

Regional Delegate Report
June 2, 2002

Greetings Family,

I will try to keep this presentation concise and inform you of the high points of the World Service Conference 2002. I will periodically stop for questions. If you can, please wait until a stopping point. If you feel a question cannot wait, please get my attention politely. This was the completion of the first 2-year conference cycle. Our theme was *Coming Together the Voice of NA*. This was the first biennial World Service Conference. We opened with an open World Board meeting on Friday April 26 at 4pm. An open World Board meeting means that non World Board members can sit (in a different section) and listen. Non World Board members or NAWS staff members cannot participate in discussions unless the meeting is opened to Q&A after.

Our new World Board Chair, Jane, led the meeting. Jon T. had resigned from the position, with no explanation given. During the meeting, the WB (World Board) discussed finalizing the timelines and facilities set up for the conference. In the past, we used one conference room, with long tables set up on the floor in several rows. At the front of the room was a platform section for the WB to sit and the facilitator's podium in the middle. At the back of the room was a section of seats for the gallery to sit in. We used separate meeting rooms for small group discussions of usually 20 to 40 people. This year we had two separate conference rooms. One was set up with several round tables of 10, and the front of the room was set up with a presentation area. That room was used for small group discussions, brainstorming sessions, and some report sessions. The second conference room was for more formalized sessions; old and new business, some reports, and some formalized discussion settings. This room was set up with a presentation podium and the facilitators' location in the front at ground level. The rest of the room was set up in a horseshoe with stadium style seating. We had long tables set up in sections on multi tiered platforms. The WB was spread out among the rest of the participants. In the past, we could usually go in and get seats picked out for the entire conference. This way you could strategically place yourself with the people you wanted to sit by and place yourself in certain relationships to the microphones. In the past, the microphones were in the front of the room. This year we had staff members bringing the microphones to us.

Our agenda for the week was going to be kept very full once we actually got under way. Our "official" start was scheduled for Sunday morning. After the first part of the WB meeting, on Friday, the floor was opened for questions. A couple of the items brought up were generalized questions about the sessions. There were two areas where we spent some time. The first was the discussion on how we were going to be recognized during business sessions. We were issued cards in our registration packets. One side of the card was red and the other side was yellow, with a number on it. During business, we were instructed to raise our card so the number could be seen. We would be called on in order of whose card was seen first, and logged into the computer. We were told to keep our cards raised until we saw our Region's name appear on the screen at the front of the room. The red side of the card was to be used to interrupt the floor, per proper parliamentary procedure. Some of the proper situations for interrupt with a red card were: appeal the facilitator, object to consideration, order of the day, parliamentary inquiry, point of information, point of order, reconsider, or withdraw or modify. It was explained, that by using the cards, we would not have to fight through the lines and it should make things easier for the participants.

The other issue that came up in Q&A was an issue that was also discussed during another open forum, during a special presentation, and at the close of the conference. We had a meeting with our auditor for NAWS. There were also messages passed on to us, through our Executive Director (Anthony), from our Attorneys and our Insurance company. By the close of the week, we were told what we could and could not discuss. Some of you, by now, might have heard some rumors. There was a long standing (15+ years), highly valued, non-addict employee at our World Service Office. She embezzled

Regional Delegate Report
June 2, 2002

\$294,000 (current estimate as of 05/04/02) from our fellowship. Thank our combined Higher Powers we are insured! Our attorneys and insurance company have instructed us, that releasing more detailed written information, at this time, could possibly affect recovering our funds and possibly opening ourselves up to a lawsuit. After this matter gets resolved, I will be able to give more particulars, in writing, as to whom, how, etc. This information came as a shock to us.

[Are there any questions at this time?]

On the afternoon of Saturday April 27th, we had an informal, informational session on some of NA's history. World Board members Michael McD. and Ron H. led a presentation about the history of NA, the World Service Conference, the history of our Traditions and the development of our fellowship from 1953 to today. We listened to portions of a recording of Jimmy K's speech during NA's 20th Anniversary celebration in 1973. We were told that tapes were probably going to be made available to us before we left WSC 2002, so I did not take notes. I am still in the process of tracking down transcripts, notes, or tapes. If I come up with these, I will bring them to your attention, at the next ARSCNA. We had three panel members that were around in the early days of NA in southern California. They talked about some of the early Literature development, the early business meetings; some of the early meeting places, and places where the WSO was. At times, the office was a room in someone's house (like Jimmy K & Bo). There was a slide presentation of some of the buildings. If anyone attends a Worldwide Workshop or attends one of the next couple of WCNA s, there will be history presentations available. The information, as well as the emotions that were shared, were very enlightening and uplifting. To hear that the Dreams and Visions for worldwide NA recovery and NA service that existed at the start are so similar to the Dreams and Visions today, reflected in our Mission and Vision Statements, was very moving! After the presentation and Q&A session, we were bussed over to the WSO for tours and an open house. Then we returned for a speaker meeting, with the three panelists from earlier in the day as our speakers.

Sunday, April 28th, was the official opening day of the World Service Conference. Our first day was being held in the informal room. When we arrived, we were assigned tables to sit at. This was setting the theme for the week. We were going to be in different spots, in both rooms, on a regular basis. This way it gave us the opportunity to meet and interact with different people, to learn and share new viewpoints, and to come to consensus in various settings. We were being introduced to the concept of brainstorming sessions and how well they could work. Our first assignment/task was just to get to know the people at our tables. To do that, we were to introduce ourselves. During the intro, we were to give our name, service position, where we were from, clean date, and any single personal thing about ourselves. This helps to make the setting more personal and bring the group closer together. It is an ice breaking exercise. After that, we had two questions to answer and then share with our groups. Again, it was designed to bring the groups closer together and to bring out some personal hopes and fears. When that was completed, we shared our responses in our small groups and some people were asked to share their responses with the entire room. The two questions were: What was our highest hope for the week, and what were our greatest fears for the week?

Next, we discussed our Brainstorming Guidelines, Suggested Ground Rules, and the Brainstorming Meeting Styles

(There are 4 pages of inserts here, see your ASR/RCM/GSR for details/copies)

After discussing these, we discussed some of our combined visions and hopes for this year's WSC. After our initial brainstorming session on what we thought of WSC 2002 "*Coming Together the Voice of NA*", a compilation of ideas was created and later we were given the following combined compilation.

The World Service Conference

"Our common welfare must come first. Personal recovery depends on NA unity." Nowhere in our service structure is this tradition more evident than at the meeting of the World Service Conference. Guided by our Twelve Traditions and Concepts, it is the one point of our structure where the voice of NA as a whole is brought to view and expressed on issues and concerns affecting our worldwide fellowship. The World Service Conference is not just a collection of regions; its concerns are greater than the just the sum of it's parts. The conference is a vehicle for fellowship communication and unity: a forum where our common welfare is itself the business of the meeting.

Conference deliberations serve the needs of a diverse membership of different languages and cultures and address the challenge of how to provide effective services to NA groups around the world. The conference works for the good of all NA, taking into account both present and future needs.

Narcotics Anonymous is a life-saving program. Our founders envisioned a worldwide fellowship of addicts when there was only one group and one meeting in the world. Our founders established a world service structure to help to carry the message to addicts everywhere, at a time when Narcotics Anonymous existed in only one country unified by a single language and culture. With an unshakeable faith and belief in Narcotics Anonymous, born out of personal experiences of recovery, the creation of the World Service Conference followed in 1976. Those members, dreaming of a better day for addicts everywhere, embarked on a mission to bring together those few NA groups, which existed at that time, into a unified fellowship. Knowing from personal experience that the old lie, "once an addict, always an addict," was dead, that *we do recover*, our predecessors labored to ensure the continuation and growth of NA everywhere.

That vision continues. In each biennial meeting of the World Service Conference, our fellowship comes together in one place at one time to share experience, strength, and hope with each other. The purpose remains to solve common problems among those already here and fortunate enough to have discovered this new way of life and, more importantly, to redouble our efforts to carry the NA message to the addict who still suffers.

We also went into brainstorming sessions on the following: What is my greatest hope for a new WSC and what can I do to make that happen? ; What can we do to make the description of a new WSC a reality? ; And what challenges or issues, that face the fellowship, would you like to discuss as a conference? . The compilations of the first two questions were not issued back to us, but will be available later. Some of the high points were: to do away with parliamentary procedures and go to more consensus situations, where voting might be necessary come up with a less stringent set of operation procedures, more discussion and brainstorming sessions, and to have all Regional Delegates and their Alternates funded. Those ideas were talked about a lot. There were several other ideas talked about based on the concepts and better communications. Various members of workgroups are looking into most of these areas and quite a few of these issues can be corrected through better, more efficient, communications through the service structure. The communication issues were addressed with a formalized list from the Communications Task Force (CTF). The CTF list addresses 29 problem areas

discussed through several input sessions. The results from the questions dealing with the issues and challenges were compiled and combined with the Issue Discussion Topics from the Conference Agenda Report, and we discussed them later in the week. Here is the list we were given after compilation.

- **Correspondence/Direct WSO Contact**

- Members' limited awareness of World Service functions and services
- Members' lack of understanding of World Service communications
- Members' lack of knowledge of specific World Services contact information
- Difficulties with the NAWS voicemail system and frustrations with front-desk call-routing
- Other barriers to contacting NAWS: members' negative experiences, feelings of fear/intimidation, and/or distrust
- Additional non-US difficulties contacting NAWS
- Limited awareness of World Conventions
- Surveys are hard to understand and harder to access

- **Internet**

- Unknown and limited member access to the internet raises questions about the efficiency and effectiveness of efforts to integrate internet communications into NAWS overall strategy
- Lack of usage/access to NAWS website (www.na.org)
- Lack of agreement about where the NAWS website's functions should be

- **Periodicals**

- Need to re-evaluate the coherence of the periodicals program (including the purpose/philosophy and the function(s) of the program overall and of each component periodical)
- Audience(s) may not be appropriately matched for each periodical in terms of audience interests, desire for access, use of language, publication length, and level of detail (or complexity)

Regional Delegate Report
June 2, 2002

- Awareness of periodicals is low and access is limited
 - Service-related information is too complicated or uninteresting to NA members
 - Lack of agreement about the ease of understanding of periodicals
 - Unreliable or incomplete mailing lists (database accuracy problem)
 - The breakdown in NAWS communication, filtered through the layers of the service structure – from the Regions to the Areas to the Groups to the NA members
- **The Conference Agenda Report (CAR)**
 - Lack of awareness and/or use of the CAR
 - Service issues in the CAR are too complicated
 - Lack of understanding about how to participate in fellowship discussion
 - The diverse range of topics members hope to see discussed fellowship wide
- **Products and Services**
 - The large number of pieces of new literature and products focus group participants would like to see developed
 - The large number of “special needs” literature products members would like to see developed
 - Some products and services are outdated
- **Translations**
 - Communities that are not directly involved in translations don’t understand the needs and issues faced by communities that actually do translations with help from NAWS
- **Worldwide Workshop Experiment**
 - Lack of clarity regarding the purpose of experimental Worldwide Workshop system

Regional Delegate Report
June 2, 2002

- Lack of clarity as to how often Worldwide Workshops should occur
- Little understanding of World Services' limited resources

Later on that evening we had a special report from our auditors about the embezzlement issue. The attorneys were also supposed to show up, but the individual that was assigned was held up with another case out of state. Some of the things discussed in that session, that can be put down in writing, are as follows. There was no charge by the auditor to give his presentation to us or to stay for the intense Q&A session. NAWS has given authority for complete access, to all records, for our auditors. The auditors are going to give us suggestions for more internal controls, and our internal processes **will be** amended per their suggestions. Our auditing firm is assisting with validating the information that has come up in the investigation, with the internal control review, and modification recommendations to the WB. In addition to implementing stronger internal controls, the NAWS auditing contracts are being modified to include more outside oversight, including external spot checks by the independent auditor of the NAWS cash accounts on a regular basis. It was discussed with us by the Executive Director that our attorneys were giving us 15 hours of free time and the rest of their billable expenses will be 25 % of their normal fees. This means that our billable expenditures, to our attorneys, will be between \$175-\$250 per hour.

[Are there any questions at this time?]

On Monday morning, we had an open World Board meeting with a Q&A session to follow. At the same time as this was an open forum for the Human Resource Panel (HRP). Since there was only one of me, I could only attend one session. I attended the WB meeting because it was about old business motions and upcoming amendments to the same. I talked to a couple people about getting their notes from the HRP forum. During the Q&A session, discussions about several motions/amendments to the CAR motions were discussed. Discussions were basically around *The Treasurers Handbook*, election procedures, and the rules of order. One issue that was brought up in Q&A was in reference to *The Little White Book/Basic text* evaluation, which stemmed from the surveillance issue delegated to the WB at the last WSC. The Ontario Region, in Canada, had an undercover police officer; representing himself as an addict, show up at meetings. He came around to gain peoples trust. Then he gathered information and later prosecuted addicts with the information he gathered. The office has been in contact with the local fellowship to assist them in working with the local media blitz and how to handle it. In the past, in the US, a judge actually threw out the evidence gathered in the same way. The judge saw this was the right thing for him to do. So, when this happens in the US, NAWS gives out all the particular information, as to the who, what, when, where, and how. Unfortunately, Canadian law does not coincide with US law. *The Guardians*, on the WB, have this on the list of things they need to look into. It is not at the top of the list, but it will be looked into over the next couple of years. The HRP forum went over items they were going to discuss in their report, being given later in the week, and election procedures. I will cover these items later in my report.

