



GREETINGS FROM THE BOARD

On 27–29 January we held our fifth board meeting of the conference year and our first meeting of the 21st century! We spent most of our time this conference year consumed by projects; the work we presented in the 2000 *Conference Agenda Report*, as well as, the Communications Task Force, Evaluation of the Literature Distribution System, WCNA-28, and routine services. We spent the majority of our January meeting discussing what has and has not worked for us in our first two years, initial plans for WSC 2000, finalizing our internal guidelines, and the work ahead for the next two years, including the transition to a two-year conference cycle.

We would like to stress here that while we have not traveled this road before, (either as a fellowship or as a board) we know that with our combined experience and the guidance of the conference, we will achieve all of the goals that are in front of us. We are aware that you have received an enormous amount of information to process over the last few months with the *November Conference Report* and the *Conference Agenda Report*, and we would like to thank you again for your willingness to read and consider all that we have presented. While the challenges that face us are considerable as we strive to incorporate a global reorganization into our service structure, we know without a doubt that the cliché, “together we can,” rings true.

In this brief overview and report we will outline the business we completed at our meeting and provide you with the information you will need in order to prepare you for the material in the upcoming *March Conference Report* and the remaining *CAR* workshops. The draft budget and the *Conference Report* will contain more detailed information on all of the projects and proposals that will be presented at the 25th meeting of the World Service Conference to be held 30 April – 6 May 2000.

We would like to take a moment to remember the selfless service, strength, guidance, and love that our fellow board member, Floyd Best gave not only in his board work, but also to the Fellowship of NA as a whole. His gentle spirit and easy-going nature will be sadly missed by all of us. His joy of giving, kindness, and thoughtfulness was nothing short of inspirational. Floyd died on 13 January after a hard-fought battle with cancer. We sent two board members to his services in Detroit to represent all of world services and convey our respect and condolences to his family.

Since our meeting, one of the Executive Co-Directors of the WSO, George Hollahan, suffered a stroke as a result of endocarditis, an infection of one of his heart valves. He is making remarkable progress in his recovery but still has a long way to go. He will undergo heart surgery at some point in the near future. He is unable to receive visitors or flowers but enjoys the cards that many of you have already sent to the WSO. They are delivered to him on a daily basis. He has expressed often how overwhelmed he is by the love and support that he has felt from the fellowship and he, along with the WSO staff and the board, would like to thank you all for your love and prayers.

A VISION FOR THE FUTURE: UNITY AND CONTINUITY

We began the meeting with a discussion of our individual and collective vision for the next two years. Some of the priorities we discussed included:

- ◆ WSC 2002
- ◆ WCNA 28, 29, and 30
- ◆ the impact of the motions provided in the 2000 *CAR*
- ◆ issue discussion topics
- ◆ publications and handbooks
- ◆ training and orientation for new board members
- ◆ project management
- ◆ information management
- ◆ fellowship donations
- ◆ fellowship development activities

One of the challenges that face us as a board is learning to administrate and delegate, while ensuring world board members and world pool members are used in a sensible and prudent manner. We do not want to burn out or overwork one particular group—we want to achieve a balance in allotting the appropriate amount of time each project that we are charged with will require. This will necessitate a more creative and proactive, rather than reactive, approach by clearly understanding the task at hand. We want to look toward what direction we are heading into and how best to reach those goals we, and the conference, have set for ourselves. This is no small task, and we will need to rely on each and every member of our fellowship to assist in providing that direction through clear and constant communication. All of us, as NA members, have a personal stake in the success of this process.

Part of our discussion also included the importance of maintaining a sense of continuity on the board as new board members are rotated through not only the board itself, but through the board's committees. We believe that a balance between rotation and continuity will allow for consistency and a direct knowledge of what's going on within each committee, as well as to assist in developing an objective connection of the board members assigned to those committees.

At the conference, there will be twelve vacant seats on the board, four that consists of vacancies outside of the planned election schedule—two two-year terms and two four-year terms. The other openings are eight six-year terms that are scheduled to be filled at WSC 2000 in the normal board rotation. We discussed what would be the best possible way to approach filling these positions to ensure maintaining continuity and unity. We believe that the original plan to have eight seats, or one-third, of the board seats being elected every two years accomplishes that goal.

