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WORLD SERVICE OFFICE, INC., P.O. BOX 9999, VAN NUYS, CA 91409; (818) 780-3951  
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## DO NOT PANIC!!

Do not panic! This must be our policy as we face mounting pressures from outside of N.A. to join in the public war against drug abuse. While it can be said that we, of all people, who know of the horrors of drug addiction, we must remain true to our purpose and our Twelve Traditions. Our Traditions allow us to work with non-member organizations, but that cooperation must be kept within the scope of all of the rest of our Traditions.

The current wave of media and public official interest in drug prevention, prosecution for possession, selling and transportation, and even the increase in the numbers of addicts seeking help, has created a wave of new public information. Unfortunately, this has also resulted in tradition violations by many members. We are and must remain dedicated to carrying the message of recovery to all addicts, but we can do it without violating our Traditions.

Phonelines are ringing more now than ever. These new calls are from family members, friends, governmental agencies, media people and even more addicts. We work best with addicts--our concept of one addict working with another addict is how we proved that N.A.-works. But what about all those other calls?

They have their positive and their negative aspects. If we handle this new interest incorrectly we will really get diverted from our purpose, and the addicts we need to reach might not get the message. It is real tempting to jump right in with each of these other phone calls and get involved responding to the questions posed.

The media people, for example, want heart rending stories, stories that carry suspense and are exciting. Almost always they want a face and a name and clear opinions about enforcement or testing or treatment or any of a long list of items. Frequently we find that they lose much of their interest in N.A. when we stick to our Traditions and the issues related to the N.A. Program of recovery. That doesn't seem very heart rending, suspenseful or exciting.

It is easy for us to allow ourselves to be drawn further into the media trap because we see this opportunity to use them to get the message to other addicts. We usually think that we are clever enough to avoid Tradition violations and can meet

the media people head on and have things go our way. Unfortunately this recent rash of media contacts has brought a litany of abuses and violations.

When we add to this, the fact that many of our members are also employed in the field of treatment as drug counselors or administrators in treatment programs, the situation becomes more complex. Many such programs would find it unthinkable to refuse to participate in a TV, radio or newspaper interview--this is a golden chance to get the name of the organization in the public eye in a good light. It's free publicity! When our members find themselves in this conflicting situation, danger lurks on all sides.

Failure to grant such an interview may be viewed by the employer as unacceptable. But destroying the member's anonymity might be worse for the member's recovery. It would certainly cause injury to the Fellowship.

Embedded in this new interest is a considerable amount of sincere interest by government officials. Unfortunately, few really understand the nature of addiction and the program of recovery that N.A. has spent over thirty years developing. But they are interested in doing something. What they are interested in frequently depends on their political philosophy, or that of their party. It is easy for our members to be stampeded into commenting on proposals from one official or another.

Some of the questions are easy for us to avoid because they are really far away from recovery: Is crack really more dangerous? Is junior high school prevention counselling really effective? Isn't it really better to support sending dealers to jail? But many of the questions are difficult to pass up, because we think that we can answer them with a twist that mentions N.A. Unfortunately, editors have a way of reducing whole hours of interviews to a second or two taken out of context. When this happens the reasonable answer to a political question can easily be brandished as support or opposition of some politician's project.

Here are but a few of the recent problems brought to our attention. In one town a member, involved in the treatment field, took a phone call from a reporter who was attempting to reach the P.I. chairperson and provided the opinion that addict's attempts at recovery in N.A. are seriously hampered unless they participate in other treatment first. This member's statements were quoted in the final article as being from an N.A. member. In another situation a member

voluntarily appeared in testimony before a legislative committee. In numerous evening news programs, addicts--many of them members of N.A.--have appeared with full-face camera shots discussing one drug or another or their using days or dealing days.

Regardless of how well-intentioned these members were when they agreed to these activities, the result has usually been disastrous.

Back in the days when the government and media paid little attention to addicts (except when we broke the law), N.A. members were more easily able to avoid public controversy and concentrate on recovery. The unfortunate aspect of those days was not the lack of media or governmental attention, it was that we had not found the appropriate way to make sure that every addict who wanted to recover knew about N.A. and how to find us.

The key to these new times is to encourage dissemination of information about N.A. in a way that permits every addict to find out about N.A., that it works and how to reach us, while avoiding the tradition violations. The current media attention renews the dangers of association with outside agencies, political causes, rehab or prevention programs and more. If we are publicly linked with these or other outside things it may prevent some addicts from coming to N. A. when they are in so desperate need of us.

We must avoid violating our Traditions, not just for the sake of not violating our Traditions, but because they have proven to be the foundation upon which the program rests. When we undermine or ignore the traditions; avoiding problems of money, property or prestige, avoiding outside issues and public controversy, and always maintaining our anonymity, we set the stage for failure in our own personal recovery and that of others.

