS also worked on the regional services chapter, including regional assemblies and regional subcommittees.

In November 1990, the committee factored the input generated since the release of the Spring 1990 draft of the *Guide* into the Twelve Concepts for NA Service. NAS also notified the fellowship of a 1 July 1991 deadline on input for *A Guide to Service*.

In December 1990, the committee met and continued discussions on providing services in a metropolitan setting, and began planning metropolitan services workshops.

January 1991

The WSC Ad Hoc Committee on NA Service reviewed the draft of the Twelve Concepts in preparation for its March 1991 release, factoring input and previous committee discussions into the text. Later that month, two committee members attended a workshop in Sacramento, California, USA where they made presentations on the revised drafts of the concepts and the regional service committee chapter of the *Guide*.

Spring 1991

Most of the work of the WSC Ad Hoc Committee on NA Service focused on the input and review of the Twelve Concepts during this period. The committee released the final review form of the Twelve Concepts to the fellowship on 24 March 1991 and notified conference participants of the 1 September 1991 deadline for fellowship input.

World Service Conference 1991

No motions impacting the *Guide* were adopted at the 1991 World Service Conference. There were, however, several failed motions regarding the committee and its work. These motions included efforts to turn the project over to the World Service Board of Trustees and/or the WSC Policy Committee, and to return to the 1987 draft of the *Guide*.

Post-conference

Shortly after the 1991 conference, the WSC Ad Hoc Committee on NA Service completed the Spring 1991 draft of the *Guide*. This draft included the revised concepts (four pages longer) and study notes. The committee also updated the *Guide's* cover, table of contents, and index.

In June 1991, the World Service Board of Trustees and the WSO Board of Directors made a final essay-by-essay review of the *Twelve Concepts for NA Service* booklet.

NAS reported that, with the exception of discussions about metropolitan services, it would be doing no more work on the *Guide* until the 1992 World Service Conference reached a decision on the Twelve Concepts for NA Service.

September–November 1991

The WSC Ad Hoc Committee on NA Service communicated its intent to conduct two metro services workshops in the first part of 1992.

The committee met in September and November to factor input from the fellowship, the trustees, and the WSO Board of Directors into the concepts to create the approval-form draft.

On 9 November 1991, the committee released the approval form of the booklet entitled *Twelve Concepts for NA Service* to the fellowship. The booklet was to be voted upon at the 1992 World Service Conference.

January 1992

After the first of the year, having completed work on the concepts, the WSC Ad Hoc Committee on NA Service revisited the metropolitan services chapter of the *Guide*. On 10 January 1992, NAS held a metropolitan services workshops in New York. Over one hundred NA members from more than twenty regions attended. Participants shared their various difficulties with delivering services in the densely

populated cities of the USA's East Coast. Representatives from New York, Chicago, and Detroit presented three distinct ways of delivering local services. Members discussed a variety of options including districts, metropolitan service committees, and metropolitan regions.

February/March 1992

The committee held a similar workshop in downtown San Francisco. The majority of participants who attended this workshop were from regions within California, but members from British Columbia and Washington State made presentations. Aside from the Oakland–East Bay area, California had not addressed problems related to services in a metropolitan area, compared to what other regions had reported. Some regional participants expressed resistance to metropolitan models, but records indicate that area participants expressed significant interest in metro services as outlined by NAS members. The ad hoc left the workshop planning to include language outlining a transition process for metro service structures.

At its February 1992 meeting, the committee decided to take the input from these workshops and create a separate chapter on delivering services in a metropolitan setting. That chapter included alternative structures for areas and model diagrams. Two members with metropolitan service experience were added to the committee at that meeting.

1992 World Service Conference

The 1992 World Service Conference approved the booklet, *Twelve Concepts for NA Service*, by a 77% majority (80% of RSR votes). The committee met briefly and decided to focus its efforts exclusively on finishing the *Guide* during the 1992-93 conference year.

Post-conference

The WSC Ad Hoc Committee on NA Services approached the local services chapters first, holding its first post-conference meeting 29-31 May 1992 at WSO-Van Nuys. Several changes were incorporated into the group, area, metro, and regional chapters. The committee revisited all input stemming from the meetings in Albuquerque, the 1990 summer and fall workshops, the world service meetings, and input submitted by individuals and service bodies. During the *Guide*'s final stages of development, the committee considered each individual piece of input when making its revisions.

July 1992

The committee met again in Van Nuys on 10-12 July 1992. During the meeting, members continued reviewing and revising the local service chapters of the *Guide* and began working on the service structure diagrams. In addition, the committee reviewed the "Local Service Centers" chapter and fine-tuned the sample meeting formats, checklist for new NA groups, and sample rules of order. Stemming from input received over the previous four years, the committee realized the need for service bulletins that would provide additional information to local NA communities without making the *Guide* itself overly detailed.

September 1992

Some members of the fellowship had approached the committee with their concerns that the *Guide* might be presented for approval at the 1993 World Service Conference. In the September 1992 *Conference Report*, the committee assured readers that it would not be presenting a motion to approve the *Guide* at WSC '93—that it would, in fact, oppose any motion to do so. The committee decided not to release *Guide* chapters individually as they were completed lest such action generate misunderstanding. The committee did not plan to suggest an approval process for the *Guide* so that the WSC's options would be left completely open. NAS invited those members who felt that this was irresponsible to please provide suggestions.

October-December 1992

At both the October and December meetings, the WSC Ad Hoc Committee on NA Service discussed minor revisions to the local services chapters, but most of its efforts impacted the world services chapter.

At the October 1992 WSC "quarterly" workshop in Cincinnati, Ohio, USA, the committee made a presentation describing the world service chapter of the *Guide to Service*. In addition to world service discussions, members offered input on various parts of the entire *Guide*.

