

ANNUAL REPORT

DIGEST EDITION

APRIL 1993

FINANCIAL SUMMARY

In 1992, your World Service Office posted a net gain for the first time in three years. This allowed us to double our floor stocks of NA books, pamphlets, keytags, and medallions; those increased floor stocks made it possible for us to fill your orders much more quickly. We were also able to make major cuts in what we owe those with whom we do business, bringing all vendor accounts current.

Operating income for 1992 rose by twenty-three percent. This resulted in an overall gain of \$154,352, topping the 1991 bottom line by \$405,182. Three key factors led to our improved net: a February 1 ten percent across-the-board price increase, the August release of our new meditation book, and an improvement in our accounting procedures. Without these factors, we would have shown a \$358,595 net loss in 1992. The price increase allowed us to approach the even mark; *Just for Today* sales pushed us halfway into the black; and the newly improved accuracy of our accounting practices uncovered the other half of our net gain.

Below, you will find a table showing various key financial comparison data for the last nine years. The figures were derived from data contained in WSO, Inc. annual reports. These US dollar figures reflect all activity of WSO, Inc. for each year, including activities at USA headquarters and the Canadian and European branches. The "owed-to-owe ratio" shows the ratio of accounts receivable to accounts payable at the end of each year. Please note that WSO, Inc. did not begin accruing substantial accounts payable until 1987. Keep in mind that the inventory value figures and the ratios of accounts receivable to accounts payable reflect conditions at the end of business on December 31 of each year. Figures shown for operating income, expense, net gain or loss, and fund balance reflect cumulative activity from January 1 through December 31 of each year.

YR	OWED- TO-OWE RATIO	INVEN- TORY VALUE	OPERATING		NET GAIN (LOSS)	FUND BALANCE
			INCOME	EXPENSE		
1984.....	n/a	59,158	610,967	389,692	221,275	337,816
1985.....	n/a	149,818	894,762	773,071	121,691	459,507
1986.....	n/a	181,899	1,481,852.....	1,286,652.....	195,200	654,707
1987... 87:13.....		136,995	1,750,539....	1,609,096.....	141,443	796,150
1988... 68:32.....		241,156	1,935,679....	1,772,178.....	163,501	959,651
1989... 83:17.....		395,911	2,356,859....	2,210,882.....	145,977	1,105,628
1990... 56:44.....		237,508	2,024,285....	2,388,439.....	(364,154)	741,474
1991... 51:49.....		143,130	1,931,902.....	2,182,732.....	(250,830)	490,644
1992... 53:47.....		299,796	2,372,072.....	2,217,720.....	154,352	644,996

WSO BOARD OF DIRECTORS

In 1992, the WSO Board of Directors learned a lot about recognizing human and material resource limits and living within them. The problems associated with limited income were addressed by continuing to keep a tight rein on expenses and by raising prices across the board by ten percent, resulting by year's end in the WSO's first net gain in three years. The problems related to limited staff were addressed by inventorying personnel capacity and accepting that lower priority work may have to be deferred if high priority work is to be done well.

Sales policy

The board continued to review its sales policy, seeking ways to ensure that both high-volume and low-volume buyers of NA literature and other materials were given a fair shake while also safeguarding the office's primary source of income. The board decided to enforce its existing policies regarding discount levels and payment terms while it developed a new approach to sales based on recognition of different conditions on each continent around the world.

Business plan

In 1991, we identified our need to create a long-term business development plan for the World Service Office. Funds and staff needed to assist with such a project were both limited due to other established priorities, but the project was continued through 1992 with most work being done by phone. Information developed by the business plan committee has already been of value to the board, even though a final report has not yet been published. The

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many issues and options that have been identified so far fall under the headings of sales and marketing, human resources, facilities and technology, financial, and administration. The committee plans to complete the initial stages of plan development in 1993 and to continue the planning process with annual renewals thereafter. This committee's work has started a process to use planning as one tool from which to build for the future of NA's World Service Office.