We have not conducted scientific studies on this subject, but we have more than ample personal evidence from members of the Fellowship who, because of their profession or circumstance, lost their anonymity and never fully recovered, or took many hard years of relapse before they made it. We have sports figures, entertainment personalities and even some in other walks of life where this has happened. It was a personal tragedy when this happens to anyone, but their tragedy was made worse when the media refused to let them recover in anonymity. There are a few well-known cases when death was the result.

The purpose of this article is not to take a position that all of this new attention should be avoided. The purpose is to reinforce the need to adhere to the concepts that N.A. is founded on in addressing these situations. During the past two years the WSC PI Committee has moved with considerable effort toward developing the tools the Fellowship might effectively use when this attention accelerated.

It is imperative that *P.I. Committees* handle these

new media and governmental contacts. The committees must work together within the Twelve Traditions to serve the interests of recovering addicts in the Fellowship. When there is doubt about one situation or another within an area committee, there are always regional P.I. committees available for help, there is always the WSC P.I. Committee and always there is the WSO P.I. Coordinator.

All of these resources have been developed during the past few years in order to be of service. Take advantage of them and avoid the pain and problems that violating the Traditions brings to us all.

## RECENT GROWTH SPURTS

The World Service Office receives many requests for assistance with all conceivable types of problems. We have been able to provide resource material or contact information in many cases for groups and committees to utilize as a starting point in their discussions of possible resolutions. Recently, some of these groups and committees have communicated with us again to let us know about the progress which they have witnessed. What better place to share it than here!

In March we received letters and phone calls from some GSR's in a suburban community on the west coast. The N.A. community had grown from one meeting in 1983 to fifteen meetings and wanted to explore the possibility of forming a new area service committee to serve these groups. Whenever the subject was brought up at the existing area committee meetings, there were accusations of abandonment, personality conflicts, power quests, and the like. Everyone involved asked for the experience which had been gained by other N.A. communities in similar situations.

After some research and over several weeks, we suggested to both the ASC and the GSR's that they undertake an evaluation period of several months in which to gather input from the RSC, the existing ASC, N.A. members in the community, and each member's Higher Power. This input was to include considerations of distance, need for service, availability of N.A. members with stable experience, strength and hope to offer both the new and existing service committees, and unity. Everyone agreed that this approach would serve them well and not be divisive.

Communication continued and in the early part of September, we received some calls and a letter which updated the situation. After an extension of their evaluation period due to uncertainty, feedback and support from all involved was apparent. Reports indicate that pain and personality clashes were overcome in spiritual unity. Patience, love, the Twelve Steps, and the Twelve Traditions were all employed in a cooperative setting. The letter announced the new ASC and the elected trusted servants. It also described the process wherein the new area will be

introduced at the regional meeting by the original ASC. Near the end of the letter was the following color statement: "In the midst of all the madness, it was fun. It's because of the Fellowship of Narcotics Anonymous that it's working for us." The writer went on to say that many members had remarked that it was the same spirit and philosophy which had been applied to early recovery that was now allowing them to learn how to become an area service committee.

Several inquiries about forming new area service committees have been received over the last nine months. Most of these have been from geographical areas in which there has been no pre-existing service structure. In well motivated attempts to form service committees, the N.A. members involved have met with common struggles. In a European country, the problem was deciding exactly what to do. It seems that there were a handful of people who wanted to form a service committee, and every time they met to discuss their efforts, the number of projects which needed to be taken on was too overwhelming.

After gathering some information from other committees in areas with a small N.A. population, we forwarded it to the N.A. members who had written. This information suggested that the committee members could focus their efforts on any one project and strive for stability and unity. Other committees had reported that in the process, they had relied on mutual support in working the steps to let go of unrealistic expectations.

In further correspondence, the N.A. members reported that they had agreed to all work on producing meeting lists which would serve to let all interested addicts know where to find an N.A. meeting. Since this was the first effort to do so, they encountered many situations along the way which helped them to understand our Twelve Traditions with respect to the contents of their printed meeting lists. In January, the committee reported that their deepened knowledge had helped them all in their personal recovery and in their service work. They now had a meeting list which was being circulated and new members were coming to meetings as a result. Since that time, the committee has taken on hospital and jail commitments as another project. Last reports indicate that the service committee has grown in number of members and that new meetings have started. They also indicate that it has become easier to set their goals and direction in providing service to the groups.

One N.A. group in the midwest asked for help in resolving a situation which had already taken place and was causing some disunity. The group had purchased a copy machine from someone's relative for a nominal price and then donated the machine to the struggling area service committee. The relative had also asked for documentation that the machine was worth a larger amount than the purchase price (which it was) to use for his tax preparation. It seemed that everyone was happy

until the area committee members questioned accepting the machine. The N.A. group was new and didn't understand why their donation was being questioned.