At its December 1992 meeting, the committee discussed whether it should make a recommendation to the 1993 World Service Conference concerning an approval process for the *Guide*. After discussing fellowship input and committee members' views, NAS decided the most responsible thing to do would be to offer a recommendation. The committee went on to develop a proposal for presentation in the January 1993 *Conference Report*.

January 1993

In the *Conference Report*, the WSC Ad Hoc Committee on NA Service reported that it would mail the completed version of *A Guide to Service in NA* to conference participants about a month before the opening of WSC '93. The committee also told readers about the process it was recommending for the approval of the *Guide*. The handbook would be released at the close of the 1993 World Service Conference for a one-year approval period, and it would be voted upon at WSC '94. The committee further recommended that, should the *Guide* be adopted, a world service handbook be created, based on a transition plan to be developed for the world service structure.

March 1993

During its March 1993 meeting in Van Nuys, the full committee had a final, line-by-line review of the *Guide* and factored input into the draft one last time. The *Guide* was then distributed to all committee members for their final review and approval. Based on this review, additional revisions were factored into the *Guide* after the March meeting. The committee released the *Guide* to the fellowship approximately one month prior to the 1993 World Service Conference.

WSC '93

The WSC Ad Hoc Committee on NA Service presented the *Guide to Service* along with a cover letter summarizing the work it had done during the 1992-93 conference year. The World Service Conference was considering a proposal to enter a period of inventory. NAS recommended that, if the conference decided not to enter the inventory, *A Guide to Service in Narcotics Anonymous* be sent out for a one-year approval period to be voted on in 1994. The committee stated that it would, however, support the conference moving into an inventory process, provided that the merits of the *Guide* were evaluated alongside the results of the inventory. NAS recommended that, after the inventory's completion, the *Guide* go out for a one-year approval period, at the end of which it would be voted upon by the conference in 1995.

The conference discussed how to proceed with the *Guide*. After much discussion and many motions and amendments, the conference decided that "The *Guide* should be set aside until the world services inventory was completed."

The WSC Ad Hoc Committee on NA Service thanked those who had served on the committee during the previous nine years. The committee membership list included thirty-two addicts from twenty-seven regions, not including staff members. These had served alongside many more NA members from many other regions who had helped in many different ways. Committee representation included RSRs, WSC Administrative Committee members, members of WSC standing committees (including chairs and vice chairs), regional trusted servants, and members of the WSO Board of Directors and the World Service Board of Trustees. Members came from Australia, Canada, Colombia, Spain, the United Kingdom of Great Britain and Northern Ireland, and throughout the United States of America.

The committee thanked those who had supported the committee's work by contributing input and participating in workshops on the *Guide*. NAS gratefully acknowledged that the input received throughout the project's development had helped shape *A Guide to Service in Narcotics Anonymous*.

Since the *Guide* had been completed and was in the hands of the WSC, and the actions taken by the conference required no further work by the committee, the 1993 World Service Conference

disbanded the WSC Ad Hoc Committee on NA Service. The level of fellowship review of the *Guide* since that time is not known.

SUMMARY OF GUIDE TO SERVICE LOCAL SERVICE MATERIALS INPUT ACTIVITIES

1975	<i>The NA Tree</i> , First Edition service manual
1977	<i>The NA Tree</i> , Second Edition
1979	<i>NA Service Manual</i> (blue manual) Third Edition
1982	Fourth Edition (green manual) local section adopted, remainder rejected.
1983	TWGSS first adopted—composed of “green manual” local service materials and 1979 <i>Service Manual</i> text on world services, as amended by succeeding WSCs. WSC Policy Committee told to “rewrite the service structure.”
1984	Policy Committee, stymied by internal conflict, recommends that the conference create a select committee especially to handle the service-manual rewrite job. WSC agrees, creating the WSC Select Committee on the Service Structure (Select).
March 1985	Select releases first draft of <i>A Guide to Service in Narcotics Anonymous</i> ; asks for input.
May 1987	Select releases second draft of <i>Guide</i> , sets 1 December 1987 input deadline.
September 1987	Select entry in <i>Fellowship Report</i> proposes reorganization of service structure.
October 1987	Select presents concepts underlying proposals for change at WSC workshop in Denver.
November 1987	Select begins factoring input on local services into <i>Guide</i> .
January 1988	Select reports belief that additional concepts needed to supplement Twelve Traditions, specifically to address NA service issues; asks for WSC guidance.
February 1988	Select members attend Pittsburgh service workshop, discuss need for additional service concepts with other participants.
March 1988	Select reports further on need for supplementary service principles.
WSC '88	WSC committee of the whole discusses Select matters. Calls for more regular committee communications with WSC participants. Directs trustees and committee to explore service principles. Changes committee name to WSC Ad Hoc Committee on NA Service (NAS).
Post-WSC '88	NAS asks fellowship for conceptual input on supplementary service principles.
July 1988	NAS reports plan to publish pieces of work on service principles as they are finished to allow fellowship to provide input in progress. Also reports beginning of discussion of delineation of responsibilities for local services between groups, ASCs, and RSCs.
September 1988	NAS hosts local services input workshop at WSO-Van Nuys.
December 1988	NAS publishes outline of “Principles for Service” in <i>Fellowship Report</i> . Notes that full draft being sent to trustees for review.
January 1989	NAS begins utilizing staff-team approach in draft composition.
April 1989	NAS mails first draft of Twelve Principles for NA Service to conference participants a few days before WSC '89 opens.
WSC '89	WSC committee of the whole discusses Twelve Principles and world and national service issues related to the <i>Guide</i> and offers input on local services to NAS.
July 1989	Review and input session with world service leadership in Albuquerque.
November 1989	WSC quarterly, St. Louis—concerns expressed about Albuquerque and about NAS accessibility by fellowship.
December 1989	NAS publishes partial draft <i>Guide</i> (group, area, region) with study notes. NAS decides to release committee minutes to fellowship.
January 1990	Second world service leadership meeting in Albuquerque to review and input <i>Guide</i> . Minutes mailed to WSC participants.
February 1990	NAS work group factors input into Spring 1990 <i>Guide</i> .
March 1990	Spring 1990 draft published; contains full text except world services chapter. Mailed to WSC participants and RSCs; available to others for purchase. Includes schedule of six fellowship <i>Guide</i> information and input workshops scheduled thru end of year in USA.