Next, we went into a formalized business session to deal with the items in the CAR, amendments to the same, and adoption of procedures for WSC 2002.

Motion #1 – To replace the existing *Group Treasurer's Workbook* with the revised draft contained in Addendum A.

Motion passed as amended

Amendment made by the WB – “To amend the *Group treasurer’s Workbook* presented in the 2002 CAR by adding the bulletins *Direct Contributions*, *Theft of NA Funds*, and *The Generation of Funds (Fundraising)* and the *Seventh Tradition In Narcotics Anonymous*, an arrow from the region to world services in the fund flow diagram found on page 54, changes to the Group treasurers Record as shown in the *Treasurers Handbook*.” David J (WB) expressed concern about thickness of the arrow on the diagram, and agreed to give it as input for printing.

Amendment passed

Amendment made by the WB – “To change the *Group treasurer’s Workbook* by amending the Group Treasurer’s Record

To reflect the addition of a space for recording Prudent Reserves on all Treasurer’s reports

To add a master page for Daily Group Treasurer’s Reports

To add a master page for Weekly Group Treasurer’s Reports

These same amendments would be made to the *Treasurer’s Handbook*.”

Amendment Passed

Motion #2 – To remove the selection of Issue Discussion Topics from future CARs

Motion passed after parliamentary circus routine

(The Arkansas Region had directed me to vote against this motion based on information I presented from the CAR Workshop I attended. We were told that there was no method in place to replace this. When the April Conference Report came out there were three alternatives listed. We discussed these prior to this motion. Since there were now alternatives in place, I believed that it was OK to change the Regional conscience. Therefore, I voted to pass this motion) (The Arkansas Region’s original vote was 3 to 2 to fail)

Motion #3 - To select two issue-discussion topics from the following list for discussion at the 2002 World Service Conference

Motion was not considered after a vote on an objection to consideration passed

Motion #4 - That the World Board investigates and researches some possible ways to gather and publish service experience from the NA fellowship for the purpose of helping NA members learn more about the functions of GSRs. The World Board will report the results of its investigation to conference participants

Motion Failed

Motion #5 - To direct the World Board and World Service Office to allow recognized NA groups, service boards and service committees to electronically provide additions and changes of their meeting information in the NAWS Database by supplying the latest, accurate, and whole meeting list. The list would have to include all data required by the technology of the NAWS Database software application typically known as “required fields.”

Motion never brought to the Floor

Motion #6 - NA World Services shall organize, host and facilitate the first meeting of a new, Assembly of United States Regions in 2005. This assembly shall be a 3 day event conducted in the most cost efficient, centrally located city available in the United States so as to encourage as many Regions within the United States as possible to attend and participate. This assembly shall be a one-time responsibility of NA World Services. Each Region will be responsible for the cost of room nights and food for their respective participants as well as transportation to and from the assembly. Included in the agenda for the assembly shall be the following topics: Assembly Guidelines Discussion; Financial Responsibility for future assemblies; and Mission/Vision Discussion.

Motion Died to Lack of a Second

Motion #7 - To have a six-year moratorium of seating new United States regions.

Motion failed

Motion #8 - That the Narcotics Anonymous World Services Literature Sales Policy for the United States and Canada be amended to reflect an increase of seven percent to the discount policy for all customers that engage in annual contracts with the World Service Office.

Motion Failed

Motion #9 - That Narcotics Anonymous World Services placed those customers engaged in annual contracts under the Narcotics Anonymous World Services Literature Sales Policy for the United States and Canada on a net sixty day instead of a net thirty-day payment terms.

Motion never brought to the Floor

Motion #10 - To allow the WB to delay the Basic Text evaluations project until 2006 so that we can spend more time on development and review within the Sponsorship project.

Motion Failed

Motion #11 - To approve the proposed WSC 2002 Rules of Order.

Motion passed as Amended

Amendment made by the RD of the San Diego Imperial Region and seconded by the RD of the Pacific Cascade Region. “To amend the Rules of Order for WSC 2002. The WSC will recognize multiple regional delegates alternates at WSC 2002. Seating on the floor will be limited to two delegates from each region for formal and informal sessions. It will be the region’s decision which 2 delegates occupy the two seats on the conference floor at any given time.”

Amendment failed after being revised by removing the first sentence

Motion #14 - To approve the proposed WSC 2002 election procedures.

Motion Passed as Amended

Amendment made by the RD of the Northern New York Region and seconded by yours truly, the RD from Arkansas. “To amend the WSC Election procedures 2002 by replacing the language on page 2, Elections #5b with the following: ‘The World Board nominees receiving the most votes above the required 60% majority will be elected to the available positions on the World Board.’”

Amendment Passed

Motion #15 - To approve the WSC 2000 draft minutes.

Motion Passed

Motion #16 - To allow Le Nordet and Alaska to retain their conference seating by adding them to the list of seated and funded conference participants.

Motion Passed

(Are there any questions at this time?)

On the morning of Tuesday, April 30th, we started the day in a session for Strategic Frameworks for Narcotics Anonymous. Lack of long term planning was one of the key problems identified in the inventory of World Services that occupied much of the 1990s. NAWS has not historically been very effective at setting long-term goals; for the most part, our actions have remained focused either on immediate needs or on short-term projects assigned by the WSC. One of the most significant things to emerge from WSC 2002 is this new Framework, which was planned by the World Board and office staff. This Strategic Framework for NA World Services will help us focus on the long term, providing direction for NAWS in a way that is more specific than our Vision Statement, and more general than individual project plans approved by the WSC. NAWS employed a consulting firm to facilitate planning sessions with the WB and staff. The same consultant that worked with them assisted us in parts of this session. The Strategic framework for NAWS starts with our Vision, and then identifies long-term goals. By combining our goals with our values, (our values being our 12-Steps, 12-Traditions, & 12-Concepts) we are able to define Key Areas of concentration and certain Objectives in those Key Areas. When looking at strategy, (the key to Strategic Frameworks) Douglas Eadie is quoted as saying, “Strategy without vision is like motion without direction”. When we look for Strategic Frameworks for NAWS we look to the NAWS Vision statement.

NA World Services Vision Statement

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

Our vision is that one day:

- ◆ Every addict in the world has the chance to experience our message in his or her own language and culture and find the opportunity for a new way of life;

- ◆ NA communities worldwide and NA World Services work together in a spirit of unity and cooperation to carry our message of recovery;
- ◆ Narcotics Anonymous has universal recognition and respect as a viable program of recovery.

As our commonly held sense of the highest aspirations that set our course, our vision is our touchstone, our reference point, inspiring all that we do. Honesty, trust, and goodwill are the foundation of these ideals. In all our service efforts, we rely upon the guidance of a loving Higher Power.

To realize our vision NAWS has set up the following long-term goals.

NA World Services Long Term Goals

In a continuous effort to become the kind of organization that can realize our vision, NA World Services strives to achieve the following goals:

Concerning the Service We Provide

- ◆ To be a trustworthy leader, with the foresight to identify trends and issues affecting the fellowship and the ability to develop innovative solutions to them.
- ◆ To be a reliable resource for information about Narcotics Anonymous recovery and access to the recovery process.
- ◆ To be the spokesperson for the interests and concerns of Narcotics Anonymous and the issues that further our vision
- ◆ To create and distribute products and services that meet changing fellowship needs.
- ◆ To foster a worldwide community of members with unity of purpose and a keen sense of mutual accountability and support.

Concerning How We Operate

- ◆ To build productive partnerships throughout NA to accomplish our vision: relationships with other components of the service structure and local communities, and between board and staff.
- ◆ To be a model of professionalism, setting high standards for service, efficiency in operations, and an unwavering focus on the needs of those we serve.
- ◆ To be responsive and accessible, inviting involvement and dialogue, and ensuring efficient delivery of products and services.
- ◆ To be respected as an organization of integrity and consistency, principle-centered in words and actions.
- ◆ To be a sound organization with the structure and capacity, human and financial, to achieve our goals and priorities.

Combining the previously mentioned goals with the values of NA as addressed in our 12-Steps, 12-Traditions, and 12-Concepts we can start to look towards some Key Areas and Objectives in these Key Areas.

Key Area of Communication:

Internal Communication

Clear, consistent communication across the service structure is essential for us to realize our vision and achieve long-term goals. Weaknesses in world, regional, and local infrastructures; cultural differences; misinformation; and other barriers can derail communication all too often. World services must continue to work with delegates to develop an effective process for productive, open dialogue. In addition, we must examine the ways in which we communicate with all our various audiences and the appropriateness of the content of our communication, in order to fully engage and unify the fellowship.

Objective 1:

Increase timeliness and perceived value of NAWS communications by initiating a dialogue directly with members and the service structure and by disseminating targeted information of interest.

Objective 2:

Improve accessibility of NAWS to a diversifying fellowship worldwide.

External Communication

Trends in acceptance, visibility, and treatment of addiction will continue to significantly affect the growth of the fellowship, and NA World Services needs to educate and have a strong presence in all sectors of the public to better support the fellowship. Building upon a positive perception of Narcotics Anonymous, we must increase public relations efforts, build strong relationships with external groups, and stand as the voice of the fellowship.

Objective 3:

Raise awareness and enhance perception of Narcotics Anonymous as a credible option for recovery.

Objective 4:

Build cooperative relationships between Narcotics Anonymous and the professional community.

Key Area Fellowship Support:

The NA fellowship is diversifying geographically, culturally, by age, and in other significant ways. In order to realize our vision and make Narcotics Anonymous available to every addict, we must better understand member needs and expand fellowship support services, tools, and related products.

Objective 5:

Build and implement a range of support services, tools, and related products to meet the diverse needs of our members and potential members.

Key Area Recovery Literature:

Literature Development Process

NA literature and related products are perhaps the most tangible and recognizable component in how our message is carried and how the public perceives NA. As a result, improving the effectiveness and efficiency of the systems by which this material is developed, distributed, and maintained can have a direct positive impact on NA as a whole.

Objective 6:

Streamline and increase responsiveness of the literature development process to meet the needs of the fellowship.

Literature Diversity

Growth and diversification of the NA fellowship increases the need and expectation for a greater range of recovery literature. The specific needs of the members must be understood more clearly, and a number of issues must be resolved to satisfy this demand. These issues include the degree to which cultural barriers should be addressed and the willingness of the fellowship to prioritize, develop, and approve diversified literature.

Objective 7:

Build a range of literature to meet the diverse needs of members and potential members.

Key Area Leadership and Management:

Operating Processes

As a responsive organization, we have worked hard to be open and receptive to member needs and to satisfy these needs through excellence in customer service and an ever-increasing workload. Without effective systems to manage and prioritize the work, however, quality and follow through can suffer. We must take action to fine tune systems to gather member input, make informed decisions, prioritize issues and the resulting workload, and to monitor and measure progress and results.

Objective 8:

Develop and operate routinely a process to identify and assess needs, establish priorities, strategize and implement plans, and monitor and evaluate progress.

World Board Efficiency and Effectiveness

Over the past several years, NA World Services has adjusted its structure to build a more efficient, responsive, and flexible organization. A core component of that structure is the oversight work performed by the WB. To realize the full impact of the changes made, we must examine our focus and operations, as a board, to ensure that we provide the direction and guidance others need, while empowering them to fully embrace their roles and contribute their expertise to achieve NAWS' goals.

Objective 9:

Evolve the focus and operation of the WB as a strategic leadership body.

Key Area Resources

Staff Capacity

WSO staff must provide expertise and experience in developing and managing the projects, products, and services needed to fulfill the directives of the WB and be a full partner in realizing the NAWS Vision. To succeed, gaps in staff expertise must be identified and filled (or outside resources

used), and the greatest productivity must be obtained from existing staff and volunteer resources.

Objective 10:

Build and align staff capacity with agreed upon priorities.

Objective 11:

Evolve the focus and operation of the staff as an effective partner to a strategic board.

Leadership Development

The WB, along with the staff, are dedicated individuals with a passion and commitment to realize the vision of the organization. To succeed, NAWS must focus on developing the skills and abilities of our current and emerging leadership and ensure that an ongoing pool of qualified individuals are prepared to take on leadership roles and sustain the commitment to the vision required over time.

Objective 12:

Define NAWS leadership requirements and build an effective system to identify and cultivate an ongoing pool of future leaders for the organization.

Objective 13:

Clarify NAWS leader roles and provide the training, tools, and support necessary for success.