We suggested contacting some members of the Fellowship who lived nearby and also calling on the RSC for experience, strength, and hope in examining the situation. The GSR of the group reported that after receiving lots of input, the members of the group met and decided that they could either purchase the machine for what its true value was and provide documentation, or they could provide documentation for the actual price paid. To do anything else would amount to accepting an outside contribution which would not be consistent with the spiritual principles they were trying to learn. The group members reported that they all felt good about the opportunity to learn firsthand and examine their group actions even when their motives were sound. They also felt a closer tie to other members of the Fellowship and to the service structure as a result of the interaction.

One last note of encouragement which was received in July was from a member of N.A. who drives a truck through the eastern half of the United States. He had asked for help in locating meetings when he was on the road. We sent him a copy of the World Directory and asked him to let us know if it was helpful. He wrote back to say that he had used the World Directory to locate some meetings along his travels and obtain current meeting lists for those towns. He went on to say that he had had no idea this directory could help or that it even existed.

We will try to share more of these situations in future issues. If you have resolved problems of any type and wish to share the information with us, please drop us a line. Even if your group or committee tried an approach which was unsuccessful, the learning experience can help others faced with the same situation, so please feel free to write.

## PUBLIC INFORMATION

News from the P.I. department and WSO P.I. is exciting and gratifying. The P.I. contact list currently has over 225 entries. These include P.I. subcommittee names and addresses from around the world and also members' names and addresses for those places where a P.I. subcommittee has not yet been established. Registering your P.I. subcommittee with WSO initially results in the P.I. chairperson or contact receiving a congratulations letter, with some general information and material, along with a portion of the contact list for their region.

All of that usually generates sufficient interest and/or questions so that a phone call or letter or two is exchanged. Often, questions can be answered or experiences shared through the WSO coordinator. Other times, questions, comments or

problems are referred to the WSC P.I. Committee as a whole or to another service committee. Many times a referral to a nearby P.I. subcommittee is the best solution. That is where the P.I. contact list becomes very important. Contact with another committee can be very helpful to members who are just starting their own P.I. efforts and also when they are experiencing any particular problems or have activities that require multi-area involvements.

The portion of the P.I. contact list which is sent with the original congratulations letter is only as valuable as the information which it provides. We can't give away something we haven't got and we depend on each P.I. subcommittee to register with the WSO P.I. coordinator, in order that we can provide correct information. Also, every P.I. subcommittee receives the quarterly *P.I. News*, which contains valuable information about public information activities.

It's been great to see the willingness of P.I. subcommittees to register so that they can share their experience, strength and hope with others. There is another benefit of being on the mail list and that is that the quarterly issues of the P.I. Newsletter, *P.I. NEWS*, is sent to all P.I. subcommittees and any P.I. related requests from non-N.A. professionals and organizations can be forwarded on to the P.I. subcommittee servicing that particular geographical area.

It's amazing that with such tremendous growth in P.I. services there seems to have been relatively few instances of confusion, disunity or tradition problems. It seems reasonable to assume that some of that is attributable to the fact that the *Guide to Public Information* is being used and used successfully. There are still sections of the Guide which need to be added and, as that work is completed, we can expect more and more materials to be developed by WSC P.I. through the continued efforts of and input from members involved in P.I. service work.

Some of the exciting things reported from world, regional and area P.I. services are well worth mentioning. Committee guidelines are becoming standardized, thereby creating a sound foundation on which P.I. activities can rely. Although every service committee has problems with maintaining a consistent and sufficient number of volunteers, more and more input indicates that strong, workable volunteer lists are being created.

P.I. workshops seem to be having a tremendous impact on the average member's awareness of what public information is about. Cooperative efforts between H&I, P.I. and phonline subcommittees are becoming the rule rather than the exception. Many P.I. subcommittee meetings are utilizing a portion of every meeting to discuss one or more of our Traditions. Practicing speeches and play acting interviews is another technique being used to effectively train those volunteers who will be responding to requests for speakers and/or

interviews. The P.I. chairperson's role is becoming more clearly defined as one of coordinator and arranger instead of "star attraction."

All of these things are being done as preparatory work and then, when the actual service is provided, the members are confident in their ability to carry the message of N.A. in a clear, positive manner within the Twelve Traditions.

It is becoming increasingly clear that the role of the phonline subcommittee and volunteers, whether they are a part of P.I. or a separate committee, is a vital part of carrying the message. The increasing awareness about the disease of addiction in the professional world is leading more and more people to N.A. as a viable program of treatment for the disease. That, in itself, has created the need for better working phonelines. The availability of PSA's added to many members' interest in upgrading phonline systems as preparatory steps for planned PSA campaigns. Because of that, requests for information are handled more quickly and efficiently, more people hear about N.A. and more people want to hear more.