WSO relocation

The process of planning out the future uses of WSO office space took an unexpected turn during 1992. We left WSC'92 with a committed motion to further explore the feasibility of moving the World Service Office. While this research was being conducted, the owner of one of the buildings we currently occupy placed that building up for sale. This immediately signaled both ourselves and the local real estate industry that we might have to move on short notice. Our landlord subsequently removed the building we occupy from the "for sale" list, but by then the local real estate agents had identified us as potential clients.

The real estate market in the area of our current offices had declined dramatically. We had no interest in an immediate local move until one property appeared too good to pass up. It appeared that it might be possible to obtain forty per cent more space for approximately ten per cent more money. We could not delay investigation of this property until WSC'93 without almost assuredly losing it; thus, the WSO board took action to simultaneously conduct negotiations and inform the fellowship of the situation. Notice was provided and input sought through the *Conference Report* and the *Newsline*. Blueprints and a video of the building were available at the WSC "quarterly" workshop last October in Cincinnati, and the potential move was discussed at a meeting of the World Service Board. At the time of publication of this report, the negotiations continue and may or may not be completed prior to WSC'93. We are currently negotiating for a five-year lease, and no decisions of a more permanent nature are being considered.

Our initial relocation research identified two major concerns we must address before considering a move out of Southern California. A survey of our special workers indicated approximately one-half of our work force would be willing to move. The simultaneous loss of one-half of our work force would have a major impact on the WSO's ability to provide service. Paying the moving cost for the special workers who are willing to move would far exceed our current financial ability. A five-year lease in Southern California would allow us to build up the financial reserve necessary to consider a wider range of options.

Legal activity

Two WSO legal matters drew special attention in 1992. The first was the final conclusion of a case that began in 1989 with the alleged unauthorized alteration and publication of NA's Basic Text by an individual member. A civil suit filed in

1990 sought to prevent further distribution of the altered text. The suit appeared to have been settled in the early days of 1991 when the defendant agreed not to publish any altered texts in the future, but the matter was revived in April 1992 when the defendant complained that he believed the WSO had violated its part of the settlement agreement. The WSO disagreed, and the court took no immediate action. Following the defendant's death in July 1992, the case file was closed by the court on February 15, 1993.

In a somewhat related matter, one or more members complained to the California attorney general about their perception of the way WSO was managing NA's literary copyrights and logo registrations. Following a correspondence investigation conducted in 1992, a representative of the state attorney general's office confirmed that no evidence of wrongdoing on the WSO's part had been found.

Personnel

Your World Service Office went into 1992 with thirty-six special workers. Four employees left us and five new staff members came on board during the year. We paid \$1,126,895 in total wages to these special workers in 1992, an increase of 7.3 percent over the previous year's total expense for salary, accounting for 58 percent of total operating expenses. Employee health benefits accounted for another 5.42 percent of expenses, costing \$120,136 last year. Salary ranges broke down roughly as follows:

NUMBER OF STAFF	SALARY RANGES
1.....	\$64-80K
3.....	\$43-55K
8.....	\$30-43K
14.....	\$24-32K
13.....	\$14-27K

We initiated an employee retirement investment program in 1992. First offered at no expense to WSO, the program will be expanded this year to match employee investments of up to 5% of gross earnings.

Travel

Our fourth largest expense last year was for travel, coming behind salaries and health benefits (above) and rent and utilities (\$158,987). Travel costs accounted for 5.56% of our total operating expenses in 1992. The following is a rough breakdown of the travel dollars shown in our annual financial statement:

WSC conference, quarterly, committee meetings, fellowship workshops and learning days	\$34,859.19
WSO board, committee meetings, workshops.....	32,029.64
WSO-Europe management, move.....	23,473.85
Misattributed to WSO travel expense (should have been charged to NA Way, training, employee move, and World Convention Corporation support)	14,029.91
WSB meetings, workshops	9,320.03
WSO-Canada management	3,677.52
PI events.....	791.26
Mileage and van--general office business	543.93
Total	\$118,725.33

STAFF OPERATIONS

Two key factors shaped staff operations in 1992: limited staff resources, and ever-increasing demand for staff services. In reviewing our internal organization, it became clear that we did not have enough staff to efficiently operate multiple departments. A one- or two-person department could be devastated by illness or staff turnover, resulting in unacceptable delays. Workloads in other departments severely limited cross-department assistance. As production pressures increased, so did departmental isolation. There was no time for any activity that did not aid in the fulfillment of strictly departmental goals. Internal WSO communication decreased, and frustrations increased. We were too big and complex to operate as a single family unit, but we did not have the resources to fully staff more than a dozen departments. This situation led us to the idea of creating six WSO function-oriented teams.