Income Stream

Growth of the worldwide fellowship and ongoing member expectations for quality service place demands on resources. To ensure that we build and maintain adequate resources that grow with the fellowship, we must take a fresh look at funding sources and the flow and use of world service resources.

Objective 14:

Ensure the long-term reliability of NAWS income sources to carry out identified priorities.

Objective 15:

Fund the cost of all services through fellowship donations.

When completed, the Strategic Plan will include standards for prioritization, implementation, follow-up, and evaluation of NAWS' work and goals. Of course, the primary goal of all our efforts is, as always, carrying the message to the still suffering addict, directly or indirectly. One of the most important aims of the framework is to help the board shift from an administrative board to a strategic board. Most of us have long known that the majority of actual work done on projects needs to occur outside the board itself, by committees, workgroups, and staff, with the board providing direction and oversight. Such has not necessarily been the case during the past 4 years, however, and that needs to be changed. The mission for the board is the continuation and growth of Narcotics Anonymous, and for the board to be true to that mission, they need to learn to step back and not get so involved in the details. With everyone's help, this transition can be made.

After that part of the session, we went into a brainstorming session, facilitated by the consultant, to attempt to develop some additional planning/goals to move towards for WSC 2007. Some of the ideas generated were visionary more than practical, but no idea is a wrong idea. The visionary ideas tended to

Regional Delegate Report
June 2, 2002

look down the road 20-50 years from now. The information gathered in this session was compiled, with the common ideas rising to the top of the lists. NAWS will look into them as potential plans to be addressed in combination with the strategic frameworks in place. From this we could see future project plans at the next WSC.

After the brainstorming session relating to strategic frameworks, we had the WB report. A lot of this came direct from the *April Conference Report*. Certainly one of the major tasks for this past conference cycle has been implementing the committee system. Before the 2000 WSC, the only committee of the board was the Executive Committee. All of the boards committees are now functional, but the board is still learning how best to use the system. With the board bearing final responsibility for all projects, some aspects may be delegated to a committee or workgroup for planning or implementation, but everything comes back to the full board for review and approval.

As I reported to you before the WSC, there was a motion to allow groups, areas, and/or regions the ability to update their meetings online. I informed you that, the way it was worded, it was not feasible. I also told you that NAWS was working on a project similar to that request. Areas and regions were now able to register groups, update meeting information, and update trusted servant information online at www.na.org. There is information available on how this can be set up and done. I have some of the information with me, and if there is no objection, I will turn it over to our Webmaster, so she can proceed with getting the rest of the necessary information. For those of you who are not computer literate or do not have much of an interest in this, you might not think this is a big accomplishment. This is a fantastic accomplishment. Our database does not just track meetings. It tracks financial information, mailings, activities, service functions, & registration information, just to name a few things. This year was the first year that electronic registrations were available online for conventions and other events. We have only begun to break the surface on what we can do with online technology. The sky is the limit.

Over the past 2 years, the board has had lengthy discussions about public relations in general, the nature of public relations within Narcotics Anonymous, our current public relations statement, past trustee efforts as regards public relations, local PI needs, and attendance at national and international events. The WB and conference participants agree that public relations are critically important to foster improved relations with the professional fields at all levels. This includes local PI community information events; H&I presentations to jails, prisons, and hospitals; home group relations with their meeting facility; all the way to international events. We have used the small group/brainstorming session format to talk about our internal NA language, the language of professionals, and the principles contained in the 12-Traditions that complement and guide our efforts in the public relations realm. In our interactions with the professional world and the public in general, our NA language can actually hamper our efforts.

We would like to raise awareness of NA outside the fellowship to make us more widely known as a viable program of recovery from drug addiction. Our level of respect in the professional community also needs to be bolstered. Pursuing multimedia coverage, within the guidelines of our traditions, and continuing to develop relationships with other organizations will provide additional opportunities to educate society about Narcotics Anonymous. In our ongoing public relations strategies, efforts such as these will assist us in becoming recognized as a legitimate recovery resource to organizations that can reach great numbers of still suffering addicts on our behalf.

Drug courts represent a relatively new kind of court system, building on the drug diversion programs already in place that court-order addicts to NA meetings. Many national and US state governments view this model as highly successful, and as a result, these specialized courts have grown rapidly in numbers. Over the past few years, NA has seen an increase in newcomers coming to NA meetings, primarily in the US but also in other countries, because of referrals from the drug court movement. Also fueling this growth in new members is the increased awareness and acceptance of

Regional Delegate Report
June 2, 2002

Narcotics Anonymous as a preferred program of recovery for drug addicts, among both professionals and the general public. Because of the importance of the drug court movement, we want to continue to build our relationship with these drug court professionals.

For those of you who have followed the Watershed issue, it is still unresolved in some areas, especially the southeast. If you do not know what the Watershed issue is, I will try to explain it to you. There is an organization that owns and operates treatment centers. The name of the corporation is Watershed. This organization listed phone numbers in phone books throughout the entire US under the listing of Narcotics Anonymous. If they had a treatment facility in the area, the phone number connected to their facility. If they did not have a facility in the area, the phone rang at a treatment referral line. They would answer the phone as Narcotics Anonymous, and then refer addicts to treatment. For every addict they sent to a facility, that was not one of their own, they would receive a referral fee. Once this was discovered, NAWS contacted Watershed as well as the major information services. It is, almost, an impossibility for NAWS to contact every phone company in existence. Since several phone companies get their listings by purchasing lists from other informational services, this has spread like wildfire. It is suggested that everyone get someone in your area to check the local phone books and informational services, to make sure this is not happening around you, if it is contact NAWS for instructions.

The bulletin board, for participants, is still up and running. It has not gotten much use. Personally, I have only posted to it a few times, but I do read all the posts. There was some discussion that some people were not using it because they were not sure how to use it. Therefore, a special session was set up for training.

As part of the WB report, we also had a report and recommendations from the WSC Seating Workgroup. The workgroup was created consisting of Michael McD. And David J. of the board, and RDs Mukam H-D of New Jersey, Seth S. of Rio Grande, and Michael C. of Spain. Their purpose was two-fold: first to create a functional process for the implementation of this new policy and second, to evaluate the readiness of NA communities applying for seating at the Conference. Their recommendations were reviewed by the board and resulted in their recommendations and report. The process of seating regions at the World Service Conference begins with an NA community indicating to NAWS that they wish to be considered for seating as a WSC participant. Assigned staff then communicates back to the community, stating what the policy is (including the criteria for seating), and offering assistance as the community compiles its information, which then is used as a basis for consideration. Over the next six to eighteen months, the dialogue continues until the workgroup, and ultimately the WB, evaluates the available information and makes a recommendation regarding that community's request to be seated as a conference participant. The prime criterion is: *A new region is eligible to apply for recognition as a conference participant after having functioned as a service body for at least 3 years. For regions forming out of an already existing region, the newly formed region has to have functioned as a separate body for at least 3 years.* This was a motion that was passed at WSC 2000. The criteria as suggested by the policy include both objective and subjective items.

Community Assessment

Objective Criteria

Community has provided 3-years of continuous service provision prior to submission of request

Community has distinct language and culture

Community has distinct geographic boundaries

Community has followed through on requests from NAWS in completion of information packet and maintained ongoing communications

Subjective Issues

Regional Split – Being a distinct NA Community

Did the applying community split off from another seated conference participant, because it has its own distinct/separate identity?

Regional Split – Having a diversity of voice or language

Is the community a part of a larger community but due to language or philosophical differences does not feel its voice is being heard at the conference?

Regional split – Size issues

Has the community grown to such a size that a split was necessary because services could no longer be delivered effectively by the original region?

Potential for Growth and Development

Will the community be ready to assume its place as a full participant at the next Conference? Or will participation at the Conference be of extraordinary benefit in assisting the growth and development of the community following the delegate's attendance at the Conference?

Benefit to the Conference

Will the community's participation be of significant benefit to the Conference and result in a positive contribution to the growth and development of the Conference and the fellowship worldwide?

Vitality and maturity of NA Community

Is the NA community a vibrant and alive NA community with sufficient maturity to benefit from attendance at the Conference?

The criteria were only used in conjunction with "Objective Criteria. The deadline for considering applications for WSC 2002 was April 28, 2001. The following NA Communities applied before the deadline: Arabian Gulf (4/11/01), Greece (11/16/00), North Carolina (4/17/01), Pakistan (4/14/01), Poland (4/10/01), and Turkey (4/01/01). The following NA Communities applied after the deadline, and will probably qualify for request of seating at the WSC 2004: Chile (05/29/01) and Venezuela (05/29/01) Following are the recommendations of the seating committee.

Arabian Gulf –

It is unclear whether this NA Community encompasses most of the Arabic Middle East, including Oman, Bahrain, Kuwait, Saudi Arabia, and perhaps Egypt. There appears to be a lack of information about this NA Community. The individual may have acted on his own to request seating, no follow up information received. This region did not meet objective criterion of delivering services in the relevant geographic area for 3 years. The recommendation was not to consider this region's seating

request.

Greece –

This region met all objective criteria. The recommendation was to seat this region as a participant, effective at the WSC 2004.

North Carolina –

The North Carolina Region formed in January of 2001, as a split-off from the Carolina Region. The primary reason stated, for the regional split, was that the needs of its member groups and areas were not being met under the then-existing structure. All services seem to be in place as of February 8, 2002. **This region did not meet objective criterion of delivering services in the relevant geographic area for 3 years. The recommendation was not to consider this region's seating request. This region would not be eligible to apply for WSC Participant status until January of 2004, meaning that they would be considered at WSC 2006 for seating at WSC 2008.**

Pakistan –

There appears to be a lack of information about this NA Community. The individual may have acted on his own to request seating. There was no follow up information received. **This region did not meet objective criterion of delivering services in the relevant geographic area for 3 years. The recommendation was not to consider this region's seating request.**

Poland –

The information that was available, to the committee, was extracted from reports given to the EDM/ECC (European Delegates Meeting/European Convention Committee). NA meetings have existed in Poland since the 1980's. They have had conventions during the past 6-9 years. There are 39 NA groups with 47 meetings a week in Poland. The 2003 EDM meeting is scheduled for Cracow, Poland. Between January 2002 and February 15, 2002, there were numerous email communications between staff and the RD. The most recent communications indicated that the packet of information would be sent sometime late February or March, by regular mail. The workgroup extended their deadline to try to meet the needs of this community. Numerous emails and telephone calls were made by staff to try to get the information packet, or basic information back by the end of February 2002, with no success. **This region appeared to meet some objective criteria, but did not present the packet of information. Therefore, there was insufficient information available to make a recommendation to be seated. The recommendation was not to consider this region's seating request.**

Turkey –

The information that was made available to the committee was extracted from a letter, dated 3/20/2001. NA has existed in Turkey since 1993. There are four active groups with one H&I meeting and limited PI presentations. A delegate has attended the ECC/EDM for the past few years, representing the Turkish fellowship. The workgroup had no information to review outside of the original email received April 1, 2001. **This region did not meet objective criterion of delivering services in the relevant geographic area for 3 years. The recommendation was not to consider this region's seating request.**

Even though most of these regions were not being recommended to be seated, the only thing being affected is being seated at the World Service Conference. All services, benefits, and assistance available to

regions, will still be made available to them. In actuality, most of them could get their information together and apply, for seating, at the next World Service Conference.

[Is there any questions at this time?]

Next we went into more brainstorming sessions. The first area we addressed, with two sets of questions, was “Building Better Communications”.

The first set of questions was: “In a Two Year Conference cycle, what communication is most helpful to you?” and “How should it be delivered?” The answers were compiled and grouped into like areas. Following is the compiled list we were presented with.

New Publications

-
1. Create NA Information IP...How to access what is available
 2. Regular Mail to areas, groups, and members (let them know what is available)
 3. There needs to be some way for regions to communicate worldwide with the membership. Perhaps a special quarterly or semi annual publication where members, delegates, or regions could bring information up for consideration.