Contacts from every segment of the media world and requests from non-N.A. organizations for N.A. representation at their conferences has been increasing as rapidly as our membership. WSC P.I. has, in the last four months, participated in two national conferences of non-N.A. organizations and plans have been made for at least two more. Regional P.I. subcommittees have been participating in similar non-N.A. events at a regional and area level. The results have been fantastic. The organizations with whom we come in contact are now able to provide their clients (addicts) with the message that help is available through Narcotics Anonymous.

Every P.I. subcommittee chooses different activities and priorities based on their own community's population, geography and needs. Mailing letters to a variety of professionals, posting bulletins, preparing informational packets, conducting a community meeting, giving talks to various organizations or being interviewed by a reporter are all ways of accomplishing P.I. service work.

Probably the most important message that keeps coming through loud and clear, regardless of the specific P.I. activity involved, is that members involved in P.I. have been willing to work with a committee, willing to accept a group conscience and the results of that are undeniably positive and beneficial to all of us.

Please keep sending your input, experience, problems and solutions to WSC P.I. Every item of material is read and used in some way to further our ability as a Fellowship in carrying the message to the addict and those who come in contact with the addict. Addiction is a disease, the disease is treatable, hundreds of thousands of recovering addicts are staying clean in Narcotics Anonymous.

This is what N.A. is and here's how to reach us.

Getting an addict to a meeting is what public information in Narcotics Anonymous is all about.

## EMERGING INTERNATIONAL REGIONS

### A NOTE FROM THE INTERNATIONAL COMMITTEE

The message of recovery in Narcotics Anonymous is being heard all around the world. The light of hope has been lit. There is now a living flame of love being passed on from one addict to another, from one continent to another, and through one language to another. Our message is working its way around the globe, "We never have to use again because we have found a common solution. We are seeing this more and more as members from other countries visit us here in the United States. At first, these members came from isolated locales and small groups that popped up here and there. Today this is no longer the case. Now these members come representing significant N.A. communities, areas and regions.

Those who attended the world convention in Washington, D.C., in August 1985, experienced this growing worldwide participation and its tremendous affect on our unity, and the paramount importance to our growth as a fellowship. From outside the United States and Canada there is a wave of emerging regions sending representatives to the World Service Conference. This year representatives from London, Germany, Japan and Australia took their rightful place as part of the group conscience of our Fellowship. These indeed, are exciting times for Narcotics Anonymous.

This international bonding that is taking place is something which is very unique and special for us in Narcotics Anonymous. This is a time for nurturing and being supportive, for demonstrating the love and understanding of our program. This is a special time, one that we might not gain a second chance to experience.

Members who have traveled to other countries and those who have corresponded with members outside the continental United States are aware of the tremendous thirst for recovery, for guidance with the Twelve Steps and Twelve Traditions, and the need for information regarding our service structure. We have also had to learn to be very sensitive to the needs and to the personal growth that many of these new regions are experiencing.

The WSC International Committee was created by the World Service Conference in 1984. It was created to provide outreach services to our brother and sister addicts who were alone in recovery and who would benefit by this open display of support and encouragement. Our initial attempts to establish and strengthen our international communities were often advanced with bursts of enthusiasm and emotion. This presented us with

additional problems.

In our zeal to provide services to our new members, we were often unable to produce the results that had been so faithfully espoused. Disappointment and disillusion deeply affected our credibility, and only through hard work and defined procedures were we able to gradually regain confidence and restore their faith. Since that time, we have had to slow down the wheels of enthusiasm and proceed with prudence.

We, in the International Committee try to view new N.A. communities much like a sponsor would a newcomer. By providing these new members with gentle guidance to the appropriate sources of information, confusion is kept to a minimum and a clear, consistent path of communication becomes the result. It is our firm belief that all N.A. members share this responsibility and by doing so, we can all be assured of our continuing growth and stability.

### LITERATURE SHORTS

An agreement has been concluded between the WSO and the corporation created to meet the literature needs of the Fellowship in the United Kingdom. This agreement took less than five months to work out and meets the comprehensive needs of both the United Kingdom Fellowship and the protections that the Fellowship at large requires.

The agreement is effective immediately although final signatures on the agreement will not be completed for a few more weeks. It is not anticipated however, that printing will proceed immediately.

A separate series of discussions has also been under way concerning the desirability of re-editing the American English publication to be consistent with the rules of spelling and punctuation that are used in the United Kingdom. This change, although very slight, would improve the acceptability of the literature for use in the general public in the United Kingdom.

Two literature committees will work on this project. A literature Committee in London and one in Australia with both work on already approved literature. Each will do about half and send their work to the other committee for review prior to finalization.

After an agreeable draft is completed the material will be returned to the WSO for typesetting. The typeset copy will be then sent on to the Office in London for printing. Because a similar but separate agreement is being developed with the Fellowship in Australia duplicate typeset material will be sent there also. It is anticipated that the agreement for the Australian printing procedure will be completed by the end of the year.