We are recommending that the conference only fill the eight six-year terms. If the conference chooses to also fill vacancies, we recommend only one election and to let the terms be filled internally. We, as your board, are willing and capable of functioning with whatever number of people elected since we have the ability to use the World Pool. The reason we are leaning toward this recommendation is because of the possibility of a fifty-percent influx of new members. We want to try to avoid the obstacles we all stumbled over regarding elections for the board at the last two conferences. We want to make the transition of becoming a new board member as seamless as possible so that the above-mentioned principles of continuity and unity hold firm.

COMMITTEE IMPACT: A PHILOSOPHICAL DISCUSSION

We rolled up our sleeves and delved into the scope and philosophy of board committees, seeking to define terms in much the same way we do when we first begin writing our steps. It was a lively session as we examined words that in the past we might have avoided due to the nature of our former service structure. Yes, we looked at such words as administer, delegate, facilitate, authority, responsibility, accountability, and management. Action words that can provide solutions and opportunities to expand within the new service structure we are initiating. All of us, as a fellowship and as board members, must achieve a common understanding of these words and the new committee system.

The system that we were given calls for all project plans and project work approved by the conference

being delegated to the board. The board then determines which committees are assigned which work and maintains the overall responsibility for the work of all of world services. We believe that this is an effective approach but know that our challenge is to provide the board with enough information to maintain the overall responsibility while at the same time, providing each committee with clear direction and the resources to complete the work assigned to them.

One of the definitions we sought to clarify was administer, which means to manage, direct, and oversee. Committees will be chaired by board members who act as administrators facilitating the work, but not actually *doing* the work. This will help in maintaining the flexibility of a system that utilizes the World Pool and the WSO as resources. We hope to allocate these resources through resource management with the knowledge that an important committee component will be task-orientation. A question we should always ask ourselves is what are we trying to accomplish. Once the objective is established, the committee begins its work employing all of its available resources. Here it is important that the board and the committee clearly understand the task at hand. If production of the project is at a stand-still or the current means are not moving the committee towards an end, then it is up to the administrators (the board members) to step in and become part of the project. With the implementation of the Human Resource Panel and the World Pool, we now have access to an experience-based network that can address the needs each committee may have.

Another important aspect of the committees will be delegation. This is more of a role of project management by thoroughly examining the specifics of each project—its parameters, deadlines, troubleshooting, allocating and acquiring resources—all with keeping the final objective in mind. We believe it is important to create an interacting system rather than an interfering system. The direction of the project, as well as any changes, will be reviewed periodically by the board. The importance of clear and effective communication cannot be stressed enough, especially with so many of our projects that are deadline-oriented. Each board member may also stress their area of passion, since delegation does not always mean we will get our preference when it comes to being assigned to specific committees. If a board member possesses a particular skill or has enthusiasm toward working on a certain committee, he or she should voice their desire. However, here again, it is important that we stay open-minded and willing to serve the overall needs of the board.

And lastly, we discussed the process of authority within the committees—clearly defining the

interaction of the board with the committee and finalizing the communication from each committee to what is being communicated to the fellowship. We determined that the World Board is the entity that is ultimately responsible to the conference, not the specific committee, as stated in the External Guidelines.

We will begin to report decisions we reached regarding each specific committee in the draft of our Internal Processes that will be mailed to conference participants in March and provide additional information in the *March Conference Report*.

FINANCIAL UPDATE

The WSO has finally completed the consolidation of the accounts from the old system with the exception of WSOE (Europe). We experienced a healthy first and second quarter despite an error in calculating the cost of goods for *It Works* in this year's budget. The adjustment resulted in approximately \$85,000 in additional expenses, but we still have generated a higher than anticipated net profit through the first five months of the year. Based on our current data, it appears that we are re-establishing our revenue and expense pattern to conform to the new fiscal year and budget structure. As of 30 January 2000 we have over \$500,000 in reserve funds meaning that we have already achieved our savings target for the year. This is a first in world services history, and we would like to thank you all for helping to make this a reality.

We have successfully negotiated an extension of the lease—a fixed ten-year lease with an additional five-year option—for the current WSO Chatsworth location. It seems hard to believe, but we have occupied the current location for five years!

TECHNOLOGY AND ONLINE ISSUES

We are pleased to inform you that we did not encounter serious problems with our Y2K issues. We had some old print servers on our network and the accounting system in Belgium that were not compliant, but the installation of our new accounting system will address the latter problem. We are also pleased to inform you that the events-calendar is finally online and may be accessed by going to our web page, www.na.org and then selecting the NA events link.