This represented a major internal organizational change, one that would take substantial time and energy to implement. Our first reaction was, "We don't have the time to do this." After further consideration, we realized the change to team organization was so crucial to our continued functioning that, time-consuming as it was going to be, we would just have to *find* the time for the adjustment. After extensive preparation, WSO staff regrouped into the Administrative Team, Publications Team, Conference Services Team, Fellowship Services Team, Accounting Team, and Shipping and Production Team.

Several benefits became immediately apparent. Teams of six to eight people in the same general function area provided an additional flexibility never available with one- or two-person departments. These teams were also small enough to allow substantial team leader/team member interaction. Team meetings occurred frequently, increasing internal communication. And teams enhanced our ability to benefit from the input of all WSO employees. Greater employee involvement was sought, and the resulting response strengthened our ability to serve the fellowship.

This transition was not without challenges. Team meetings took precious time. The approach was new and required change. Time and money for extensive changes were not available. Everyone knew in advance that this transition would take time, but the reality of this transition time was still frustrating.

Today, as we prepare this annual report, the team adjustment process is far from complete. Team-building sessions involving outside experts have begun. The need for cross-training has been identified but is still in its start-up phase. The opportunity for team involvement in future management programs such as quality management has now been established. The benefits realized from this internal management approach will continue to evidence themselves. This development may not be without a few growing pains, but a return to multiple small departments has never appeared to be a viable option. We now have a

strong foundation for the team approach and are positioned to build upon that foundation.

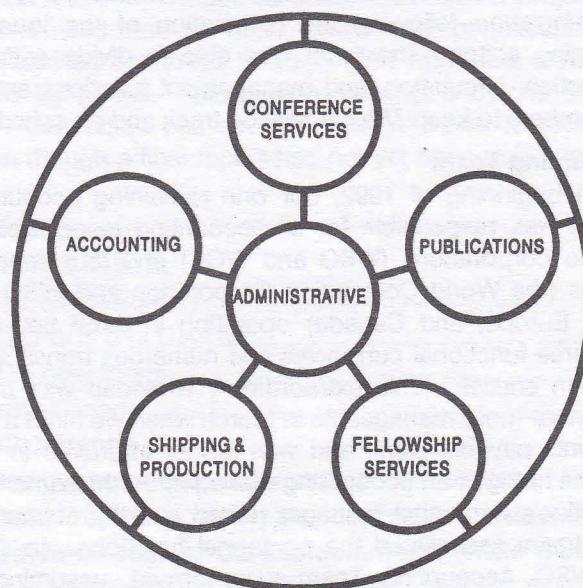
Conference Services Team

This team is responsible for overall coordination of most of the World Service Conference-related activities within the World Service Office. The team leader and six team members provide administrative support and coordinating services to the WSC Administrative Committee, WSC H&I Committee, WSC Policy Committee, WSC Literature Committee, WSC Public Information Committee, and the WSC Outreach Ad Hoc Committee. The Interim Committee was also staffed by members of the Conference Services Team for part of 1992.

As one of its major responsibilities, the Conference Services Team coordinates administrative support for WSC "quarterly" workshops as well as the annual meeting of the World Service Conference. While the annual meeting is longer, both events require extensive planning for staff support of all conference sessions and committee meetings, including development of the agenda and arrangements for equipment and supplies.

The conference team is also responsible for coordinating the compilation and distribution of major WSC communications, including the *Conference Report*, *Conference Digest*, and *Conference Agenda Report*. Preparation of individual reports involves research, many phone calls, and usually several revisions. When all reports are completed and received, they are given to the WSO Publications Team for editing, formatting, and publication, then returned to the conference team for distribution to all conference participants.