WSC '90	NAS 14-pg. report on structural changes in <i>Guide</i> , with completion and approval plan. WSC votes to have NAS continue work to completion. <i>Group Booklet</i> (slightly modified group chapter of <i>Guide</i>) approved for separate publication as NA literature.
Post-WSC '90	NAS sends metro services survey to regions serving major cities.
June 1990	NAS decides to release summaries of meeting proceedings rather than minutes (though minutes available upon request). Report on metro services released for fellowship comment. NAS makes preparation kit available for local workshops.
Summer, Autumn 1990	NAS <i>Guide</i> information and input workshops in Philadelphia, Seattle, Columbus, Kansas City, Atlanta, Los Angeles.
July 1990	WSC "quarterly," Virginia, with two NAS open forums.
October 1990	NAS meeting to begin processing workshop input.
November 1990	NAS factors input into Twelve Concepts. Committee notifies fellowship of 1 July 1991 deadline on <i>Guide</i> input.
December 1990	NAS begins planning metro workshops.
January 1991	NAS factors more input into Twelve Concepts draft. NAS members attend Sacramento workshop, do presentation on concepts, RSC chapter.
March 1991	Final review form of Twelve Concepts released, with 1 September 1991 input deadline.
WSC '91	WSC declines to turn <i>Guide</i> project over to trustees and/or Policy Committee, and to return to 1987 <i>Guide</i> draft.
Post-WSC '91	NAS publishes Spring 1991 <i>Guide</i> draft with revised concepts and study notes.
June 1991	Trustees, WSO board make final review of <i>Twelve Concepts</i> booklet.
September, November 1991	NAS factors fellowship, trustee, WSO board input into final draft of Twelve Concepts. 9 November release of concepts booklet for WSC '92 vote.
January 1992	NAS holds first metro workshop, New York City.
February 1992	NAS holds second metro workshop, San Francisco. NAS meets, agrees to develop separate <i>Guide</i> chapter on metro services.
WSC '92	WSC approves <i>Twelve Concepts</i> booklet. NAS meets, decides to focus exclusively on finishing <i>Guide</i> in the next year.
May 1992	NAS meets, begins final round of processing, factoring fellowship input into the <i>Guide</i> .
July 1992	NAS meets, continues work.
September 1992	NAS entry in <i>Conference Report</i> assures fellowship that <i>Guide</i> will not come up for vote at WSC '93. At that time, NAS did not plan to propose <i>Guide</i> approval process.
October 1992	NAS meets, continues work. NAS members describe world services chapter of <i>Guide</i> at Cincinnati WSC quarterly.
December 1992	NAS meets, continues work. Based on fellowship input, decides to develop proposal for <i>Guide</i> approval process.
January 1993	NAS presents <i>Guide</i> approval-process proposal in <i>Conference Report</i> .
March 1993	Final NAS meeting—line-by-line review, revision of text. <i>A Guide to Service in NA</i> , final draft, released.
WSC '93	NAS issues its final report and dissolves. World services inventory initiated. WSC decides "the <i>Guide</i> should be set aside until the world services inventory [is] completed."
WSC '95	Conference adopts WSC Policy Committee recommendations to edit the <i>Guide</i> so as to make its local services materials available separately, and to develop an essay describing fellowship input activity on local services during the <i>Guide's</i> development.

WORLD SERVICE TRANSLATIONS COMMITTEE

Terima kasih

It is Malaysian for “thank you,” and was expressed most genuinely by the members of the local fellowship for the WSTC’s participation at the Asia Pacific Forum meeting in Kuala Lumpur in November. The term also expresses our gratitude for having had the opportunity to meet and share with them and other participants from that part of the world. This was an exciting opportunity to have direct contact with members representing roughly a third of the language groups with which we have translation projects (Malaysian, Mandarin, Hindi, Oriya, Bengali, Tamil, Manipuri, Thai, Japanese, Tagalog, and Maori). Since WSC ‘95, individual WSTC members have also participated in translation workshops at the ECC in Frankfurt, the world convention in Paris, and the Latin American Convention in Rio de Janeiro. In this manner, we have had face-to-face contact with the majority of the language groups with whom we have been working. It has been most exciting and mutually satisfying to meet directly with members from various local translations committees. Such personal contact seems so much more spiritual, if not just more practical.

What’s Up in Translations?

Translation projects continue at full bore. Currently we have about 283 projects in 38 languages. As of February 1996, there are 186 published non-English items in the WSO inventory. Only recently, a WSTC evaluation working group recommended to the full committee that the ‘green light’ be given to authorize the publication of items in Hebrew, Nederlands, and Turkish. The pamphlet #1 *Who, What, How, and Why*, will be (and is traditionally in our process) the first recovery literature item published for addicts in “new” NA languages. Also, evaluations for conceptual fidelity were completed on Arabic, Czech, and Polish drafts of IP #1. However, substantial work will have to be done on conceptual aspects, i.e., terminology and completeness for those languages.

We would also like to mention translated Basic Text drafts in Hebrew, Arabic, Italian, Swedish, and Russian that are in various stages of development, review, and completion, and we look forward to the production of those projects, hopefully soon. Sometimes that process appears to move at a snail’s pace; however, it is immensely rewarding when we see even a single piece of newly published translated literature. Also, you may remember that the slow pace is directly caused by limited resources in all aspects of the translation process. In part it is a combination of scarce financial and human resources not only at the WSO and WSTC end, but also with the same finite resources at the LTC end. Delays are inevitable and contribute to the length of the translation development process...in the end, it comes down to a joint labor of love with infinite patience, open-mindedness, and dedication to persevere.