An identical agreement for the German Fellowship has been sent to the translators and will

be sent very soon to the Fellowship in Germany.

On another literature item, input has begun to trickle in from members about the current draft of *It Works: How and Why*. These comments have been informative and supportive. However a rumor has been heard from time to time that a few members believe there are direct quoted plagiarism in *It Works* from a publication originating outside the Fellowship. While the Literature Committee does not believe this is the case, it would be important to make sure. Accordingly if anyone believes there are plagiarism in *It Works*, they are urged to send that information to the Literature Committee via the WSO. If, despite all the efforts of everyone involved in developing *It Works*, that there is something even close to plagiarism, it is important to resolve the matter immediately rather than waiting for the last moment.

## FROM BOB STONE

In previous editions of the *Newsline* we reported that changes were being scheduled for both the N.A. Way Magazine, the *Newsline* and the Fellowship Report. These changes have come as a result of several factors, among them the survey conducted earlier this year and also the rising cost for publication of the *Newsline*.

The survey provided a good base of N.A. opinion on the Magazine and the *Newsline* and the different content of each. There was considerable desire among respondents that we continue publishing all of the types of information currently included in the *Newsline*. We expect to continue publishing the variety and quantity of information, however we will simply divide the information currently in the *Newsline* between the Fellowship Reports and the Magazine.

Those matters that provide details that are relevant to the business responsibilities of the WSO will be included in the Fellowship Reports. The information about current happenings in committees and areas of committee concern (such as the sections in this issue about public information and the media) will be included in the Fellowship Reports.

However, the portions of information that have been included in the *Newsline*, like the article from Bob Stone in the last issue, will be included in the N.A. Way Magazine.

We are still developing clearer concepts for how all of this will be done and how the division of information will actually be accomplished. During the next two months we expect this will be more clearly outlined and published in the *Newsline*. It is our anticipation that we will discontinue publishing the *Newsline* entirely in the early months of 1987.

The effective transition in information systems will necessitate many people subscribing to the magazine or making arrangements to obtain copies of the Fellowship Report. For those readers who

desire to simply get the technical facts of what is going on in the Fellowship they should get the Fellowship Report. For those readers who want to be engaged in the philosophic discussions about recovery or the Fellowship and read about the recovery of others who are working the Steps, they will want to subscribe to the N.A. Way Magazine.

We will keep you informed of the progress on this in the next issues of the *Newsline*.

Learning from our experiences has been the process by which the WSO develops policies. This was recently re-emphasized with a *problem* that happens occasionally but when it does, it is a real problem. Here is what took place.

Once in a while we have checks from area or regional committees that are returned by the bank for lack of sufficient funds. Our practice had been to send a letter and a copy of the check to the person representing the originating area or regional literature committee. Usually this was sufficient to prompt a new check to clear the matter. Subsequent orders are often received with no problem.

There have been a few times when this was not the case. There have been a few situations where subsequent checks also bounced. A simple solution was suggested from our most recent occurrence of this problem. It has now become policy and will make such situations more rare than they were.

A copy of all such communications from us will now be sent, not only to the member representing the purchasing committee, but also to the chairperson of the appropriate area or regional service committee. What we found was that the member who was responsible for ordering and sending the checks to us did not always share with the area or regional committee members that there was a problem. In most of these situations we eventually found that the member was diverting funds for personal use. This new policy will help us avoid this problem by providing that a second person becomes aware of the matter when it first happens.

The success of large literature committees and regional or area offices that manage literature distribution is important to N.A. as a whole and to the N.A. members these activities serve. As these efforts have showed maturity and growth, they have become an indispensable part of the literature distribution system.

The WSO has encouraged these efforts with discounts for volume purchases. However, as the purchases have increased, the need to have more and more funds available to convert into literature stock has increased. We have been moving closer to a new system for these large purchasers so as to possibly avoid this problem. A draft policy has recently been sent to each of the N.A. offices and large committee purchasers for their comments. This policy is expected to be adopted in the near future, after comments from these offices and committees have been examined and integrated into the draft policy.

In an article above that mentions printing agreements was an indication of the progress made on these agreements recently. As a followup to these agreements, I will probably visit with the German, United Kingdom and Irish Fellowship in the near future. In each of these cases corporations have been created (or will be created) that handle the technical arrangements. These corporations are subject to the Fellowships in each of the countries they serve. Through such supportive efforts it is possible to make our primary purpose easier to fulfill.

In the July issue of the *Newsline*, I reported that we had selected George Hollahan as the Administrative Assistant for the WSO. As part of his acceptance he had to resign from the WSO Board of Directors. He had been elected to the WSO Board for a one-year term by the Conference when it met in April. The WSO Board took action at their September meeting to fill the vacancy. The Board selected Jim Simons from Montana as his replacement. He was selected from the "pool" of potential Board members that were selected by the Conference in April. Jim is an accountant by profession and his expertise will be helpful to the Board in the development of policies relating to finances. Additionally his insight into financial matters will be an extra benefit to the Board in their roll as manager of WSO funds and accounting practices.