WORLD SERVICE OFFICE TEAM STRUCTURE



Fellowship Services Team

This team is responsible for a variety of services, including group services, database management, and translations. The team also staffs the World Service Board of Trustees and the World Services Translation Committee. One benefit that can be directly attributed to the team arrangement is the development of Spanish-language group services at WSO-Van Nuys. The staff reassignments that created the Fellowship Services Team brought a Spanish-speaking staffer to the team along with a new employee who also speaks Spanish. With the ability team organization gave us to utilize staff members' skills in a variety of capacities, we were able to schedule two days of each week specifically for handling Spanish group services.

Publications Team

The Publications Team was formed by combining the Special Projects Department, *The NA Way Magazine*, and the Typesetting Department. It has editorial responsibility for all periodicals handled by the WSO, including *The NA Way Magazine*, the *Conference Report and Digest*, the *WSO Newslines*, the *Meeting by Mail*, *Reaching Out*, the annual *Conference Agenda Report*, the *PI News*, and the *NA Update*. The team provides writing and editorial assistance for these publications, develops designs, typesets the copy, and proofreads them all prior to printing and mailing.

Last year was one of endings as well as beginnings for the Publications Team. Two of the major projects team members had been involved with, the daily meditation book and the Twelve Concepts, were approved by overwhelming margins at WSC'92. Later in the conference year, team members completed their part in two more major conference board and committee projects, *It Works: How and Why*, an NA step-and-tradition book up for approval at WSC'93, and *A Guide to Service in NA*, a revamped NA service manual. The single greatest challenge faced by the Publications Team in 1992 was the administration of *The NA Way Magazine* following the resignation of the journal's managing editor. The team was able to divide editorial, production, circulation, and management functions among its members to keep *The NA Way* on track and on schedule.

Accounting Team

At the beginning of 1992, our one remaining accounting person was responsible for all accounting responsibilities for two corporations (WSO and WCC) and four separate entities (the World Convention Corporation and WSO-Van Nuys, Europe, and Canada) operating in three countries with three functional currencies and numerous transactions between entities. This extraordinary workload was made somewhat more manageable in March when we hired a new accounts payable clerk, and was further improved in May with the hiring of an accounting manager. At the same time, the office's personnel manager retired and the accounting department assimilated the personnel functions. In June, the WSO Accounting Team was formed, assuming all responsibility for accounting, order entry, customer service, and travel coordination. When our lone order entry clerk

resigned, we hired two new clerks and succeeded in cutting order turnaround time down to twenty-four hours.

Shipping and Production Team

Each Shipping and Production Team member has a variety of responsibilities in support of the team's overall mission: the production, stocking, packing, and shipping of all conference-approved NA literature, service handbooks, and group/recovery-related items. Last year was a trying one for this team on a couple of counts. The transition to our new medallion design and a new manufacturer was difficult; dealing with two such major changes at once for one of our staple products almost created more complications than we could deal with. By the end of the year, however, we had worked out all of the bugs. We experienced similar delays in producing and delivering NA keytags last year due to an unanticipated slowdown in operations by our main manufacturer. We have since eliminated any impact on our customers by locating a secondary vendor in Southern California that is capable of producing identical keytags at a competitive rate. We foresee only good things in our keytag production for 1993. On a brighter note, we did add a few excellent new products to our inventory in 1992, including our new gold-and-rhodium-plated deluxe medallions.

WSO-CANADA

The Canadian WSO branch, located in the Toronto suburb of Mississauga, is a simple, efficient distribution operation, filling WSO's Canadian orders for NA literature, keytags, and service materials. Staffed only by a part-time shipping clerk, the Canadian office has operated consistently in the black since opening its doors in 1990, last year posting sales of more than \$245,000 Canadian and a net gain of better than \$110,000 Canadian.

WSO-EUROPE

Costs of doing business in London, WSO-Europe's home since opening in 1988, had grown too high by 1992. That is why we moved our European branch last July to Brussels, Belgium, a centralized location with a pleasant, cost-efficient working environment. During the first six months of operation in Brussels, we concentrated on developing our literature distribution capacities, trying to deliver orders in a timely and economical manner. Our next goal is to begin offering group services from Brussels.