Committed Motion #14

Conference Agenda Report Motion #14 was committed to the WSTC for our consideration:

“Move that recognized regions whose primary language is not English be allowed to translate, publish, and distribute approved NA literature after prompt WSC approval.”

Intent: Make NA literature available worldwide, cut the cost of publication, distribution, and translation of NA literature and lessen the workload of the WSC/WSO. (Show-Me Region)

The WSTC *recommendation* is to reject the motion. Our response is to the part of the motion that relates to translating recovery literature, as publication and distribution fall under WSO purview:

- We want to clarify the intent, which notes that once WSC approves NA recovery material, language groups be allowed to *translate* the item(s) immediately. This in itself is not a matter of concern to the WSTC, because a local translation committee (LTC) can and usually will initiate translation work if they have resources. The WSTC does not prescribe when and how these local subcommittee efforts are set up.

- The fellowship, through the WSC, has given strong direction to all of world services regarding development and translation of our literature, and the protection of our copyrights. The rapid worldwide growth of NA made it apparent that we needed to find some way to effectively administer translations; apply appropriate quality standards, including to help assure that the spirit and integrity of the NA message are maintained; and protect translations by securing all necessary legal documentation.

The WSC created the WS Translation Committee to assist in the planning and coordination of translations of NA literature by assisting local translation committee efforts and by developing an overall priority schedule for all translation projects worldwide on the basis of established WSTC criteria.

The sheer number of translation requests, and the fact that we are dealing with a multitude of local translation committees and contacts that don't originate in seated regions, requires the WSTC to set priorities for languages and the quantity and types of projects we can help accomplish for each. The goal is that every local NA community should have at least one or several pamphlets translated into their language.

- The committee is responsible for considering all translation projects in some manner of fairness, and the resources available to develop them. So, in response to the apparent inequity caused by our current prioritization that emphasizes *need*, the WSTC in conjunction with the WSO has developed and adopted an accelerated (auxiliary) production stream for "established" language groups that meet certain criteria. The auxiliary process will be managed by WSO rather than the WSTC. We believe that this process addresses well-meaning intentions contained in the motion.

Accelerated Production for Qualifying Language Groups

Based on our ongoing "big picture" discussion, as well as input from last year's conference, we decided to develop an accelerated, or auxiliary, production schedule that we hope will expedite approval and production of items from language groups that are considered more "established" in specific areas. Before, priority was given to communities who didn't have any translated material which resulted in more "established" language groups' projects being pushed to the bottom of the priority list. Now, these language groups can have their projects prioritized by way of a separate track set by the WSO, which allows the WSO in turn to make arrangements based on their production schedule and resources. The criteria to identify qualifying language groups area) a successful translations process that has resulted in published translations of the NA message, b) an established working relationship with the WSTC/WSO, c) a degree of continuity and committed membership within the LTC, and d) a stable service structure with the local internal checks and balances. We are currently looking at book-length projects from several language groups to initiate this process.

Conceptual Fidelity

The committee, through a small working group, is developing what may be called conceptual fidelity-related "tools" in order to help local translation committees with words and phrases that are particularly challenging to translate. In reviewing correspondence and evaluations we determined that the most problematic areas are the translation of "God," addict, and addiction. We continue work on offering clarifications and "food for thought" about some of the basic concepts besides "addict" and "God." Based on the input from LTCs, we updated our glossary format and expanded the glossary with text and usage references, clear definitions, and explanations.

There is also substantial need expressed among LTCs for feedback regarding conceptual fidelity. Specific inquiries cover how literal (or word-for-word) a translation has to be in order to allow for cultural and linguistic adaptation requirements while keeping the spirit of our message. We continue to welcome any opinions and perspectives, especially from those concerned with the issues within their translation efforts.

The WSTC is not the only one who experiences with dismay that being clear and straightforward in our communications is not an easy task, and we are prone to complicated thought processes and long, very long and complex--if not convoluted--sentences. [voilà!--is this a good example or what?]. In fact, this challenge involves all of us whenever we disseminate written material as service bodies. These

days we need to expect and prepare for the likelihood that anything we write--be it service material, conference periodicals, or recovery literature---will have to be translated. It seems essential that we become increasingly mindful of our language use, and strive for clarity and simplicity in all our information materials and communications.

Hellos and Good-byes

It seems like yesterday at the WSC when I, as acting WSTC Chairperson in place of Vivianne, was explaining to you the changes in leadership of the WSTC, and *déjà vu*, here I am again telling you about more changes in both the leadership and composition of our committee. In January, our chairperson, Jorge O, relocated due to a new, highly demanding position which precluded his continued involvement as chairperson and as a committee member. The vice chairperson, Teresa A M, also had to step down because of family matters. She will, however, as a member, complete this final year of her term. Also, one of our trustee members left the committee in mid-year following her resignation from the WSB (Mary J). We did extend a warm welcome to Bud K onto the committee as the new trustee member. The WSC Administrative Committee asked me to step in and act as chairperson through the conference, and asked that Eddie E. act as the interim vice chairperson. We both hope we can do the committee just service.

We look forward to another exciting and busy year. We have no idea how any changes in how World Services operate will effect our work. We trust that the work will go on in spite of our personal relationship with, it or the continued existence of the WSTC as we know it now. As before, we once again ask all local communities to forward names of possible nominees to the WSTC, and we thank those who submitted names to help fill the two position that will open up this conference year. We are grateful for having the chance to be of service and for the five years of WSTC existence...and must in our turn say *terima kasih*.

*Bob MacFarlane, acting chairperson
Eddie Eriksen, acting vice chairperson*

WORLD SERVICE OFFICE BOARD OF DIRECTORS
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Introduction

The WSO Board of Directors and World Service Office management have been heavily involved in the development of a five-year business plan, internal restructuring of the office, development of new products, preparation of the 1996 budget, providing support to the resolution process and the WSB Fellowship Development Plan while continuing to provide the basic services of translation, production, and distribution of conference-approved literature to the fellowship in a fiscally sound and prudent manner.