We frequently get inquiries about different aspects of the Office. We do not really have a pamphlet that describes the Office, but we have had and used the attached four page World Service Office outline. This outline was developed and is used when I or other members of the staff are asked to talk about the Office at meetings or conventions.

The number of requests we have had for this type of information has prompted us to print it as an addendum to the *Newsline* as a means of providing information about the Office. For a more detailed outline interested members should obtain a copy of the WSO report from their RSR that is given at the Conference each year. That report is about 45 pages long and covers in extensive detail the activities of the Office each year.

## FROM THE WORLD LITERATURE COMMITTEE

According to our procedural guidelines, the review and input period for *Working Step Four in Narcotics Anonymous, Am I an Addict? Newly Revised*, and *Staying Clean on the Outside* is over at the end of September. All input must be received by the World Service Office on or before October 1st in order to be considered by the World Literature Committee. The input will be used during the October Workshop in Charlotte, North Carolina when the World Literature Committee will

be preparing the final versions (approval forms) of these three pamphlets. We have already received a fair amount of input and we would like to thank those literature committees who sent it in for not waiting until the last minute. It is much easier to collect and collate the input little by little as it filters in over the nine-month review period. Thanks again for your assistance in the development of these new literature items.

## COMING EVENTS

*This space has been reserved for coming events anywhere in N.A. If you wish to list an event, send us a flier or note at least two months in advance. Include title, location, dates, contacts.*

**ALABAMA:** Oct 17-19; Alabama/NW FL Surrender in the Mountains; Cheaha State Park; Convention Committee, 2519 Norman Terrace, Huntsville, AL 35810; (205) Neal 852-4065; Kim 281-3513

**CALIFORNIA:** Oct 24-26; So Calif 8th Annl Conv; Hyatt Regency, Long Beach, CA; CC of NA, Box 60846, Pasadena, CA 91106-6846; Valerie (213) 370-8052; Peggy (818) 505-8505

2) Mar 27-29, 1987; 9th NCCNA; Marriott Hotel, Burlingame, CA; 9th NCCNA, Box 6323, San Mateo, CA 94403;

**CANADA:** Oct 10-12; 2nd Bilingual Convention Montreal '86; MBCNA, Victoria Stn, PO Box 313, Westmont, Mont., Quebec H3Z 2V8; (514) Paul 484-4048; Beverly 489-1748

2) Apr 10-12 1987; 1st Annl Ontario Reg Conf; Windsor NA, Box 175, 2890 Dougall Ave, Windsor, Ontario N9E 1R9; (519) Bob 977-1743; John 255-7318

**FLORIDA:** Nov 13-16; Serenity by the Sea; Colonnades Hotel, Singer Island, WPB, FL; Recovery 5, Box 164, Delray Bch, FL; (305) Ray 734-2601; Joe 499-2354

2) Oct 10-13; Keys Recovery Weekend III; Marriott's Casa Marina, Key West; Keys Recovery Group, Box 4664, Key West, FL 33041; Pat 296-2810; Susan 296-4420

**HAWAII:** Jan 9-11, 1987; 3rd Annl Gathering of the Fellowship; P.O. Box 23436, Honolulu, HI, 96813; Claudia (808) 235-0819; Mark 373-9774

**IRELAND:** Oct 24-26; Dublin, Ireland 2nd Conv; Dublin Sports Hotel; Austin C. 01-934-090

**KENTUCKY:** Oct 25; Kentucky Area H&I Awareness Day; Kentucky Area; Box 23544, Lexington, KY 40503; David 252-5151; Scot 272-7054

**LOUISIANA:** Nov 7-9; Second Chance Group 4th Campout; Burns Point State Park, So of Centerville LA; (318) Howard 386-5161; Fred 828-5888

**MARYLAND:** Feb 27-Mar 1, 1987; 1st Annl Ches/Pot Reg Conv; PO Box 744, Millersville, MD 21108; (301) Tim 956-2532; Linda 757-4815

**MICHIGAN:** Jul 3-5 1987; Freedom III RCNA of MI; Interested Speakers should submit tapes A.S.A.P. for review to Program Committee, P.O. Box 770, Flint, MI 48501

**NEW JERSEY:** Oct 4; 1st Annl East Coast Basketball Tourn; Essex County College Gym; NENJASC, Box 2132, Elizabeth, NJ 07207; Vincent (201) 673-8034

**NORTH DAKOTA:** Oct 18; 5th Annl Fargo/Moorhead Banquet; (701) Carrie O. 280- 9072; Chris C. 237-6955

**OKLAHOMA:** Nov 21-23; 2nd Annl Fall Retreat; Camp Takatoka on Fort Gibson Lake, Choteau, OK; EASC, c/o CSO, 4611 S. Peoria, Tulsa, OK 74105; Leo 747-4556; Mike 747-6442