Existing Publications

-
1. NAWS conference reports need to come earlier before WSC
 2. Progress reports – on projects and worldwide workshops via NAWS news and other methods
 3. Who is our audience
 4. To receive all relevant information pertinent to that conference cycle – by all available methods, so it can be taken with me from location to location easily if necessary
 5. Print and snail mail very important; many do not have Internet. Note: all information should be sent to regional and area PO Box, and not home addresses.
 6. Continue all newsletters, conference reports, newsflashes, and world meetings
 7. Could we also list in NA Way, Area, Regional, and Zonal service meetings and events
 8. Takes to long to read email. Documents are too cumbersome to print out/hard to interpret
 9. NAWS News easy to copy and disseminate
 10. Consider literacy rates – many people cannot read
 11. Disseminate information from board meetings sub committee
 12. Report any NAWS activity quickly/rapidly, instead of waiting for Conference.
 13. Conference Approval Track material should go out with the Conference Agenda Report and posted on the website
 14. When posting something please post analogies and/or examples for further clarification – post only with discretion
 15. CAR – Unfortunately in its current usage this is the only guaranteed way to bring a topic to the entire fellowship for discussion

Technology

Regional Delegate Report
June 2, 2002

1. Internet communications e.g. bulletin board and email
2. Audio and videotaping, synopsis of discussion and process. Creating a visual process.
3. More use of push technology: Bi-weekly e-zone, email forums, TV show/weekly radio address, list server, subject email lists, and email notice
4. Improved two-way communication (bulletin board on www.na.org) or some other vehicle
5. During worldwide workshop please keep the rest of the fellowship abreast of the information generated: letter electronic and/or hardcopy
6. Read information online or receive on disc
7. Email links to information on website
8. Have concise information and expand online
9. Regular email/fax/telephone communication and updates
10. Faster email response for interest inquiries, hire more staff

Face-to-Face Communications

1. Communication through Sponsorship, being of service
2. Have more worldwide workshops so more addicts can attend
3. Attending World Service Meetings
4. Have Regional Assemblies to increase communications
5. Information received from the World Service Meeting
6. CAR workshops with WB members present
7. Coordinate worldwide workshops to run concurrently in many places
8. Use conventions as a springboard to disseminate service related information
9. Worldwide workshop process – reaching out to NA communities may present opportunities for increase/decrease
10. Because the addicts in my region are resistant to organized attempts to squeeze thoughts out of them, I have found that attending gatherings and engaging in face-to-face one on one conversations are the best way to manipulate folks into telling me what's really going on with NA in their home stomping ground and how they feel about it
11. Doing my communication at “fun” events/campouts, conventions, and celebrations and not calling them learning days or workshops (we're lazy folks) often is much more profitable than the best designed “service events”
12. Because we can get communication between each other, but if not reported or shared, then it ends up in a box, bag, or worse, comes to worse in garbage cans
13. Unity Days
14. Relationship building-reaching out: two way communication, even just to reach out and say hello-informal
15. Be present at our regional events “pitch message, encourage the positive aspects of service
16. Use events to deliver world service news or other pertinent information
17. Reports given in not just the usual places, at conventions, during banquets, etc
18. Zonal Forums/zones
19. Utilize worldwide face-to-face communications and consider geographic accessibility and rotation when selecting sites. RD being a part of the site selection process
20. World Service Conference
21. Work shopping – all sorts, PI worldwide
22. World Board/staff participation at Zonal Forums

23. More face-to-face communication with WB members or other World Services in general i.e. pool members, etc.

Facilitation Techniques

-
1. More small group process
 2. Tap into, disseminate information, and elicit information

Resources

-
1. Regional assistance/financial
 2. More translation information, literature for review, and their prioritization
 3. Expanding and simplifying phone lines at the WSO

Miscellaneous

-
1. Communications has two parts – giving out (talking) and taking in (listening)
 2. NA as a whole (back to basics). Communication should flow from one another by mailing and reporting to one another within every level of service. Stressing the importance of reporting-verbally
 3. Frequently Asked Questions (FAQ's) regarding disruption in meetings, illegal activities, etc.
 4. Communications within our zones

The second set of questions was: “How do we improve the credibility of NA with the professional community and governmental organizations?” The answers were compiled and grouped into like areas. Following is the compiled list we were presented with.

Training – Local Members/Fellowship

-
1. Educate the sub committees on the do's and don'ts
 2. Area involvement in presentations
 3. Develop internal training programs with certification criteria
 4. WSO inform regional PI, use regional people in presentations
 5. Web based interactive training programs for various service activities to work in conjunction with face-to-face presentation for training for any service work
 6. At Zonal forums and the WSO
 7. Provide tools to prepare us for effective PR and/or PI presentations, communications, and relationship
 8. Identify members and non-members who can represent NA at professional events
 9. Train facilitators
 10. Choosing trusted servants wisely
 11. Public Speaking
 12. Leadership
 13. Knowledge with the 12-Traditions

14. Educating groups
15. Establish a written format to use in all contacts
16. Only offer what we can deliver; training in PI, return correspondence in a prompt time period. Stick with the basics; keep it simple, keep the information current
17. IP or workshops on how to behave
18. More community learning days
19. Make service fun and interesting
20. Select from the HRP, the resources (individuals and team); multilingual and multicultural resources; train the resources with NA members specialized in communications

21. Mobile PI panels

22. For members, a deeper understanding of the 12-Traditions to make it feasible for us to carry our message to professionals and governments
23. Think globally, acting locally at street level

Professionalism within Our Own Efforts – Reliability

-
1. Improve credibility, establish contact, and consistently attend to them
 2. Individuals who take leadership roles have to have good social manners
 3. World up to date contacts, referrals, and Data Services/meeting lists
 4. Professionalism – fulfill commitments
 5. H&I Panels – fill slots and openings
 6. Keep your word and show up on time
 7. More WSO resources to PR/professionals
 8. Be proactive i.e. compile lists of professional contacts and initiate communication
 9. Ensure that H&I meetings especially are well run, dependably manned, and show our fellowship in a good light
 10. Participate at all relevant conferences and PI events

Cultural Sensitivity

-
1. Enlist people in different cultures and develop and implement Outreach in their communities, areas, regions, etc.
 2. It seems difficult to contact the Japanese government, within the local fellowship. World Services may be the good organization to do this. It is, of course, important for us to approach them. It appears that drug addicts are looked down at more than alcoholics in Japan are
 3. By presenting NA with a unified consistent message of recovery. By presenting PI in their own cultural diversities without offending religious boundaries
 4. Utilize the language of NA during contacts
 5. Rely in those, from other cultures, to translate what we do here and adapt it to the way things operate in their culture
 6. Teams of people, travelers with PI here and those from the other cultures, working together to make these adaptations feasible – to design them and implement them
 7. Go and sell books that are approved for a specific culture/language community
-

Professional Even Attendance

-
1. Actively seek out opportunities to make presentations locally, nationally, and globally. Heightening awareness and understanding with ourselves about the importance of public relations
 2. Expand to other organizations other than prisons and treatment centers
 3. Develop and continue (sustain) personal relationship/attend conferences/be included in mailing lists of any organization that deals with addiction
 4. Worldwide workshop exercises to include brainstorming sessions on government and professional PI/PR presentations

Power of Example – Meeting/Recovery

-
1. Succeed at local levels with recovery – encourage those who want to establish meetings to do so
 2. At the group level, open meetings on time
 3. Conduct ourselves respectfully in public
 4. Be attractive to the newcomer and try to teach them the Steps and Traditions
 5. Up to us to show newcomers integrity, perseverance, and commitment
 6. Maintain a consistent atmosphere of recovery, so that those who visit are not inevitably shaken by our conduct

Research

-
1. Surveying in the fellowship, regarding how many meetings a week, how many individuals have 1 year clean, 3 years clean, what kind/how much service work, set work requiring his/her clean time, this is to be compiled and presented
 2. Provide statistical information on NA to professionals
 3. Utilize short surveys about NA interface with second level care givers
 4. PI and PR projects – stats about recovering addicts, “tool on how to” for H&I and PI work

PI Committees/Workgroup NAWS

-
1. Follow through hat all levels of service
 2. Keep current/ongoing PO Box at all levels
 3. Develop and furnish PI handbooks locally
 4. Make follow up contacts, as well as annual calls at all levels
 5. H&I and PI sharing information and working together
 6. World H&I/PI contacts/committees
 7. WSO and WB to work at a governmental level to facilitate development of NA meetings in China, Vietnam, wherever there might be snags
 8. Work together; support the WSO to continue communications
 9. By doing more volunteer work within the community – mentoring with kids, adopt a highway, clean up beaches and parks, whatever...

10. Ensure that the meeting list accurately reflects the local meeting schedule
11. NA with a unified, constant, and consistent message of recovery

Accessibility to Professionals

-
1. Participate in public events – e.g. law enforcement, mental health, family welfare, UN, etc. to help develop public image and public understanding
 2. Open communications with judicial system
-
3. Develop and direct professionals to an in depth website
 4. Pursue further credentialing at UN
 5. Develop, further, co-operating with Society for Addiction and any other medical/psychological organizations
 6. Streaming video (Just for Today) on website
 7. Real time interaction between professional and PI on the web
 8. Correspondence via: email, Website, airmail, etc.
 9. Post www.na.org address in groups
 10. Invite professionals to attend workshops/learning days
 11. Multi-lingual H&I/PI information on the web
 12. Improve web presence – user friendly with separate section for in depth researches
 13. Communicate with organizations, government, professional –who and what we are
 14. Refine PI/PR plan so (it is) designed to meet the needs of outside organizations instead of “addict speak” learn to speak to professional and government in their language, i.e. speak to them so they understand
 15. Redesign NAWS web site to have a member and non-member section. Give professionals easy access

Professional Newsletters/Videos/Statement

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1. Newsletters for professionals
-
2. Create film about NA for PR geared towards professionals
 3. NA Way, NAWS News, etc.
 4. Effective PR statement geared toward professional community
 5. Utilize all internal/external resources appropriately
 6. Coordinated PR efforts with updated materials
 7. Targeted literature to be used as a marketing tool to demonstrate the diversity for courts, schools, treatment centers, etc.
 8. Create a fellowship poster for sale at office for use in home groups that states, “You may be the only image of NA that the public sees”
 9. During the convention, open meeting for professionals and family to learn and understand the program of recovery
 10. Provide the addicts with more effective tools in dealing with the public
 11. Seek professional guidance in marketing – create more literature for PI/PR presentations
 12. Put together a communications strategic project focused on this issue
 13. Mass mailing from NAWS to government and professional organizations
 14. Proactive public information policy

Miscellaneous

1. Become more unified as a fellowship
2. Respect the facilities and rules of the localities or individuals that allow us to meet or hold activities
3. Higher priority PR use of resources
4. Set real, reachable goals
5. Improve seventh Tradition
6. Carry good message frequently to hospital system
7. Update PI handbook
8. Translate PI handbook

The next area we addressed was Fellowship Issues and Challenges. We were asked to take a proactive approach on the topic of “Apathy and Complacency in Service Work”. We know this has been a concern for a long time. After our brainstorming session, we came up with the following compiled list. (Some are old ideas and some are newer approaches)

Fellowship Issues and Challenges **Apathy and Complacency in Service Work**

1. Recovery based service
2. Filling positions with skilled people
3. Training
4. Trusted leaders
5. Stop gossiping
6. Practicing skills of listening and respect
7. Proactive approach
8. Presentation of service
9. Sponsorship into service
10. Understanding of the 12th Step
11. Having a positive attitude
12. Rewards of Teamwork
13. “It’s Your Turn”
14. Sponsorship
15. Mentoring the newcomer (if you want what I have, you need to do what I do)
16. Busy with service, no time to use
17. Service and recovery are bound together
18. Those doing service need to set example
19. Service is a privilege
20. First time GSR coin (service medallions or pins)
21. IP on service
22. Cards with service positions available at groups and areas
23. Speaking with respect about the service position you are leaving

Regional Delegate Report
June 2, 2002

24. Training pamphlets
 25. Pass service basket (put in a way you can contribute on a piece of paper in the basket)
 26. Poster or card for newcomers (visual aids)
 27. Convenference (combination of convention and conference)
 28. New reading or chapter on service
 29. A traveling service team (go around to regular meetings and ask for 5 minutes to discuss some service topic)
 30. Study Steps, traditions, and concepts
 31. Share benefits of service
 32. Address negativity with individual members who perpetuate it
 33. Training sessions for trusted servants
 34. Activity – Build community
 35. Food with area service meeting, like a picnic
 36. Change terminology
 37. Service book
 38. Beautiful experience
 39. I only keep what I have by giving it away
 40. Gratitude in action
 41. Story in Basic Text
 42. Make it fun for trusted servants
 43. Consensus based ASC and RSC
 44. Locally developed pamphlet titled “Welcome to Service” and leave it in your home groups
 45. Do not fill vacant seats if no one is qualified
-
46. Service and gratitude posters in home groups
 47. Gratitude
 48. Old timers example
 49. Trust in Trusted Servant
 50. Fun and dynamic workshops
 51. How service influences your recovery, spirituality, and professional life
 52. Encourage members by leading by example and speaking positively
 53. Invite people
 54. To accomplish short term projects
 55. Educate about spiritual principles and concepts
 56. Personal contact – ask folks individually to get involved
 57. Rotate RSC’s meet in different locations
 58. Role Modeling
 59. Thank people who are in service
 60. Lead by example
 61. Do not discourage others
 62. Do not be negative about service
 63. Topic at a recovery meeting
 64. “Positive results of service
 65. Service awareness workshop
 66. Stress to home groups their importance in the process