Business Plan

For approximately the last five years, the WSO Board of Directors has been trying to develop a business plan. Having the ability to lay out a plan for the fellowship's business for the next several years has been an absolute necessity. This need has been intensified by dramatic fluctuations in the costs to produce the items in our inventory, as well as a significant increase in fellowship demand for services. Now that we have some ideas of where the fellowship may be going in the coming years, the need to have a business plan in place is that much more important.

With the assistance of a consultant, a team composed of four members of the BOD, four senior staff, and one member each of the WSB and the Administrative Committee worked through a facilitated and structured process to create a business plan outline. This was done during the weekend of February 2nd and was presented and accepted by the BOD at its February 9th meeting.

The business plan resulted in the adoption of a mission statement for WSO, as well as the development of a set of values which support the mission statement. It also resulted in the identification of fourteen goals, to be accomplished over the next several years. The board then

decided to send the mission statement, values, and goals to the rest of the world services leadership for their comment.

The goals identified are specific to the business operations and routing service delivery, and do not appear to be in conflict with any of the resolutions or motions presented by the Resolutions Group. They are necessary objectives if the fellowship's primary service center and literature publisher is going to remain a stable and dependable resource for our fellowship. More information about the goals will be in the WSO Annual Report.

The mission statement for WSO is:

"The mission of the World Service Office, Inc. is to provide the services and support which facilitate the continued growth and development of the Fellowship of Narcotics Anonymous worldwide." In support of this mission, the WSO is committed to the following:

- NA's philosophy and principles as embodied in NA's Twelve Steps, Twelve Traditions, Concepts of Service, and Fellowship-approved literature.
- Fiscally sound and effective decision making.
- Quality management as:
 - a constant effort to strive for improvement;
 - a commitment to remain a reliable, dependable, and stable resource for our customers;
 - suitable facilities and equipment
- Providing an environment of honesty, integrity, mutual trust, and respect.

Having this broadly stated mission and values will allow WSO management to develop specific plans which make WSO operations better able to conform to these objectives.

Sales Policy

The Sales Policy Committee of our board has been waiting for the development of the business plan before developing a procedure for the sales and distribution of literature to non-North American NA committees. One of our major objectives to address the needs of both established and emerging NA communities. The process involves a variety of overriding considerations, such as the FIPT, focusing on existing and/or expired sales agreements, creating a fair and equitable agreement, and simultaneously providing for a process which will permit the necessary translations to take place.

After much discussion by members of the WSO Board and the World Service Board of Trustees, there was an increased awareness of an underlying issue of literature pricing--the feeling that those who can afford to pay a uniform price should do so in order to provide emerging NA communities with an opportunity to receive literature at a lower price. This is understood by the fact that the income from literature sales is expended, in part, to provide translations of fellowship-approved literature, thereby aiding the growth of NA as a worldwide fellowship. The April 1996 BOD meeting will have the preparation of this plan as a priority agenda item.

Translations Product Schedule

We, along with the World Services Translation Committee, have approved a new auxiliary production schedule to assist established language groups in expediting their translation efforts. Once a language group or community has met certain established criteria, the WSTC will let go of overseeing a language group or community's translation process and turn it over to the WSO for prioritization and production. This will allow the WSTC to focus on assisting and supporting newer local translation committees, and to clear some of the existing backlog for established communities who no longer need assistance or pose a concern about conceptual fidelity. It will allow the WSO to place into active production more translation projects than the current system permits. The WSTC will communicate the details of this new schedule to all registered local translation committees. We will keep you informed as to whether this assists the processing and production time of translations work.

NA Way

The magazine has been a part of NA world services for almost fourteen years. The conference and the office share the responsibility for editorial matters and WSO acts as the publisher. The magazine

has always been viewed as a routine service provided by the office, even though the revenue it produces through subscriptions has never drawn close to equaling the expense to produce it. (Figures for 1995, for instance, will show that expenses will exceed revenues by approximately \$100,000.)

The subscription base for the magazine has steadily declined in the 1990's. The base number for subscribers reached its peak at about 8,600 in 1990, and our figures for 1995 show there are currently about 5,500 subscribers. Ninety-nine percent of those subscribers live in North America.

Faced with escalating costs and a dwindling number of subscribers, the board last fall requested that a consultant analyze the magazine's situation to give the board an indication of what it would take to make the magazine successful. The report showed very clearly that the magazine would have to increase about ten times the subscribers it has now, or increase the subscription rate substantially to where it would be out of reach for most members.

At our most recent board meeting, we weighed the current value of the magazine's service to our members against the cost and whether or not those resources used to produce the magazine could be better utilized to improve other services. At the end of our discussion we took action to notify conference participants and *NA Way* subscribers of "our intent to discontinue *The NA Way Magazine* as a WSO service as of the December, 1996 issue." The board will have a more detailed report about the magazine in our annual report. We expect to receive feedback at the conference and from our subscribers prior to implementing our decision.

Come visit us at our new Web Site

As we reported in the most recent *Newsline*, we have been in the process of setting up a home page on the World Wide Web of the Internet. We are pleased to announce that, as of 25 January, the primary service center for the NA Fellowship is online. The address (or URL) for the web site is <http://www.wsoinc.com>. We're confident that our home page will meet the needs of our members and others who are looking for information about us.