As was discussed at WSC 1999, there were two websites that used the NA name and were confused with NA World Services. After discussions with the owner, an agreement was reached to transfer the domain names of Narcoticsanonymous.com and .org to NA World Services. We expect the transfer to be finalized shortly.

We also discussed the underlying issue represented in a project idea we received and a motion

that was committed to us at WSC 1999, regarding the “recognition” of online meetings. This issue seems to center around the differences between meetings and groups and their “sanction” or “recognition” within the service structure. Regardless of whether we can provide clarity about the difference, we acknowledge that online meetings currently exist and seem to operate effectively without any official direction from the fellowship. The distinction between meetings and groups also does not seem to be a common practice or understanding within our fellowship. We will seek guidance from the conference about how much time and resources they wish to see devoted to this issue at this time.

As we have reported, we have not invested significant resources into the development of the online discussion board until we have a chance to assess its effectiveness. We plan to continue to monitor usage until the conference and provide a recommendation for the future of the discussion board at WSC 2000.

PRODUCTION/DISTRIBUTION AND NEW PRODUCT UPDATE

The turnaround time for orders has dramatically improved, and we are pleased to report that orders are shipping faster than ever before!

We received the price quote for the Basic Text on CD-ROM and expect to go into production by the conference. We are also looking into the possibility of including an audio file that recites the “Third Step Prayer” and/or the “Gratitude Prayer” that could be accessed through a hyperlink.

We will begin printing *Just For Today* in the same size as the paperback edition of the Basic Text. Because of the necessity of allowing for space between the spine of the book and the text, non-English versions of *Just for Today* have been printed in a smaller font size, making the text difficult to read. Also, there have been problems with the book in the institutional market due to the cover being perceived as a “feminine cover.” We have created a new cover for *Just For Today*, which will be changed on the Brazilian edition first. We expect to have the English version with the new cover and size by May or June.

We will also update the page in the front of the Basic Text that describes other publications that are available. This list has not been updated since the late 1980s and does not currently reflect all of the fellowship-approved recovery material. Please note that this is not a change to the body of the Basic Text.

Along with the many items of recovery material in the translation process, we are pleased to report that we will begin production of Spanish and French recovery medallions in March. We are also ready to go into production of Japanese keytags.

VENDOR USE OF LICENSED PROPERTY

We have received many complaints recently about how licensed vendors use the name of Narcotics Anonymous on their websites. We believe that a standard disclaimer needs to be provided for their use and that the bulletin about vendor use of the fellowship's property needs to be revised. We will wait until after the conference, so that all potential changes to the FIPT, which will be decided by the WSC and Intellectual Property Bulletin #3, can be changed by the World Board and distributed at one time.

HISTORY PROJECT

A workshop is scheduled for Saturday, 29 April, at the site of the conference, the Marriott Hotel in Woodland Hills, California. The workshop will consist of a discussion by members who attended NA meetings in the 1950s and early 1960s. We identified approximately fifteen members who meet the criteria, and we are hoping to acquire as much information from them as possible. It seemed an appropriate opening for our 25th WSC, to gather these members for a discussion followed by an opportunity for other members in attendance to ask questions. If it is possible in your travel plans for the conference, we would encourage all conference participants, and any other members who are interested, to attend this meeting the day before the opening of the conference.

We also plan to create and distribute to conference participants a medallion that commemorates the 25th WSC and includes the original group logo. This idea will serve two purposes—first, to acknowledge our past while celebrating the 25th WSC and second, to satisfy our requirements for usage and distribution in our trademark protection of this logo on behalf of the fellowship.

WCNA-28

The English flyers have been mailed and by the end of the month the Spanish flyers should be mailed as well. We will also be providing an insert in the April *NA Way Magazine* that will contain travel and registration information for this event. There is a problem with the travel package prices in the flyer, however; the travel agent will provide the correct information.

We are currently working with the Host Committee in preparing for this first bi-lingual world convention. We are using the delegates from Latin America as a workgroup for assisting with creating the Spanish language program and are in the process of selecting World Pool members to create an English language program committee.

World service members will meet with the Host Committee in March to coincide with the Colombian

RSC meeting. On the same trip, a press conference will also be held in Cartagena about the convention. This is a standard activity in the host city for a world convention and the second press conference that we have held in Cartagena. We are very excited about this event, particularly since it is the first world convention to be held in this zone. Information about the event is available on our website and from the WSO.