**PENNSYLVANIA:** Oct 31-Nov 2; TSRSCNA-IV; TSRSCNA-IV, P.O. Box 110217, Pittsburgh, PA 15232; (412) Ken J. 731-9219; Jeff W. 363-8444;

**SOUTH CAROLINA:** Nov 7-9; Serenity Festival IV; Myrtle Beach, SC; David Pressley, PO Box 91, Columbia, SC 29202; Stan (803) 781-2841

**TENNESSEE:** Nov 26-30; 4th Regional Conv.; Radisson Plaza Hotel, Fourth & Union, Nashville, TN; PO Box 121961, Nashville, TN 37212; Charlie (615) 868-3150

**TEXAS:** Mar 27-29, 1987; LSRSCNA II; LSRSCNA II Pro Subcom, PO Box 300794, Houston, TX 77230-0794; (713) Gino 697-4045; Mack 870-9048

**WASHINGTON:** Oct 24-26; 9th Annual Convention; Everett Pacific Hotel; Everett WA; PNWCNA #9, P.O. Box 5393, Everett, WA 98201; (206) Mike S. 672-6848; Russ F. 259-4904

**WISCONSIN:** Oct 24-26; 3rd Wisconsin Conv; WSNAC III, P.O. Box 3305, Madison, WI 53704; (608) 258-1747 (phoneline)

## WORLD SERVICE OFFICE OUTLINE

The World Service Office was established by the N.A. Fellowship to serve as the publishing agency for N.A. and to assist in the general administration of N.A. The Office was incorporated in 1977 and has maintained an office since that time. In the first three years the office was in the home of the Office Manager. In 1980 the Office was moved to a commercial building. We have grown considerably since 1977. The Office now occupies two buildings with a total of nine thousand square feet of space.

The World Service Office is a special board within the scope of Tradition Nine and responsible to the World Service Conference. The WSO presents a yearly report on operations of the Office to the Conference along with a complete Financial Report. Between the yearly meetings of the Conference the WSO reports to the Fellowship at large through the publication of the *Newsline* and the bi-monthly Fellowship Report. A provision in the By-laws of the WSO requires that the WSO adhere to and follow any instructions or actions of the World Service Conference.

### BOARD OF DIRECTORS OF WSO

The board created by the Conference to manage the affairs of the Office is the Board of Directors of the Office. Three members of the board are directly elected by the Conference. The other nine members of the Board are elected by the Conference to a pool of potential members from which they are drawn for membership on the Board when needed.

The Board meets six times a year. Each meeting is usually for one or two full days. Duties of the Board include:

1. Establishing policies and general procedures for the WSO.
2. Selects an Executive Director to supervise and manage the daily activities and responsibilities of the Office.
3. Oversees the general operation of the office and the Executive Directors management effectiveness.
4. Adopts a yearly budget, considers and then approves (if desirable) other expenditures not included in the budget.
5. Reviews reports submitted by the Executive Director which include specific proposals, and approves, revises or rejects those proposals.

### EXECUTIVE DIRECTOR OF THE WSO (ALSO KNOWN AS - OFFICE MANAGER)

The Executive Director is responsible for the overall management of the World Service Office, including implementation of policies, adherence to established office procedures, personnel management, and expenditure of funds within the budget adopted by the Board of Directors. The Executive Director reports to the full Board at meetings but between meetings communicates several times each week to the Chairperson of the Board on various matters that arise. Other responsibilities of the Executive Director include maintaining an accounting system which records all cash flow, and submitting monthly in-depth financial



reports to the Board. He also submits projections and proposals to the Board for their consideration in setting policies and procedures for WSO operation.

### WORLD SERVICE OFFICE STAFF

The office utilizes special workers within the meaning of Tradition Eight. These special workers do not as a function of their employment perform twelve step work in the form of one addict visiting with another addict as regular members might when he or she got a call from the helpline. The staff are hired for their skills and experience in business. Not all of our staff are members of the Fellowship. We are very selective of both addict and non-addict personnel in a manner that we hope to avoid having employees that become active addicts or return to using.

There are only six positions where N.A. membership or service experience is required. For these employees their business skills are what they are hired for, but their familiarization with N.A. structure and philosophy are imperative so that they can properly display their business skills within the context of the needs of a spiritual Fellowship.

Many of our staff are active in the local Fellowship in various service positions. This work is done on their own time and without involvement from WSO management.