Regional Delegate Report
June 2, 2002

67. Do not call it service work it is service (take out the word work)
68. Do not minimize the importance of different service
69. Try different avenues of service
70. Engage members in service outside their comfort zone or what they are comfortable with
71. Keep our reports brief, but do them often; consider making them interactive and fun and giving them at recovery meetings instead of just at ASCs/RSCs
72. Re-orient service people from a “structure” orientation to one based on performing specific and efficient projects
73. Implement the HRP on a regional and zonal level
74. Try things for only one time; do not assume a rigid “forever” approach to service projects
75. Introduce fun activities to service meetings: water pistols, food, move meetings to group locations, etc.
76. Promote better communications by frequent e-mail and phone contact
77. If we honor and encourage our service workers by words and deeds while they are doing their jobs, and when they finish them, more addicts will want to serve
78. Show love
79. Sharing positive emotional service experiences
80. Literature about emotional, spiritual, and difficult service experience
81. Use most experienced members as a resource, realizing the investment we have in NA
82. Manipulation (the old service railroad approach)
83. Keeping services focused
84. Contests, if you attend 4 out of 6 service workshops and get your card stamped you get into the dance free at conventions (other similar approaches at other types of functions)
85. Contests on acronyms (RSC, GSR, ASC, etc.)
86. Learn how to deal with conflict resolution through service, at the end you can still hug
87. Filling out why I don’t do service surveys, have these surveys at registration tables, give discount on registration to those who complete survey
88. Do not fill positions with unqualified people
89. Proper training
90. More effort in bonding with new members and small groups
91. Broadening our concept of service (greeter, pick up trash, give rides, etc.)
92. New key tags for service time
93. Deal with abuse of our trusted servants
94. Make service exiting
95. Service is a privilege
96. Literature on the benefits of service
97. Sponsorship by example, service is not an option
98. Staying involved in service regardless of clean time
99. Holding addicts accountable
100. Share about fun in service
101. Do not accept unacceptable behavior at committee meetings

Regional Delegate Report
June 2, 2002

102. Throw away Robert's Rules
103. Make service committee meetings more relaxed
104. Service mentoring
105. Create positions for new people who may not have required clean time
106. More fellowship discussion
107. Acknowledge and recognize service
108. Change expectations, not everyone will be involved, those involved show and give respect
109. Groom and search for new replacements
110. Repetition about the need to be of service
111. Avoiding the martyr complex about service
112. Inviting people to do the footwork and live in the solution not the problem
113. Moving toward more consensus and less parliamentary manipulation
114. Enthusiasm
115. Positive reinforcement
116. Recruitment, personally ask, encouragement, be patient, give them a job they can do
117. Service through step work
118. Gratitude toward our service
119. Be accountable for who you elect
120. Lower our expectations; reduce workload, trial period before committing, committees more administrative, and delegate
121. Creativity in advertisement of service
122. Busy with service no time to use
123. Service is a privilege
124. Service medallions or pins
125. Cards with service positions available at groups and areas
126. Service information pamphlet at group level
127. Speaking with respect about the service position you are leaving
128. Ask a new question, how do we get by with what we have
129. Define goals, purpose, and vision for commitments
130. Avoid burdening individual; groups and committees take on tasks
131. Use pools at area and Region
132. Get commitments by projects not terms
133. Ask people why they do not participate
134. Regional HRP
135. Effective leadership
136. Be more selective
137. Group presentations from region/area committees to the groups
138. Utilizing the Steps and traditions to attract people to responsibility through service
139. Encourage newcomers that they are important and valuable in the process
140. Value people who do service, get rid of term, "service junkie"

{Are there any questions at this time?}

Regional Delegate Report
June 2, 2002

Next, we went into the HRP (Human Resource Panel) report. Some slight changes have been made to the HRP internal guidelines. Most of the changes are simply adding or changing words to improve clarity of the statements in the guidelines. One significant change is to the statement that used to say, "Unanimity of all panel members is required for a decision to nominate an individual. If the panel members cannot achieve unanimity, the nomination will not be made" This has been changed to indicate that the HRP will strive for unanimity, but that a "majority" is required to make a nomination. This change was made because the HRP does not feel it is fair for one person to be able to prevent someone from being nominated.

During the HRP report, they reported on the utilization of the World Pool. For this conference cycle, World Pool utilization by the WB has continued to increase. Sometimes people were found in the pool who met the general criteria requested by the board, and other times the HRP found people in the pool who met only some of the criteria. Occasionally, the qualities desired by the board were things that were not specified on the original resume, so the HRP could not search for them. Learning this has helped in designing the new World Pool Information form, and the HP hopes it will allow for a more precise search in the future. The WB used the World Pool during the conference cycle as follows:

1. In July 2000, the HRP supplied 14 names of World Pool members to be considered for a translation Evaluations Workgroup. Two people were selected from the list, and an additional person was selected who later submitted a resume form. One WB member was also appointed to the group. A second request was received from the WB in November, but no additional names could be supplied from the pool.
2. In November 2000, the HRP supplied an initial list of four names from the pool for consideration to be on a Literature Development Process Workgroup. None of these four pool members met all the board's criteria, so another list of four was supplied, and these four were selected.
3. In November 2000, the HRP supplied 45 names from the World Pool to be considered for a Sponsorship Material Evaluation Workgroup. Seven people were chosen, four of these were from the list, and three others were chosen who later submitted resumes.
4. A World Convention brainstorming group was formed for a single meeting in November 2000. Two people with previous world convention experience were selected, and one of them was in the pool. The other person was asked to submit a resume to the World Pool.
5. In February 2001, the HRP supplied 199 names from the pool to be considered for a workgroup on the *Public Information Handbook*. Eight additional names were supplied in May 2001. This workgroup has not been formed.
6. In February 2001, the HRP supplied 197 names from the World Pool to be considered for a workgroup on the *Treasure's Handbook*. Five names were chosen from the list, and three of them were able to participate in the workgroup.
7. In February 2001, the HRP supplied 30 names from the pool to be considered for a workgroup on Internet issues. This group has not yet been formed.
8. In March 2001, the HRP supplied 16 names from the pool to be considered for a workgroup on the Fellowship Development Plan and Goal 1. Two individuals were selected for the workgroup from this list.
9. A WSC Regional Recognition Workgroup was formed to meet in April 2001. The board needed current RDs who would still be RDs at WSC 2002, so a contact list of RDs was utilized instead of the World Pool.
10. In April 2001, 2 World Pool members were selected, from an earlier list supplied in

- November 2000, to become non-board members of the Publications Committee.
11. In May 2001, a list of 33 names was supplied to be considered for the *Reaching Out* Editorial Panel. One member was chosen from the list.
 12. In September 2001, a list of 46 names was supplied to be considered for a possible workgroup related to the *Basic Text* Evaluation proposal. A workgroup has not been formed.
 13. In October 2001, a list of six names was supplied to be considered for the WSC Rules of Order Workgroup. All six were asked to participate in the non-traveling workgroup, and five of them were able to do so.
 14. In October 2001, a list of 81 names was supplied to be considered for membership on the *NA Way* Editorial Board. Three people were chosen from the list.
-

Part of the problems with getting individuals, that the WB felt qualified for projects, from the World Pool was that the résumé form was not as effective as it could be. The status of the World Pool, as of April 2002, was 574 members. The breakdown of the World Pool is: US members 457 and non-US members 117. The breakdown for clean time is as follows: 5-9 years, 140 members; 10-14 years, 250 members; 15-19 years, 140 members; 20-24 years, 36 members; and 25+ years, 8 members. Attached to this report is a copy of the new *World Pool Information Form*. It is much easier to fill out. Please feel free to make copies and distribute them or you can download copies of the Web at www.na.org. If you have over 5 years clean, **Please** fill one of these out and send it in. Even if you filled one out in the past, please send in a new one. Since this is a new form, with new information, when you send yours in, check the box that says "First Submission".

First thing on Wednesday May 1st, we went over the proposed 2002-2004 Budget, which I will cover later in this report, and the proposed Project plans for this cycle. These are the Project Plans that were being proposed for this cycle. All of these proposals were adopted in New Business. We then held an informal/non-binding straw poll, to see how we would rank these in order of importance, in case we run into a problem with resources. We were asked to place them in order of importance; high, medium, or low. I will list them in the order we ranked them, and the vote count along with it. Remember, this was **non-binding**; we were just giving the WB more information to go on.

First Project Proposal with a vote of 73 High, 12 medium, and 3 low
Sponsorship Book

Purpose:

To develop a book of approximately 100 pages in length about sponsorship that is a sharing of many members' voices, talking about their experiences with various sponsorship concepts and practices. Additionally, we would create a new IP from the book's material that would replace the existing IP on sponsorship. In order to be responsive to the needs of the fellowship, we are proposing a schedule allowing for adoption at WSC 2004.

Scope:

This plan is based on the conference's adoption at WSC 2000 of a motion to encourage area and regional literature committees to develop source material about sponsorship in 2000, with a preliminary evaluation of the issues relating to the sponsorship material to be done in 2001. We have accomplished the collection of source material from the fellowship, completed the evaluation of this input with a workgroup, and created a detailed outline of the proposed book. We now propose to create a book length piece on Sponsorship, as well as a replacement for the current IP on Sponsorship that will be

Regional Delegate Report
June 2, 2002

sent out to the fellowship for approval 150 days prior to WSC 2004. More details about this timeline will be provided at WSC 2002.

Identification of members:

WB and World Pool members

Timeline:

4/02-10/14/02

Voluntary review and input list compiled

5/02

If project approved, form workgroup

5/02 on

Interviews conducted to gather additional material

6/02

Based on approved outline, develop first draft of first chapter

Mid to late June

First workgroup meeting. Workgroup reviews process and material from past 2 years, purpose and scope of project, their role, and ideas and direction on IP, and first chapter.

7/02-8/02

First draft of IP and second draft of chapter 1

9/02

Second workgroup meeting. Workgroup reviews timeline and draft of IP, finalizes chapter 1, and discusses chapters 2-3.

9/02-10/02

Chapter 1 and IP completed for fellowship review and sent to WB.

9/02-11/02

First draft of chapters 2-3

11/02

Third workgroup meeting. Workgroup reviews draft of chapters 2-3 and discusses chapters 4-5

10/14/02

Deadline to sign up for Review and Input List

10/02

WB review and approval of fellowship review draft

11/02

Fellowship review draft revised

12/02 (for 60 days – end of 02/03)

Fellowship review draft (chapter 1 and IP) mailed

11/02-2/03

Fourth workgroup meeting. Workgroup reviews 2nd and final draft of chapters 2-3, 1st draft of chapters 4-5, fellowship input on chapter 1 and IP, potential impact to balance of book, and ideas for forward.

3/03-4/03

Finalize chapters 2-3, 2nd draft of chapters 4-5, factoring in fellowship input and first draft of foreword.

5/03 (early)

Fifth workgroup meeting. Workgroup reviews second draft of

Regional Delegate Report
June 2, 2002

chapters 4-5, any revisions of chapters 1 and IP or other portions of book, and draft of foreword.

All text finalized

5/03 (late)

IP and drafts to date presented to WB

6/03-7/03

Drafts and IP revised

8/03

Sixth workgroup meeting. Workgroup gives final sign off/direction

9/03

Final revised drafts sent back to WB

9-10/03

WB signoff

10/03-deadline 11/23/03 mailing for English and 12/23/03 for Translated

Versions

Draft in 2004 Conference Agenda Report for approval

Staff Level required:

6 weeks of Executive Management time

65 weeks of Management and Professional time

35 weeks of Project and Support time

Expense of staff time allocated to this project:

\$106,475

Direct expense items:

Conference calls and mailings

\$8,000

7-8 workgroup meetings of eight people

\$88,800

Two additional Publications Committee meetings (6 people)

\$17,700

Direct Expense Total to Budget:

\$114,500

Total Project expenses:

\$220,975

(If you, your area, or our Regional Literature Committee wants to get involved in the Review and Input procedure, send requests to the WB in care of NAWs no later than 10/14/02)

Second Project Proposal with a vote of 73 High, 14 mediums, and 7 low.

Public Relations Roundtables

Purpose:

To bring together groups of professionals and members to discuss and assist in framing a public relations strategy for NA.

Scope:

To initiate a dialogue with various professionals and members to assist us in identifying the deficiencies in our current approach to public relations and framing goals and objectives for improvement. Our goal is an effective, productive long-term public relations strategy that will benefit the fellowship of Narcotics Anonymous and the still suffering addict.

Identification of members:

WB members, World Pool members, and professionals in various fields who deal with addiction and addicts.

Timeline:

All work described to be completed in the 2002-2004-conference cycle

Staff level required:

4 weeks of Executive Management time

15 weeks of Management and Professional time

5 weeks of Project and General Support time

Expense of staff time allocated to this project:

\$26,525

Direct expense items:

Four workgroup meetings (10 people)

\$53,400

Conference calls and mailings

\$2,000

Direct Expense Total to Budget:

\$55,400

Total Project Expenses:

\$81,925

Third Project Proposal Plan with a vote of 59 High, 27 mediums, and 7 low.

Worldwide Workshops

Purpose of the Workshops:

To hold five workshops in this conference cycle throughout the fellowship. Their purpose will be to engage in various discussions on a variety of service and recovery issues with as many members as possible.