The opening screen serves as the "entryway," allowing the visitor to choose a portion of the site to visit by selecting one of five "doors." The doors are:

1. Basic Information About Narcotics Anonymous: This contains narrative that explains what NA does, how it does it, who we are, and how to contact us. The worldwide NA phonenumber directory is in this section. The trustee bulletin, "What is addiction?" provides a clear picture of our philosophy about recovery.
2. Service Material: This area contains a variety of information for use by our members. It gives visitors the opportunity to download trustee bulletins addressing a variety of issues, Fellowship Intellectual Property Trust bulletins, and other general information about NA. As new bulletins are published and others revised, they will be available in this area. In fact, the revised version of FIPT Bulletins Two and Four will be up on the WebSite by the end of March. We also plan to publish future issues of the *Conference Report* and *Digest*, and the *WSO Newsline* in this area. We hope that sometime in the future we will be able to add a listing of group and service committees here. It is our hope that this can be an interactive section, allowing members to update their group and service committee information as necessary.
3. Product Information: This area is our "online catalog," albeit without an order form. We are working on making this section interactive sometime in the future so that members can purchase products online in the future. We hope to have an order form in this area by the end of March.
4. Information of Interest to Professionals: This area provides presentation papers about NA, articles from *NA Update*, and other pertinent information. It is geared primarily toward professionals and agencies in the drug treatment and addiction research fields.
5. Search Engine: We spent some time deciding whether or not we should provide links to other local sites. Due to the linkages of some of those sites, we felt that it would not be appropriate for us to do so, but we still wanted to provide visitors with a means to search the Internet if they did not find the information they were looking for at our web site. Rather than affiliating with a search engine provider, we chose a generic site where all modes of Internet-wide searches can be conducted.

We also revisited our decision about providing an e-mail address. We felt it essential that a means be provided to visitors who wanted to send comments or request catalogs or other information. So there is an e-mail button; it is linked to the person at the office who is responsible for the maintenance of the web site. We still have some concerns about the volume of e-mail we might receive and the possible expectation that e-mail will be handled with a higher priority than mail received through other means. We intend to handle e-mail in the same way we do other mail. We'll see how everything progresses, and we'll keep you informed about any changes.

FIPT Activity

Since our last report, we continued to review all requests for use of the fellowship's intellectual property and, while we granted permission to the vast majority of those who sought to use the trademarks of reprint portions of the literature, there was an instance in which we did not. Prior to our most recent meeting, we received a formal request to reprint via electronic media the individual entries of the meditation book, *Just For Today*. We had no choice but to refuse, in keeping with the Internal Use Policy passed by WSC'93. The policy is clear about the criteria for granting permission to reprint. We felt that, until there was a change in the policy, we had no choice but to stay within its guidelines.

There is, however, another aspect to the whole question of copyright protection on the Internet. There are two sides to it, the legal and the practical. Without the practical ability to enforce the legal ownership, it becomes almost worthless. If we grant permission for reproduction on the Internet, or knowingly turn a blind eye to such practice, we have in effect stated that we do not have any intention to enforce the fellowship's copyrights. This, at least in our opinion, is completely contradictory to the trust the fellowship has placed in us to protect its intellectual properties.

In a similar vein, we have become aware of reports regarding a resurgence in the production of the illicit Basic Text. As many of you will recall, this was an issue that deeply divided our fellowship some years ago, causing some wounds that are still healing. We will devote a portion of this year's WSO Annual Report to a report about the Basic Text: its development, significant conference actions regarding it, and a complete financial picture about costs and where the proceeds of Basic Text sales go.

New Product Update

We have received a request from an Additional Needs subcommittee requesting that we include IP #22, *Welcome to Narcotics Anonymous*, IP #16, *For the Newcomer*, and IP #11, *Sponsorship*, in the list of items we have available in large print. We agreed with the request, and these items will be available through the office in the near future. Another request focused on making *It Works: How and Why* and *Just For Today* available in Braille. We authorized the production of the Braille masters for these items as funds become available.

We have become aware of some changes within the policies of some TV stations regarding their willingness to air Public Service Announcements and the time constraints they are facing. Apparently some TV stations are less willing to provide thirty-second time slots, but are willing to provide a large number of ten-second slots. We received for review some samples of ten-second PSAs developed by area PI subcommittees in the Northern California Region. After some discussion, we decided to go ahead and produce in-house these shorter versions of the PSAs and distribute them to local PI committees at cost. We appreciate the work done by Northern California PI Committees.

Personnel Update

Since the last conference report, the WSO has lost or is in the process of losing several of our senior staff. Steve Sigman has been very ill for an extended period and unable to perform his duties. Long-time WSO employee Vida Moro has been working reduced hours due to health reasons. Steve Lantos has advised management he will be leaving the WSO after WSC '96.

These vacancies, coupled with the BOD's direction to the Co-Executive Directors to hire an administrative assistant to assist in their continuing delegation of tasks, made it necessary to seek someone to fill the long-vacant position of Assistant Executive Director. The individual in this position

should be able to perform any task that the Co-Executive Directors would perform themselves, as well as tasks that other staff would not necessarily be assigned.

Between July and December, 1995 a series of discussions were held, involving the Co-Executive Directors, the BOD Executive Committee, and Becky Meyer in order to fill this position. All communication regarding the hiring process was very limited at the request of the prospective employee to allow her to personally communicate any final decision to her family, her sponsor, and other world trusted servants.

In December, 1995 these discussions resulted in the hiring of Ms. Meyer and she resigned her position as Trustee effective January 22, 1996 and began work the following February 1st.

WSO - Chatsworth

For the last several months we have felt it important to advise world services leadership of the need to begin planning for the upcoming changes in the service system. In that vein, we have been busy planning for what the office needs to do to be in the best possible position for these changes. At the recently completed off-site management meeting in San Diego, we had extensive discussions about this issue. Our overall objective was to determine what internal changes need to be made in the office so that by June 1st, we are as stable as possible and ready for whatever comes down the road.

We used a process called an "affinity diagramming process" to evaluate the present and future functions of the WSO. We then took those functions and grouped them into the most logical order possible. We used that framework to place the functions and staff. Although this was an extremely taxing process, it worked very well.

This was also the first meeting of the Fellowship Service Working Group. In our opinion, it was very effective to have the trusted servant leaders present for a portion of our planning process. We believe that this relationship can work and may serve to help bridge some of the communication gaps that constantly affect us. We will keep you apprised as we move into this process. You will receive a more comprehensive report on the management in the Annual Report.