### THE WORLD SERVICE OFFICE OPERATION

The overall responsibilities of the WSO can be divided into two overall areas of work: Production/Distribution of materials for the Fellowship and Services to the Fellowship

**Production and distribution of materials:** The Office takes literature approved by the World Service Conference, has it typeset and prepared for printing, has outside printing companies print the material and then keeps the literature on hand for sale within and outside the Fellowship. Items in addition to recovery literature are also produced when appropriate. These items are sold and then shipped all over the world. The Office is financed through the sale of the literature and other items. All contributions received at the WSO are given directly to the World Service Conference. A few examples of the volume of sales activity might be interesting for you to know about:

1. **Approved Literature:**

Examples:	<u>The Basic Text</u>	
	Apr. 83-Apr. 84	+36,000. sold
	Apr. 84-Apr. 85	+72,000. sold
	Apr. 85-Apr. 86	+144,000. sold
	Apr. 86 to date	15,000. per month
	<u>Information Pamphlets</u>	
	Current sales rate	2.5 million/yr
	<u>Little White Booklets</u>	
	Current sales rate	400,000./yr.

2. **The N.A. Way Magazine:** The magazine became the responsibility of the WSO after the World Service Conference in 1984. WSO began production with the June 1984 issue.

<u>Date</u>	<u>Subscribers</u>
Oct 1, 1984	300
May 1, 1985	1,200
Aug 15, 1985	2,000
August 1986	3,800

The Magazine employs a Managing Editor full time and one full time support staff member.

3. The Office also has other inventory items that are widely used in the Fellowship including: Speaker Tapes, Keytags, Metal Medallions, Poster Sets, Public Service Announcements for T.V. and radio.

**Services to the Fellowship:** Services that the WSO provides to the Fellowship are divided into programatic areas. They currently include:

1. Group Services has two full time personnel that:
  - a. Respond to inquiries from non-N.A. sources, send pamphlets, order forms, letters etc.
  - b. Send Starter Kits to anyone on request
  - c. Record and maintain group registrations
  - d. Compile and maintain a World Directory of N.A. meetings
  - e. Respond to problems voiced by N.A. members, areas and groups.
  
2. Hospitals and Institutions Services are provided by two full time personnel who:
  - a. Respond to inquiries from addicts in institutions (correctional, treatment or whatever)
  - b. Service the WSC H&I committee by coordinating their correspondence and supervising clerical support for them
  - c. Edit the WSC Newsletter, Reaching Out, which is distributed to members and groups in institutions as well as H&I committees within the Fellowship
  - d. Keep records of all active H&I committees at the area and regional levels
  - e. Help isolated or new N.A. communities find the nearest H&I committee for support in developing an approach to H&I
  - f. Communicate directly with institutions, answering their questions and hooking them up with the nearest H&I committee
  
3. Public Information Services: A full time P.I. Coordinator serves as a liaison to the WSC P.I. Committee, keeping records and administering clerical support similar to that described under H&I above. An important aspect of the WSO P.I. Coordinators responsibilities is working with the WSC P.I. Committee and national or international news media. The Fellowship is getting an increase in the volume of media interest and the Coordinator assists in developing a coordinated response to inquiries.
  
4. Literature Development: A full time Literature Coordinator and three support personnel work closely with the WSC Literature Committee in every phase of the development of new literature for N.A. This WSO staff Coordinator administers clerical support to the committee, and serves as the WSO liaison in the literature development process. These staff members also oversee the translations of are N.A. Conference-approved literature and the typesetting of literature prior to printing.
  
5. Other Conference needs: The Office provides assistance and services to other WSC activities and needs. These include the International and Policy Committees. The International Coordinator is also involved in the development of translations by assisting the members' review. The Office also provides administrative support for the World Convention.
  
6. Direct Services to the World Service Board of Trustees and World Service Conference as a whole are provided by personnel who:
  - a. Handle all arrangements for the annual World Service Conference and quarterly workshops
  - b. Arrange meeting space for the WSB and WSC and their committees when needed
  - c. Provide all clerical services to the WSB and WSC
  - d. Coordinates communications for WSB and WSC members

### SOME GROWTH STATISTICS

The growth of the WSO is representative of the growth of the entire Fellowship. For example:

Number of employees:

June of 1983

One full time, one part time staff

Current

27 full time, 1 part time,  
continued rapid growth rate today

**Budget** - funds for the budget of the WSO come entirely from sales. Because the Office does not usually generate a profit, the figures below fairly well represent both income and expense.

1983	\$329,000
1984	\$880,000
1985	\$1.7 million
1986 (budgeted)	\$2.25 million

Growth of the Fellowship mirrors the growth in the WSO. The number of meetings, for example:

June of 1983

2,000 meetings

January of 1985 (18 mos.)

4,000 meetings

July of 1985

7,084 meetings

The Fellowship is growing at a tremendous rate. The number of meetings is almost doubling about every 18 months. This growth is projected to level off in a few years.

Example of WSO's role in this growth rate:

During the past year we mailed an introductory packet to 2,000 facilities which specialize in the treatment of addiction. Within six months of the completion of that project, over 300 new groups were started that were directly traceable to that mailing.