Scope of the Workshops:

We believe that these workshops have been successful and should be continued. We still have a lot to learn but we know that planning as far as possible in advance is imperative in finding suitable and affordable locations. We will be looking for locations prior to WSC 2002, without making monetary commitments. Pending conference approval, we will secure locations for the 2004-2006 cycle prior to WSC 2004. We are tentatively planning one workshop each in Latin America, Europe, and Asia-Pacific, and two in North America for the 2002-2004-conference cycle. We have tentatively identified the United Kingdom (the event scheduled for September 2001 was cancelled), India, the Central Southern United States, The Northeast US, and Latin America. We do not believe that we can do more than five in this cycle, with two World Conventions, but are asking for approval of six workshops, if it becomes possible.

Identification of members:

6 to 8 world service participants per workshop

Timeline:

These events will be scheduled throughout the 2002-2004-conference cycle.

Staff level required for the workshops:

12 weeks of Executive Management time

40 weeks of Management and Professional time

25 weeks of Project and General Support time

Expense of staff time allocated to this project:

\$81,325

Direct expense items:

8-10 travelers per workshop

\$99,000

Meeting space, equipment rental, mailings, literature, etc. at an average of \$8,000 per workshop.

\$48,000

Direct Expense Total to Budget:

\$147,000

Total Project Expense:

\$228,325

Fourth Project Proposal Plan with a vote of 42 High, 14 mediums, and 27 low.

Basic Text Evaluation

Purpose:

To evaluate whether revisions and/or additions to the *Basic Text* and *Little White Book* are needed or desired. This is based on the conference's adoption at WSC 2000 of a comprehensive evaluation of potential revisions and additions to the entire *Basic Text* and *Little White Book*, with a detailed project plan being offered to WSC 2004 to begin this evaluation following WSC 2004. For the 2002-2004-conference cycle, a fellowship survey will be used to assist in preparing the detailed project plan for WSC 2004.

Scope:

A survey, containing questions about the *Basic Text* and *Little White Book*, as well as other literature needs, will be presented to WSC 2002. If approved, this survey will be distributed throughout the fellowship immediately following WSC 2002. Results from the survey will provide the WB with information in their attempt to find out what the fellowship really wants and to assist in creating a proposal for the evaluation project in the 2004 CAR. These proposals will frame what, if any, range of potential revisions and additions will be evaluated for the *Basic Text* and the *Little White Book*, as well as the process that will be used.

Identification of members:

WB and World Pool members

Timeline:

All work described above to be completed in the 2002-2004 conference cycle

Staff level required:

4 weeks of Executive Management time

15 weeks of Management and Professional time

10 weeks of Project and General Support time

Expense of staff time allocated to this project:

\$30,150

Direct expense items:

Three workgroup meetings (8 people)

\$33,300

Survey Processing

\$10,000
Fellowship Distribution
\$6,500
Conference calls and mailings
\$5,000
Direct Expense Total to Budget:
\$54,800
Total Project Expenses:
\$84,950

Fifth Project Proposal with a vote of 38 High, 35 mediums, and 12 low

Standards for World Service Communication with the Fellowship

Purpose of the project:

(This plan is a follow up to the [old] Communications Taskforce [CTF].)
The purpose of this project is to assess the problem profiles and recommendations resulting from the CTF, develop additional recommendations if necessary, and create a plan for the implementation of those recommendations to achieve a set of standards for world service communication with the fellowship.

Scope and Timeline of the project:

The objectives of this project are to (1) evaluate each problem statement identified and establish a baseline to improve the effectiveness of World Services communications; (2) institute a comprehensive and deliberate communications strategy for all world services' communications; and (3) periodically evaluate the effectiveness of implemented changes. Some efforts have been begun to address the problems identified and those efforts would be assessed for their effectiveness.

Identification of members:

WB and World Pool members as necessary

Staff level required: (for the assessment phase and implementation phase. The time involved with the periodic evaluation is unknown at this time)

8 weeks of Executive Management time

30 weeks of Management and Professional time

17 weeks of Project and General Support time

Expense of staff time allocated to this project:

\$58,125

Direct expense items:

Various mailings, conference calls, and research

\$5,000

Three meetings for six people

\$26,500

Direct Expense Total to Budget:

\$31,550

Total Project Expenses:

\$89,675

Sixth Project Proposal with a vote of 34 High, 39 mediums, and 15 low

Historical Data Collection

Purpose of Project:

The purpose of this project is to gather historical information from some of

the longest standing members in NA. Prior conference action called for this type of activity to be undertaken by a motion adopted 4/26/93 that reads: "That the World Service Conference solicit oral or written histories from members with substantial clean time, regarding history of NA, to be held at the World Service Office in the archives, until a history project is approved."

Scope of the project:

The objectives of this project are to continue to gather some of NA's longest standing members in one location and to record their discussions and perspectives about the beginnings of NA. We expect to conduct personal interviews and possibly meetings with our longest standing members throughout the world. The project was originally approved at WSC 2000 but has not been started due to a lack of available resources.

Identification of members:

Long standing members will be used for this project

Timeline:

Unknown at this time

Staff level required:

4 weeks of Executive Management time
8 weeks of Management and Professional time
4 weeks of Project and General Support time

Expense of staff time allocated to this project:

\$18,100

Direct expense items:

Mailings and other administrative expenses

\$2,000

Personal interviews

\$7,500

One – 3 meetings for 12 members

\$40,500

Direct expense total:

\$50,000

Total Project Expenses:

\$68,100

Seventh Project Proposal plan with a vote of 23 High, 40 mediums, and 19 low

Service Material Development

Purpose of the project:

To create new and/or revised material on service and topics concerning NA philosophy to better serve a growing and changing worldwide fellowship.

Scope of the project:

We are aware of many of the problems in the application of our current handbook material; Events, PI, H&I, Literature, and Treasurers Handbooks, in a worldwide fellowship and in a world where technology and circumstances change rapidly. We would like to create new material for what is currently covered by all of the existing handbooks, including TWGWSS. Until input is sought from the fellowship, we are not settled on what formats and information will best serve our diverse fellowship today. This project was originally approved at WSC 2000 but has not been started due to a lack of available resources. We were able to begin initial evaluations for the Treasurers and PI Handbooks. (The ideal situation would be a separate plan for each handbook, but one complete plan is more practical)

Identification of members for this workgroup:

WB and World Pool members

Timeline:

This work will be conducted in phases and may vary for different handbooks. The results of all work will be communicated regularly and ultimately presented to WSC 2004. Approval methods would vary, depending on the outcome. Handbooks would be presented to the conference for approval, the WB would approve bulletins, and some material might be presented for approval in the CAR. If conference approval material is available for distribution well ahead of WSC 2004, the material could be released early, clearly distinguished as "Pending Conference Approval" and identified with a unique header and color.

Staff level required:

6 weeks of Executive Management time

24 weeks of Management and Professional time

12 weeks of Project and General Support time

Expense of staff time allocated to this project:

\$44,700

Direct expense items:

Mailings and conference calls

\$2,500

Eight – 10 meetings for 4 –7 members

\$89,250

Direct Expense Total to Budget:

\$91,750

Total Project Expenses:

\$136,450

Eighth Project Proposal Plan with a vote of 20 High, 30 mediums, and 29 low

Information Management System

Purpose of the project:

To initiate a comprehensive information management system for world services.

Scope of the project:

An initial assessment for archival purposes was made in 2001. Additional assessment and implementation of a complete information management system for NA World Services is yet to be done. This includes gathering standardized fellowship information as called for in the Fellowship Development Plan and the beginning implementation of a standardized information management system at the WSO. *(This project has been started already; this is a continuation from the previous conference cycle)*

Identification of members:

NAWS Staff and professional assistance

Timeline:

Unknown at this time

Staff level required: (this is for the initial assessment period, the information for implementation is unknown at this time)

6 weeks of Executive Management time

6 weeks of Management and Professional time

Regional Delegate Report
June 2, 2002

15 weeks of Project and General Support time

Expense of staff time allocated to this project:

\$20,075

Direct expense items:

Estimated cost of hiring of a consultant for the assessment phase

\$10,000

Estimated cost of the equipment and material necessary for the implementation phase

\$35,000

Direct Expense Total to Budget:

\$45,000

Total Project Expenses:

\$72,500

Ninth Project Proposal Plan with a vote of 15 High, 32 mediums, and 38 low

World Service Meeting

Purpose of the WSM:

To hold a meeting that allows the WB to interact with Regional Delegates about current world service projects.

Scope of the WSM:

We do not know if this meeting will be practical or possible in a conference cycle with two world conventions. If it appears that this meeting will be appropriate and helpful, we may propose some abridged version of past World Service Meetings at the world convention celebrating NA's 50th anniversary in San Diego in 2003. We wish to discuss this further at WSC 2002 but wanted to include the funding and seek the conference's permission to proceed. *(After discussing this at WSC 2002, the consensus was that this was not appropriate for A WSM at our 50th anniversary celebration in San Diego. Our last known information is that the WSM could be planned for the week before the convention. This might allow for more Regional Delegates outside the US to attend, since several have said they would be attending the convention.)*

Identification of members:

WB members and NAWS staff

Timeline:

This event would take place in 2003

Staff level required for WSM:

4 weeks of Executive Management time

10 weeks of Management and Professional time

8 weeks of Project and General Support time

Expense of staff time allocated to this project:

\$23,200

Direct expense items:

24 WB members

\$33,300

15 NAWS staff

\$16,875

Meeting space and equipment rental

\$6,000

Direct Expense to Budget Total:

\$56,175

Total Project Expenses:

\$79,375

Tenth Project Proposal Plan with a vote of 9 High, 14 mediums, and 60 low

Literature Distribution and Convention Workshop

Purpose:

To hold two workshops concurrently, one focused on literature distribution for area and regional customers and one on convention planning.

Scope:

Both programs are structured around the basics of providing these two types of service, accountability, and handling funds. Some of the subject matter may vary according to the interests and needs of the attendees. The workshop is typically held each conference cycle.

Identification of members:

WB and staff

Timeline:

To be scheduled during this conference cycle

Staff level required:

4 weeks of Executive Management time
6 weeks of Management and Professional time
3 weeks of Project and General Support time

Expense of staff time allocated to this project:

\$15,175

Direct expense items:

Travel for world service attendees (6)

\$8,850

Funding pool for literature customers (10)

\$11,250

Location expenses

\$3,000

Direct Expense Total to Budget:

\$23,100

Total Project Expenses:

\$38,275

{Are there any questions at this time?}

Next, we went into a session discussing recovery literature and the Issue Discussion process. Since we chose to eliminate the picking of Issue Discussion topics in the CAR, we looked into other methods. In the April *Conference Report* (which arrived 1 week prior to my departure to conference) there were three suggestions, formulated by the WB, on how we could choose Issue Discussion topics in the future. These suggestions are as follows.

-
1. The WB can come to WSC with a variety of topics, derived from many sources, for

participants to either rank or choose from. The sources for topics include reports from the Worldwide Workshops, WSO Fellowship Services' correspondence, and topics submitted from regions, areas, groups, or members, world convention workshops, etc.

2. The WB can come to WSC with one or two topics already chosen for the next conference cycle. These topics would come from the same sources mentioned above.
3. Conference participants can generate topics throughout the week and choose one or two from a compiled list near the end of the week.

We chose to use a combination of these, this year, to come up with topics for this next cycle. One of the problems, we came to consensus on, regarding issue discussions is how can we get the fellowship more involved in discussions. We also came to consensus, that there was not a finished product, the whole fellowship could use at the end of the conference cycle. What we came up with, for a potential viable solution, after a discussion session was the following, the WSC participants could use a brainstorming session to come up with key questions regarding whatever discussion topics were chosen. Then the questions could be sent out to the fellowship, in a *News Flash*, or other method. After the questions were answered and returned, the office could compile the results and then disseminate the information back to the fellowship. This would directly affect the two earlier concerns we had with issue discussions. After looking into the new selection process, we combined the 3 previously discussed methods of getting input, as well as the topics that were in the CAR, and we came up with 5 topics (with several sub topics/questions). Here is what we came up with.

- **Self Support**

- How can we speak to the big picture of the 7th Tradition?
 - How do we decrease our reliance on monies from conventions, fundraisers, and literature?
 - How do we embrace self-support with the 7th Tradition?
-

- **Effective Service Delivery**

- How can we deliver service more effectively in the 21st century?
 - On all levels, how do we cultivate leadership that is consistent with the concepts and traditions?
 - When support is lacking, how do we maintain enthusiasm in service?
 - What methods can we use to help make service attractive for our members?
-

- **Phonelines, Treatment Centers, and Drug Courts**

- If we view these referral sources as a version of a 12th Step call, how do we carry our message of recovery clearly to these addicts?
 - On the group level, how do we handle the growth so that "no addict seeking recovery need ever die?"
-

- **Communications**

- Are we sharing needed and desired information within our local NA communities?
- How do we know members are listening and how do we assess what

information is valuable in our local community?