New WSO Headquarters

The WSO is extremely pleased with the new building which is located approximately nine miles west of our previous location. We are in a 35,000 sq./ft office building that has approximately 14,000 total feet of warehouse space. The old facilities were three 4,500 sq./ft buildings with a total of approximately 2,800 feet of warehouse space.

We can hold four simultaneous meetings for up to ten people and three other meetings with up to six people. Or we can use two of the smaller rooms for one large meeting of approximately 38 people. Needless to say there has been an increase in staff efficiency as a result of everyone being in one building. Narcotics Anonymous finally has a facility that looks the headquarters facility of a global organization. We will have pictures of the new facility at the upcoming WSC.

Financial Update

The office is still feeling the effects of using our cash to move into the new building. We knew when we made the decision about the new building that this problem was going to occur. We expect that this cash crunch will subside in the third quarter of this year. As usual the WSO will publish the unaudited financial statement in the WSO Annual Report.

World Service Office - Canada

The World Service Office - Canada has done some re-vamping during the past year. In the early fall of 1995 we were notified by our primary staff, Brian W., that he was planning to move to British Columbia. In the weeks prior to his departure, Brian was assisting us in lining up suitable candidates for the position. We were successful in hiring a primary staff member, Heide J., to replace Brian. We also hired an additional employee to train for emergencies and to relieve Heide during the annual vacation period. Since she has come on board Heidi has instituted several new filing and tracking innovations, as well as, evaluated and upgraded the existing telephone answering system. With these new systems in place we feel we are now able to service the customers just that much better.

World Service Office - Europe

The year 1995 has been an interesting year to say the least for the World Service Office - Europe. This year has witnessed the end of the European Branch Office Committee (EBOC) and its relationship with the office as a committee that was created to assist as an advisory body in the operation of the WSO-Europe. In its 18 months of existence EBOC was helpful in its many interactions with the WSO - Europe. The idea was right for this concept, but the timing was not quite right. In reviewing the operational status of the WSO - Europe it became apparent that in order to survive and to serve the European fellowship better under its current circumstances, the WSO - Europe would have to be downsized operationally. Part of that downsizing was the need to dissolve EBOC and create an aggressive reduction plan for the office's day-to-day operations. The downsizing option chosen was one that would still allow for a modicum of service provisions to the fellowship in Europe. We have put this plan into practice and look to evaluate its effectiveness by the end of 1996.

The good news is that in aggressively downsizing our operational costs we have been able to locate and secure a new, larger facility which should take us into the next century. The move into the new facility was completed in early March. It should be noted that this facility was leased at considerable annual savings to our overall operational costs. We look forward to servicing the fellowship from this new location and hope that the consolidation of our operations will prove to be helpful in our quest to become more effective and efficient in delivering services and products.

The new address for the World Service Office - Europe is:

WORLD SERVICE OFFICE - EUROPE
Rue de l'Ete 48
B-1050 Brussels, Belgium
Phone# 011-32-2-646-6012
Fax# 011-32-2-649-9239

Elections

The BOD is requesting early submission of resumes from individuals who have at least eight years clean with professional and/or business skills who would be interested in serving the fellowship as a member of the Board of Directors. There are three one-year terms available and currently there are no individuals in the pool. The two directors elected to one-year terms at WSC '95 will automatically be placed in the pool prior to the June board meeting.

If you know of anyone who might be interested, please have them contact any member of the board, if necessary, to obtain any information. Again, resumes are encouraged so that the board can achieve consensus on any nominations it makes. The next BOD meeting is April 12, 13, and 14 at the WSO in Chatsworth, California.

Conclusion

Some of the projects summarized in this report will be reported in more detail in the Annual Report, which will be mailed prior to WSC '96. If any conference participant or any member of the fellowship has any questions or concerns after reading this, any member of the BOD is available to assist with answers or to provide information. Thank you for allowing us to serve as members of the BOD and as Trustees of the Fellowship Intellectual Property Trust.

Tim Banner, chairperson

WORLD CONVENTION CORPORATION

Greetings from the World Convention Corporation. Although there won't be a convention after WCNA-26 (in St. Louis) until 1998, the WCC has continued to be very active in planning for our future. At our November meeting, the WCC held its election of officers. The results are as follows: Cary Seltzer, chairperson; Donald Griffin, vice chairperson; Janis Edwards, treasurer; Rhonda Richetta, secretary.

We also welcomed three new directors: Mitchell Soodak, assigned from the WSO board; Pedro Castro, elected at WSC '95; and Susie Longbottom, who is filling the WCNA-25 host chair vacancy. The director terms of Ron Duncan and Jay Reichbaum ended at the close of WCNA-25. Also Randy Jones and Gary Grien will no longer be of service with WCC. On behalf of all the directors of WCC, we thank them all for their service to the board.

The board approved changes to the bylaws that became necessary because of the passage of the WCC external guidelines. We thank the WSO directors and staff who took the time to participate in the revision of the bylaws. As promised at WSC '95, we have presented in the 1996 *Conference Agenda Report* a motion to approve the WCC Internal Guidelines. We believe that these guidelines will provide us with the tools to effectively execute the framework laid out in our external guidelines and manage the daily operations of the World Convention Corporation.

The WCC has brought to the attention of the Resolution Group the omission of the WCC in *CAR* Resolution B and is awaiting further clarification from the RG on this issue. As was done at WSC '95, WCC is requesting that the conference seat our chair and vice chair as non-voting participants at WSC '96. The seating of WCC leadership would allow us to participate in conference proceedings.

The writing of a new convention handbook will be delayed until after WCNA-26. The new two-year convention rotation cycle that begins after WCNA-26 will give the board and staff the time to devote proper attention to this important project. As reported in the past, the handbook project would be administered by the WCC executive committee. Board members or non-board members with expertise in certain areas would be brought into the project as needed.