LITERATURE DISTRIBUTION AND CONVENTION WORKSHOP

We held a successful literature distribution and convention workshop the first weekend in February. We included a funding pool in this project when it was approved by the conference. This pool allowed us to bring in a broader cross-section of fellowship customers than are typically able to attend these workshops. The funded participants included one office that purchases literature by contract, one office that purchases by bulk, one medium-sized area, three small areas, two large areas, one small region without an office, and one large region without an office. The literature workshop was also attended by most of our large regional service office customers.

The convention workshop was also well attended with approximately 40 participants, from over 20 conventions. The workshop contained a session with representatives from national hotel chains that were very well received. Tapes and handouts from the convention session are available upon request. We will provide more detailed information in the *March Conference Report*.

A survey for non-US fellowship customers is now posted on the website, and we really encourage all non-US area and regional literature customers to visit the website and go to the survey link. Our evaluation will only be as successful as the information that we receive.

COMMUNICATION TASK FORCE

The CTF workgroup met prior to the board meeting and to date have completed interviews with the WSO staff regarding their communication activities, experiences, and the development of a comprehensive periodical program, as well as the final scheduled Focus Group. Focus Groups were conducted among NA members in Philadelphia, Pennsylvania; Rockford, Illinois; Spokane, Washington; Mumbai, India; Berlin, Germany; Montevideo, Uruguay; Calgary, Alberta, Canada; and Woodland Hills, California. The research data from these groups will be compiled to generate a Problem Statement—a comprehensive statement of world services' major communications challenges and recommended solutions. Presently, WSO staff is in the process of analyzing the information from all of the focus groups. More detailed information about this

project will be provided in the *March Conference Report* and to WSC 2000.

CAR WORKSHOPS

We attended many CAR workshops since our last meeting and will be discussing all of the input that we have received at our March meeting. The WSC Co-Facilitators and the members of the Human Resource Panel will also attend our March meeting. This will allow us to discuss plans for the conference both as a board, as well as with the other conference-elected trusted servants.

Until we have discussions as a board, we will not know if any of the input that we received will result in any proposed changes but we do want to assure you that we have heard and are considering what we have received. While we will have more information in the *March Conference Report*, we wanted to present some preliminary information based on a number of discussions we participated in over the past few months.

Motion 5, the Approval for Service Material, contains a process for the World Board to create articles/bulletins concerning the traditions or concepts. There seems to be a mistaken perception by some that this process allows the board to change the traditions or concepts themselves. This process only applies to the creation of articles/bulletins. Also, the ninety-day distribution called for in this motion is intended to establish a minimum, but the board would always distribute material as it is available.

The motions regarding the Two-Year Conference Cycle are, as stated, interdependent. In other words, there is not a clear distinction between each motion because they all affect each other. We only offered these as separate motions for the purposes of consideration at CAR workshops and understand that if considered alone, they can be confusing. The reasoning for our presentation of a new timeline for the *Conference Agenda Report* is outlined in detail on page 19 of the CAR, and we encourage anyone with questions about this to read this section.

In Motion 10, we only intended to indicate the funding of one delegate per seated region. The actual language that would remain as conference policy if this motion is adopted, is contained in Motion 12, "The World Service Conference," and Motion 9, "Criteria for Recognition of New Conference Participants." If the conference does not support world services funding delegates as stated in Motion 10, the language in both of these motions would be amended. Also, as stated in our report, if the motion for criteria is not supported in Motion 9, we will not be offering Motion 10.

Motion 11, to limit the seating on the conference floor only pertains to regions. Seating for World Board members is covered in other existing conference policy.

Motions other than those being offered by the World Board are not contained in the draft version of the 2000 TWGWSS contained in the CAR. Any housekeeping items or adopted motions would have to be factored into the document before it is published after the conference. This is the typical process that is used for TWGWSS at the end of each conference.

The CAR workshops that we have attended so far have been attended by a wide variety of members and delegates representing over fifty regions and we are not even finished yet! Again, we would like to thank you for your active participation in this process. We look forward to seeing many of you at WSC 2000!

NA NEEDS YOU!!!



Here's your opportunity to give back what was so freely given to you!!! Help build the World Pool by sending in your service resume. Trusted servants for WS projects and elections will come from this pool. You can reach us by letter, phone, e-mail, or visit our web site at www.na.org to request your resume form.

THE NOT CLASSIFIEDS

Just so you know, this is NOT classified information...



The WSO has several vacant positions and opportunities for employment. We are currently accepting resumes, so please send yours in if you are interested in becoming a special worker.

In Fellowship,
Your World Board