- **Atmosphere of Recovery**

- What is an atmosphere of recovery?
 - How do we help members who interfere with an atmosphere of recovery?
 - How do we provide for
 - Addicts who relapse
 - Our oldtimers
 - Our trusted servants
-

From that list the WB chose Self – Support and the WSC participants chose Atmosphere of Recovery. After that, we discussed our recovery literature. We discussed about diversity in literature and what directions we might want to pursue. Do we want to create literature that is specific for certain audiences? If we do, is that acceptable with the principles of our traditions? We took a look at the proposed *Basic Text* Evaluation/Literature needs assessment Survey. Attached to this report, is the WSC approval draft of this form, which we as a fellowship should be seeing soon.

Next, we had time set aside for Zonal meetings. Not only did I attend the Southern Zonal Forum but also, later in the evening, a combined meeting of several zones. During the SZF meeting, we discussed the report that was going to be presented, by our SZF representative, to the WSC. Our Representative funded himself to the WSC this year. In the past we have given him partial funding. We also discussed our selection processes, for open positions at the SZF, when we have more than one candidate. We discussed whether individuals need to be present to be elected, and what kind of resume (if any) we would like nominees to use. We talked about the next upcoming SZF. It will be in Richardson, TX on August 10th & 11th. It will be at the Renaissance Dallas North Hotel at 2217 Owens Blvd. Room rates will be \$69 per night and the cutoff for that room rate is July 10th. After this date the room rates go up (so reservations need to be made before our next RSC). Our SZF time was not as long as originally scheduled due to rescheduling through the earlier part of the week.

The next section is notes that the SZF Secretary wrote during the combined meeting of zones. I will not read it, but I have included it in case you want to read it on your time.

We began at 9:30pm on the 1st day of May 2002

It was discussed how this meeting came about and the discussion that took place between Dickie D. and Francis M. (Vice Chair EDM). The two arrived at two topics as a result of the discussion that had taken place on the floor of the conference from the past 3 days and noted them on a flyer that was passed out for those who may or may not decide to attend. These were topics that were also discussed at the previous informal meeting of zones.

It was requested that Travis F. record the activity of this meeting and provide minutes as well as a contact list to all participants via email or written report.

NOTE: It was also mentioned that Travis F. recorded the minutes of the first informal Zonal Conference

Regional Delegate Report
June 2, 2002

Tom- Sharing information is a must. Gave examples of information sharing- The SZF sends minutes to as many people as possible. India stated that they receive minutes from SZF. Many others.

Andy- What basic information do we want to have and share with each other. This is where we need to go with this discussion. Action item for distribution of questions listed by attendees was stated later in the meeting.

Steve- WE need to go toward the Res. A and leave the recovery and carrying the message to the addict at the home group.

Walter- Likes what has been spoken so far- the communication is not getting better- It has been hard to maintain communication... The people we trust totally are responsible for helping us to meet our needs as NA representatives... We have had trouble with the EDM- discussion about the problem that took place with the ECCNA 19 issue.

Paulo- Support strongly the EDM. Portugal. We have all the support that we need in the fellowship of NA. Strongly believe that the root of our barriers is language. The opportunity to read a report at the WSC is a milestone in our development. Many mistakes have been made and many will be made in the future. Consensus based decision making is an excellent tool but there are always exceptions. We have committees at the zonal level. 18 languages in the EDM- Diversity is the strength of our fellowship.

What do you want or what are looking for will be sent out as part of the information.

Joanne - we came because we were asked by the EDM in an email a few months ago. Our forum is interested in the communication process and how we get through our difficulties. Many forums have been in place longer than my home group. We need to have information. *We should use our resources as much as possible at least to start off with.*

Mark- New Zealand - The new and emerging communities that are seated at the APF cannot come to the WSC because they do not meet the requirements that have been established. We cannot have the same number of delegates and representation in ratio to population as it has happened up to this point. Example given; China and India ratio of delegates to population would add 450 delegates to the conference. *When we discuss what is important to NA we all agree. Our vision.* Things are changing and we are part of that change.

Ricky- Communication is our number 1 problem. Anything that brings us together will benefit NA. 11th concept is the first step to anything that we do- seems to be fear in the US mostly around the fact that we may lose something. We will gain. Our regions want to communicate with our neighbors. If my community feels like they are represented that is their business. Do not have to have a vote to have a voice. This communication will be of great benefit. This will go where we want it to go. We must put the work into this.

Mindy- We already have a picture of each other in a matrix that tells some of the things that we are asking about the forums. Communication in a small way is helping us to move forward. *What can we do to better communicate?* Maybe we can share our minutes. Noted that this already happens for many

of the forums.

Sabina- Germany - Interesting- National face thing struck something with me. (Shared by Peter) It is not about translations it is about fellowship development. What about Africa. Is everyone that comes to NA going to get resources for fellowship development. This is what the EDM is trying to accomplish. There are services that can be shared on a zonal level. Fluctuation is a problem that we experience in NA services. Zonal representation cannot take away our coming together. *Business should be done somewhere else than the WSC...* we can do this outside the WSC and just share information at the WSC.

Michael - Spain - Passion. Adventure - We can go where no other member has gone before... (*This was a very passionate and illicit description of the future through our own efforts to move forward in getting the message to the addict in every country and reflects the vision of world services.*)

Mindy- Asked if she could have a vote of confidence to send out the questions that were written down on the paper that was sent around. It was reiterated that we are all responsible for initiating the communication that we are so adamant about needing within and throughout the zones. Mindy and Mark will put together the questions and send them out via email. It was also stated by Sabine that it is important to send in very small amounts so not to cloud the principal of communication with information overload.

Luc Quebec- It is important to be part of the zone. We have a 7th tradition problem. WE learn about problem of 7th tradition from the zone- this is not the place to discuss this problem. Zones provide a service that cannot be provided by world services.

John- Home group met last night- missing one of 8... I would give up this week to get three people in that meeting. *Have resentments served us well...?* Consolidation does not necessarily mean sacrifice. *We need to focus on our vision.*

Ron- APF... was chair of APF.. *communicate with each other.* That is what we must do to learn from each other. WE will not all miraculously end up at the zone representation stage. We are developing at our own rates for our own needs.

Michael- Volunteer - See something different. We need to visit each other. Lets get out and get to the other zones ourselves. Visit each other as individuals.

“Why can’t we be a Global solutions group.”

This statement was made in passing to the recorder by more than 2 members present and therefore it seemed appropriate to include it in the minutes.

Andy - Why can’t we be a Global Solutions Group?

We closed at 11:30pm. Below is a list of actions defined during the meeting.

- **Action items from this discussion:**

Regional Delegate Report
June 2, 2002

1. Travis F. will compile the discussion minutes and prepare a report to be distributed to the participants and made available to the conference participants as an informative report about the meeting. (Provide copy at WSC and email copy after conference)
2. Mindy and Mark will send out the questions that were posed by the members present. These questions were asked by those who chose to participate and were recorded during the meeting
3. Travis F. (per request) will compile this meetings information with the information from the first meeting in Quebec and the informal meeting in Vienna, VA to show the common discussion and relationship of each meeting to the other. The minutes from those meetings will also be sent to the attendees.
4. Travis F. will compile an attendance list in Contact format for the use of each participant and any other interested conference participant or attending addict. (Provide copy at WSC and email copy after conference)

Three primary topics were discussed during the meeting. Each individual who spoke provided input that fits into a set of topics with a pattern.

Topic	Points of discussion
<i>Communication</i>	❖ One method for communication is the Conference Participant Bulletin Board ❖ Minutes from each Forum meeting could be sent to all other forums or the secretary of each forum for distribution among Forum participants. ❖ We must learn from each other ❖ A question we may want to answer is “What information do we want from each other that may be of benefit?” ❖ Communication must be a priority ❖ Regional problems can be resolved within Zonal Forums Global problems are for the WSC floor
<i>Resolution A</i>	❖ We should move forward gradual through this transition ❖ A question we may want to answer is “What do each of us think about Res. A. personally?” ❖ This process cannot be too gradual or it will hurt us more than help us. ❖ The reality of representation when weighed against population/delegates was suggested and proven to be unrealistic when compared to the US. Res. A ❖ We need to have more discussion on the impact of moving toward Res. A
<i>Reaching our Vision</i>	❖ If we harness the energy of each of our service efforts to follow through with our goals in communication and zonal representation we can reach our vision and carry the message to each addict. ❖ Our vision can be met one zone at a time if we are focusing our resources on fellowship development in our zones.

It was a pleasure having the opportunity to be of service once again. Thank you for your confidence. I hope that the above information and additional reports prove to be useful. Please feel free to contact me if you have any questions or would like to be included (address or email) on the contact list that has been provided.

In loving fellowship,

Travis F.
Secretary, Southern Zonal Forum
NAME@DOMAIN.COM
(XXX) XXX-XXXX

{Are there any questions at this time?}

On Thursday, (5/02/02) we started the day with an open WB meeting, followed by an open forum. This session was designed to discuss New Business motions. The WB told us their recommendations and reasons for such, for all the motions coming into new business. After that, we went into elections. We were given the following (instructions) election information sheet and discussed the procedures before going into the actual procedures, after that we went into elections.

Election Information

-
1. The first roll call will be read.
 2. When you hear your name, stand, confirm your presence, and remain standing until a staff member hands you your ballot.
 3. You will receive three ballots on three different color pages.
 4. One is for WSC Co facilitator. One is for Human Resource Panel. One is for the World Board (WB)
 5. Each ballot has a number to make sure that duplicate ballots are not turned in. There is no way to link a ballot to a voter.
 6. Mark the box next to the individuals you want to vote for.
 7. You may vote for no candidates or as many candidates as you like for each of the three positions.
 8. You may vote for up to 18 candidates for WB.
 9. You may vote for up to six candidates for HRP.
 10. You may vote for up to 5 candidates for Co facilitator
 11. After you have completed your ballot, please sit quietly and respect those who received their ballots after you and are not done voting.
 12. Conference participants should remain in their seats until all ballots are collected. In advance, we thank you for your cooperation.
 13. Once everyone has finished with their ballots, they will be collected by roll call along with the Candidate Profiles and resume packets.
 14. You may return three ballots. You may return two ballots. You may return one ballot. You may return zero ballots. If you return zero ballots, you will not influence the totals required for election. If you hand in an unmarked ballot, it will be included in the overall total of ballots received.
 15. You must return your Candidate Profiles and resume packets.
 16. Once all ballots have been collected, the HRP will take them to a secure room for tabulation.
 17. We will announce the results as soon as they are available.
 - 18. Note:** If you leave your seat during this session, you will not be allowed back on the floor until the election session is finished. If you do leave, do not take any Candidate Profile Report, service resumes, or ballots with you.
-

Regional Delegate Report
June 2, 2002

After that, we went into approving the NAWS budget for 2002-2004. After approving the budget, we still had to wait until Saturday morning to get a copy of the final budget because we had to see which project proposals were going to pass in new business.

After the budget, we received the election results. First, the HRP gave us the numbers. We elected both co facilitators, both HRP members, and **one WB member out of 18 candidates for 11 open positions**. After the noise went down, we went into a long drawn out debate/discussion on how we elected **only one WB member**. People were complaining that the system for elections was flawed, that the HRP did not put forth decent candidates, that their system of choosing candidates was flawed, and about any other complaint you could think of. At one point, having been through a feeding frenzy like this back at WSC 1999, I walked out of the hotel to smoke for about 15 minutes. When I returned it was still going on. After most people got through their emotional display of displeasure, the HRP gave us the names of the individuals elected. The conference elected Jim B. (Chicagoland) to the World Board, Francine B. (Quebec) and Tali McC. (Hawaii) to the Human Resource Panel, and Mark H. (Wisconsin) and Tim S. (Australia) were elected as WSC Co-Facilitators. There are now 14 members on the World Board, which can have up to 24 people on it. There is still quite a bit of misunderstanding among RDs about the implications of these required majorities. Many voted for only a small number of the nominees for World Board, not realizing that if every conference participant does so that it is very improbable that any single candidate will get the required 60% majority. It is for this reason that the conference did not elect any members to the World Board in 1999, and only four in 2000, despite the fact that many participants wanted more people elected. The World Board has had a number of vacant seats since it was created in 1998. Not everyone sees this as a problem, or an indication that there is something wrong with our election procedures. The 24-member World Board proposal that was accepted in 1998 was but one proposal among many, and a number of conference participants believe that a smaller Board can operate more effectively than one with 24 people on it.

On Friday (5/03/02) we went into new business, for the entire day. We broke part of the way through for a scheduled luncheon (poolside) attended by all participants that wanted to attend. The RDs already had the money, from their per diem, deducted for this event. Tickets were on sale for any alternates that wanted to attend. Now onto new business items.

Motion #31 made by WB:

"To approve the summary (see below) of The Narcotics Anonymous Service Structure for inclusion in A Guide to Local Services in Narcotics Anonymous."

(Summary: The regional service committee (RSC)

Regional service committees exist to pool the experience and resources of the areas and groups it serves. The RSC is composed of regional committee members (RCM 's) elected by the region's member-areas; these RCMs **usually** elect regional committee officers from among themselves. RSCs organize regional assemblies at which GSRs and RCMs discuss a wide range of service matters, including those likely to come before the World Service Conference, and **may** elect a regional delegate and alternate delegate to the WSC.)"