The registration flyer for WCNA-26 has been printed and is being mailed to regions, offices, and past convention registrants. Throughout the years, there have always been requests from individuals in attendance at the WSC that we have the registration flyers out to our membership earlier. Implementation of the convention timetable outlined in our internal guidelines has enabled the WCC to distribute the registration flyer earlier than we have the past few years. This year, we asked staff to come to our November 1995 board meeting with a draft of the flyer. In the past, the directors have developed a draft of the flyer during the board meeting. All the directors had to do this year was fill in the events and have staff finish the flyer for executive committee approval. *There is one error on the registration flyer that we want to bring to your attention. The fax number listed on the registration page is incorrect. The correct fax number for the WSO is (818) 700-0700.* We apologize for any problems this may have created.

In keeping with our commitment to ensure that our fellowship's diversity is properly represented at the world convention, the WCC this year decided to translate the registration flyer into French, Portuguese, Spanish, and Swedish. We have also asked the Israel, Italian, and German-speaking regions if they would be willing to use the WCNA-26 artwork and translate the material on their own. WCC would be involved in reviewing the translated flyer and would provide some financial support as well. As we did at WCNA-25, WCC will provide simultaneous translations equipment for use throughout the convention in the main speaker room. The number of languages these meetings will be translated into is dependent on what language needs our members indicate. As you will see in this year's registration flyer, we have asked our members not to wait until they register to tell us their translation requirements, or what their special needs may be.

The theme for WCNA-26 is "Show Me How to Live." We will be offering three paid events. On Friday there will be a comedy show featuring Craig Shoemaker, who recently performed on Comic Relief, and Tommy Davidson from the cast of the former Fox TV series, *In Living Color*. On Saturday, we will have a live concert held in the Fox Theater, one of two original Fox Theaters in the country that have been maintained historically. We are currently negotiating with several acts for the concert and will inform the fellowship as soon as decisions are made and contracts signed. Also on Saturday we will host a jazz breakfast with a meeting. Adding a food event to the WCC food and beverage profile will increase our bargaining power in future event negotiations. Please note, the Unity Day celebration planned each year by the WSC Administrative Committee will be held during the Saturday night meeting.

This year we are trying to be proactive in finding out how we can make the world convention as accessible to as many members as possible. We are committed to making every world convention a special celebration of recovery for all who attend. We also welcome any of your ideas. Any input you have that will help us achieve this goal is welcome. Please direct all input to the WCC in care of the World Service Office.

Along with the submission of speaker tapes, the board is asking all regions or area service committees to make recommendations for workshop and main speakers for world conventions. Area or regional recommendations should consist of the speaker's name, address, telephone number, and clean date. We feel this will help us develop a program that will be more representative of a worldwide NA fellowship. All tapes and speaker recommendations must be received at the WSO by May 1, 1996.

We will make available discount airfares to our members attending WCNA-26. This year our discount airfare will be provided by American Airlines. Seven percent discounts will be offered off the lowest published fares to St. Louis from all American Airlines cities in the US, Canada, San Juan, and various Caribbean Islands. Our decision to accept American Airlines' proposal over some of the other airline proposals was based on the potential benefits it will offer to world services as a whole. We are attempting to enter into a multi-year agreement with one primary carrier in an effort to reduce the overall costs of travel throughout world services.

For our members who live outside North America, we actively sought discounts for international travel into St. Louis. However, these fares are regulated by the countries in which travel originates. The restrictions placed on all American carriers by most foreign governments make straight ticket discounting almost impossible. We will offer special rates for travel no longer than seven days and six nights, as the seven-day travel restrictions have been waived. There will be additional discounts from all international cities for groups of ten or more. What is especially nice about our contract with American Airlines is that a reservation can be made directly with the airline's local offices worldwide, removing the need for members to call the US to get discounts, as has been the case in previous years.

Merchandise at a world convention has become a premium item and at every convention since WCNA-23, we have sold out our merchandise earlier than the board would have liked. This year's host committee has requested that we have a T-shirt and coffee mug available for purchase on the registration flyer. Members will be able to purchase one of each item for each registrant paid before July 1, 1996. All purchased merchandise can be picked up on site.

WCNA-27 will be held in San Jose, California. We are planning to meet with the Northern California Region in May to answer questions and begin our relationship with the hosting region.

In October, Becky Meyer, Pedro Castro, and Mike Polin went to South America to begin the site selection process for WCNA-28. Mike and Pedro joined the world services fellowship development trip to Rio de Janeiro, Brazil and Buenos Aires, Argentina. If Rio de Janeiro is chosen as the site for WCNA-28, we believe we would be looking at a late May weekend event. One potential problem of holding a world convention in Brazil could be moving revenue in and out of the country. The board plans to consult with an international finance attorney who specializes in Latin American business as we continue to consider Rio as a potential site. The fellowship in Brazil is vibrant, growing, and quickly gaining convention experience. Becky, Pedro, and Mike attended the Latin American Convention, which had over 500 attendees.

If the world convention is held in Buenos Aires, it would be held in late February or early March. Since the seasons in Argentina are the opposite of North America, the climate during a late February/early March convention would be similar to a late August/early September event in North America. The Argentinean fellowship is also vibrant and growing. They will host the next Latin American Convention in 1997 which will give them additional convention experience.

We will join the next world services fellowship development Latin American trip to Panama City, Panama and Cartagena, Colombia in March to complete our initial site visits for WCNA-28. Michael McDermott will join Mike Polin on these visits.

At our November meeting, the board chose San Diego, California for WCNA-30, the special world convention planned to celebrate the fifty-year anniversary of Narcotics Anonymous. This convention will be held over the July 4th weekend in the year 2003.

A reminder to everyone, we move into a two-year convention cycle after WCNA-26 so our next world convention will not be held until 1998. On behalf of the board, thank you for your support and for allowing us to serve our worldwide fellowship.

Cary Seltzer, chairperson