Motion as amended passed

Amendments:

Moved by RD, Northern CA Region – as a friendly amendment to add the word “may” (friendly amendment accepted)

Moved by RD, Alaska Region/2nd RD, CA Inland Region – suggested adding the word “usually” (amendment passed)

Motion #32 made by the WB

"To approve the 2002-2004 Narcotics Anonymous World Services, Inc. Budget."

Motion as amended passed

Amendments

""To add to the Treasurer's Handbook and The Group Treasurer's Workbook under the section ""Guidelines for Group Treasurer,"" the following definition of what a prudent reserve is as adapted from page 33 of the Treasurer's Handbook under ""Guidelines for the Area or Regional Service Committee."" #7.

#9 All funds in excess of the prudent reserve (i.e., all money in excess of monthly expenses) should be sent on to the other levels of service according to your group's practice as discussed in the informational pamphlet, Self-Support: Principle and Practice"" (amendment passed)

""That the revised Treasurers Handbook, regarding fellowship fund flow, should include an extra square for zonal forums as they are recognized as sharing and business meetings. Funds should be shown to also flow from regions, areas and groups to square." (Amendment failed)

Motion #33 made by the WB

""To approve the revised version of A Temporary Working Guide to Our World Service Structure (TWGWSS) with inclusion of the 2002 WSC Rules of Order and Election Procedures as amended and rename this handbook to A Guide to World Services in Narcotics Anonymous."

Motion as amended passed

Amendments

""To amend A Temporary Working Guide to Our World Service Structure, page 1 'The Regional Service Committee.' 'The region's delegate to the world service conference is elected by the GSRs and/or RCMs at the regional assembly.' to add the words 'or RSC' and to add to Page 3 the following underlined words 'The Regional Delegate' 'During the delegate's term, he or she attends the World Service Conference as a fully active participant, for while the delegate is elected by and accountable to the regional assembly or RSC, he or she is not a mere messenger.' Further that A Guide to Local Service in Narcotics Anonymous reflect the same conceptual changes at its next printing." (Amendment passed)

""To amend A Guide to World Services in Narcotics Anonymous by replacing the language on page 88 of the Conference Approval Track Material under the heading composition with the following, 'The Human Resource Panel consists of six (6) individuals elected by a simple majority of the World Service Conference.'" (Amendment failed)

""To amend A Guide to World Services in Narcotics Anonymous by replacing the language on page 25, Elections #5c with the following: 'All nominees to the Human Resource Panel receiving the most votes above the required 50% will be elected to the available positions on the Human Resource Panel.'" (Amendment passed) (I 2nd this motion)

""To add to A Guide to World Services in Narcotics Anonymous, page ___ to the HRP Guidelines that two or more candidate profiles be required for each open position on the World Board, Human Resource Panel, or WSC Co-Facilitator." (Amendment failed)

Motion to suspend order of the day failed

Motion to change wording out of order (submitted late)

Appeal the Chair Failed

""That the WSC Rules of Order for 2004 in voting, that consent to a motion be an option." (Amendment failed)

Regional Delegate Report
June 2, 2002

“That the World Board define consensus for the WSC and develop guidelines for consensus-based decision making to be inserted into the WSC Rules of Order.”(Out of order did not amend current motion)

Call to divide the question ruled out of order

Motion to suspend the order of the day for holding a special election to fill the remaining seats of the WB “**FAILED**”

Motion #34 made by the WB

“To ratify the World Board’s request to continue printing Miracles Happen with the proposed revisions.”

Motion passed after the following

Motion to substitute motion #44 for #34, which read “NAWS will stop all printing and sales of the Miracles Happen, coffee table book until a thorough review process by the fellowship has taken place, in accordance with TWGWSS, page 33, Approval Process for Recovery Literature, Section A, Review-form literature, 1&2.” (Motion to substitute failed)

Motion #70 made by WB

“To accept the recommendations for seating in the WSC seating report and recognize Greece as a seated World Service Conference participant beginning at the close of WSC 2002.”

Motion passed

Motion #54 made by RD NE Atlantic Region 2nd by RD Pacific Cascade Region

: “That the World Board initiate a workgroup to investigate options to utilize the Internet to provide service, recovery, and information to the fellowship, professionals, and interested individuals. A report from this workgroup shall be made available no later than WSC 2004.”

Motion committed to WB

Motion #67 made by RD Eastern NY 2nd by RD Mountaineer

“That the World Board define consensus for the WSC and develop guidelines for consensus-based decision making to be inserted into the WSC Rules of Order.”

Motion as amended passed

Motion to substitute motion #69 for #67, motion #69 reads "That guidelines be created for consensus-based decision making to be used at WSC. These guidelines will be inserted into the Rules of Order for approval at WSC 2004.”” (Motion to substitute failed)

Motion to insert the words “to be presented to the WSC no later than 2006” (amendment failed)

It was requested that the WB let the conference examine and discuss their definition before inserting it into the Rules of Order. The Chair of the WB said yes

Motion #45 made by RD Greater NY 2nd by RD Chesapeake and Potomac

“To direct the World Board to amend the annual contract section of NAWS Literature Sales Policy for the United States and Canada as follows:

Combine levels 3, 4, & 5 to one level and the reflect a 5% additional discount to levels 1, 2, & 3.

Current:

Level 1 -- \$80,000 - \$104,999 -- 17%

Level 2 - \$105,000 - \$129,999 -- 18%

Regional Delegate Report
June 2, 2002

Level 3 - \$130,000 - \$374,999 -- 21%
Level 4 - \$375,000 - \$599,999 -- 22.5%
Level 5 - \$600,000 & up -- 24%
Proposed:
Level 1 -- \$80,000 - \$104,999 -- 22%
Level 2 -- \$105,000 - \$129,999 -- 23%
Level 3 -- \$130,000 & up -- 26%”

Motion Failed

Motion #53

“An International Fellowship Development and Support workgroup for 2002 – 2004 be created. This workgroup will focus its work on putting together an international fellowship development strategy.”

Motion Committed to WB

Motion #47

“That NAWS produce a soft cover of Miracles Happen.”

Motion Committed to WB

Motion #57

“To have the HRP make a report listing the objective and subjective criteria used and the weight given each criteria to qualify the candidate profiles used for HRP recommended nominations for World Board, HRP, and Co-Facilitator.”

Motion Failed

Motion #39

“That the World Service Office maintain a toll free line to their offices.”

Motion Committed to WB

Motion #55

“That the worldwide workshop in Europe doesn’t take place one month before and one month after the European Delegates Meeting and ECCNA.”

Motion Failed

Motion #42

“Direct the World Board to direct the WSO to remove all web links to any web page with Narcotics Anonymous copyrighted material posted on their page until this material is removed from their web page.”

Motion Failed

Motion #63

“To dissolve the Human Resource Panel as it exists.”

Motion failed

Motion #43

“To add the following question to the HRP new World Pool Information Form:

Regional Delegate Report
June 2, 2002

Do you have a working knowledge of the following?
12 Steps of NA, 12 Traditions of NA, 12 Concepts of NA””

Motion Failed

Motion #41

“The Conference Agenda Report be sent out early enough that RDs receive it 180 days before the WSC.”

Motion Failed

Motion #59

“The World Board commit to forming a workgroup during the conference cycle 2002-2004, to study the NAWS sales policies. This workgroup is to include World Board members and regional and/or area customers.”

Motion forwarded to WB as (non binding) input

And now for an advertisement before braking for questions. This is brought to you by the Lit sub committee in conjunction with a few business dazed RDs at WSC 2002.

On Saturday morning, we went into a discussion on choosing topics for the next conference cycle.

Regional Delegate Report
June 2, 2002

I reported on this earlier in the report. Then we looked at the final draft of the budget, for the next cycle. I will give you a brief rundown on the budget. For all of you number crunchers and detail-oriented individuals, I have included a copy of the entire budget. The projected income for this cycle is as follows: projected donations are \$1,091,200, the projected Literature and other inventory items income is \$12,070,902, and the total miscellaneous income projected is \$101,784. This gives us a projected total income of \$13,263,887. Remember, if you are keeping up with these numbers, that these numbers are rounded to the nearest whole dollar amount. If you start trying to keep up with the figures, it might appear to be off a couple dollars either way. The projected expenses for this cycle is as follows: Total literature production, with other inventory items and approved related Project Plans, is \$6,318,660, total WSC support, including approved related Project Plans, is \$3,301,840, Total Fellowship Development, including related project plans, is \$4,491,089, total unadjusted events is \$1,097,624. This gives us total projected NAWS expenses of \$13,209,214. This gives us excess revenue of \$54,673. These figures do not include specific income or expenses for WCNA 29 or WCNA 30. The figures for these are as follows: projected income of \$2,829,456 and projected expenses of \$2,749,169. For an excess revenue for events of \$80,287 and a total projection in excess revenues of \$134,960.

After discussing the final budget, we saw a couple videos on Atlanta and San Diego, our future convention sites. We had a workshop discussion/presentation on how we were to fill out our expense forms and what to do with them when we were finished. Then we went through closing sessions. All the RDs received large print; spiral bound *It Works How and Why*. We recognized members of the WB that were rotating off the board. We gave out some door prizes and basically did the goodbye thing. That evening we had a speaker meeting with five conference participants as speakers. After that, we had a coffee shop. The entertainment was fantastic. It was a good way to wind down. It opened with a pianist who works in our office. In his spare time, he travels around the world and has played and recorded in several cathedrals. He has released these professionally. The next entertainer was Jeff B. He used to work in our office with activities and events. Some of you might remember him, if you attended the convention in St Louis. He opened for Eric Clapton there. He has opened for several other name entertainers over the years. The last band was a group formed by members of the local fellowship, with a female lead singer that was out of this world, who also works in our office.

There are a couple other things I forgot to report on earlier in my report. During the Q&A session of the open WB meeting, at the start of the conference week, someone brought up a generic question relating to buying, or the use of, previous editions of the *Basic Text*. I figured I would bring up the situation we have been dealing with here in Arkansas. There were several comments, from other RDs and/or alternates, asking why someone would want to use another version of the *Basic Text*, officially. Other comments were heartfelt about not removing a group, from the lists, because of something like this. The discussion from the WB, which is who I asked the question of officially, was varying in response. The generalized consensus was that the ruling was not designed to be used as a weapon to remove groups from lists, and would not recommend it. (If anything, they would recommend against it) On the other hand, they said that they do not know why someone would be using a different edition from the fifth edition, as it is the approved edition for NA. They also came to a consensus that problems should be solved in your own back yards and not run to "mommy NAWS" to solve the local family problems.

We also had, presented to us earlier in the week, a donations by region report. This shows all donations received as of noon on 4/30/02, for this fiscal year and the fiscal year prior. This gives breakdowns by regions. Under the listing for each region, is a breakdown of individual members, groups, areas, & the RSC. (Also RSOs and conventions if applicable). Here is the breakdown for the Arkansas Region, as it appears on the sheet: Texarkana (for the previous year), \$342.40, Paragould group (for the previous year), \$25.00, New Freedom group (TX) (for the current year), \$160.00 and the previous year,

Regional Delegate Report
June 2, 2002

\$195.00, Clean and Serene Group of Mountain Home (for the previous year), \$101.22, the Common Bond Group (for the current year), \$100.00, and the ARSCNA (for the current year), \$300.00. If there are any mistakes, please let me know, and I will assist you in having the office research it.

As everyone knows, I told you before I left; I would get assistance in taking notes if I started to get worn out. This conference was different then conferences in the past. There were very few presentation sessions, even at the start. Almost all sessions were interactive and required input from all participants. Because of this, I only missed one session. That was the HRP open forum that occurred at the same time as the WB open meeting and forum that was discussing the old business session.

I unofficially adopted a willing RD Alternate during New Business on Friday May 3 2002. I was sitting next to the RD and RDA from Australia. Realizing that I did not have an alternate, The RDA from Australia graciously volunteered to be my alternate also. My card number, for business sessions was "7", the RD from Australia's number was "8", so we decided our combined alternate had a number of "7 ½". We shared candy and conversations throughout new business, to break up the monotony, that sometimes occurs. At times, we discussed whom we wanted to shoot with a paintball gun (if we had one). This being my third conference, I was at ease most of the time. I averaged going to sleep at around midnight or later and waking up around 5:15am. A lot of discussions take place in the evening after the sessions are let out. There were a couple occasions where sleep was 2am or so. We accomplished many things and I am very grateful to have been a part of the experience. Thank You, Once Again, for having the faith in me to be able to serve the Arkansas Region in this, or any other, capacity.

In Loving Service,

Bill L.

address suppressed

(XXX) XXX-XXXX

NAME@DOMAIN.COM

*(There are 32 pages of attachments, see your ASR/RCM/GSR for details/copies)
(The attachments were referred to in my report, they include financials, World Pool Resume, Lit Survey, etc.)*