One of our long-term objectives for WSO-Europe is to involve European members in its management. At a January 1993 meeting, four European NA delegates were selected to serve on the WSO board's European operations committee. The committee will hold its first meeting this summer at the European Conference and Convention in Stockholm, Sweden. In addition to its advisory responsibilities, the committee will produce the *European Newslines*. We hope to build a strong partnership that will help NA better carry its message to the addict in Europe.

NEWSLINE

Volume 8, Number 2

August 1993

EXECUTIVE DIRECTOR REMOVED

We wish to inform you that after lengthy deliberation at its June meeting, the WSO Board of Directors unanimously agreed to terminate the employment of the WSO's executive director, Joe Gossett. Ongoing differences over management philosophy resulted in the board's loss of confidence in Joe's ability to effectively manage the WSO.

The board has decided to place George Hollahan and Anthony Edmondson in a position of shared responsibility as leaders of the WSO management team. Randy J, chairperson of the board, together with the executive committee of the board, will work in close consultation with the management team. The board is committed to this management approach during the inventory process initiated at WSC'93. The board feels that one of the final results of the inventory will be to point out the best type of management structure for the WSO.

Joe's removal has also necessitated a change in staffing for the inventory project. Stephan Lantos, who assisted the working group that developed the inventory plan at WSC'93, has been assigned to staff the Composite Group along with Lee Manchester and Marilyn Scott, both long-time WSO employees.

Both the staff and board are confident that the delivery of WSO services will continue uninterrupted under the current management approach.

NA STEP, TRADITION BOOK NOW AVAILABLE

It Works: How and Why, NA's long-awaited step and tradition book, was approved by our World Service Conference in April. It is now in stock. Under development since the approval of NA's Basic Text in 1982, the first printing of *It Works* includes two editions, the regular hardcover version selling at \$6.95 each and a deluxe limited edition selling at \$35.00 apiece (all prices in US dollars). The boxed and numbered limited edition is bound in leather with gilt edges and two cloth bookmarks sewn into the binding. Only three thousand copies of the limited edition have been produced, and each customer will be limited to two copies each. There are no quantity limits on orders for the regular hardcover edition.

It Works, developed to provide a more in-depth view of NA's steps and traditions, offers the reader an opportunity to draw upon the collective wisdom of NA's diverse

membership. As is stated in the book's introduction, the book is not meant to be the final word on any aspect of recovery or NA unity but rather to encourage each reader to find his or her own understanding of the principles contained in the Twelve Steps and Twelve Traditions.

The WSO board has not yet decided whether to stock a paperback edition or not. The WSO warehouse is running out of floor space, and another edition of a major product might push current facilities beyond their capacity.

OTHER NEW ITEMS CURRENTLY IN STOCK

***An Introductory Guide to NA*, newly reduced price**

The price for *An Introductory Guide to Narcotics Anonymous*, an ideal first NA book for groups and sponsors to give to newcomers, has been dropped to \$1.50 from its original price of \$2.50. The guide includes "How It Works," the chapter on the Twelve Steps from our Basic Text, as well as the NA pamphlets *Am I an Addict?*, *Welcome to Narcotics Anonymous*, *For the Newcomer*, *Another Look*, *Self-Acceptance*, *Sponsorship*, *One Addict's Experience*, *Just for Today*, *Staying Clean on the Outside*, and *Recovery and Relapse*.

New Spanish White Booklet

A new Spanish translation of NA's White Booklet has recently been published. Drawn from the Spanish Basic Text, this edition is the first to include the personal stories appearing in the English-language booklet. Approved by Spanish-speaking NA communities worldwide, the booklet sells for 55 cents per copy.

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French Fourth Step booklet, IPs

The French-language inventory of NA literature recently expanded with the translation of the booklet, *Working Step Four in Narcotics Anonymous*, and two informational pamphlets, "Hey! What's the Basket For?" and *Staying Clean on the Outside*. The Fourth Step guide sells for 55 cents per copy, while the IPs cost 17 cents each.

German Basic Text

The German translation of Book One of our Basic Text is finally available. Printed in hardcover, copies of the book are being sold for \$5.00 apiece.

Four Norwegian pamphlets first in that language

The translation committee for the Norwegian NA community has completed work on its first four informational pamphlets, recently added to the WSO inventory: *Who, What, How, and Why*; the IP entitled *Just for Today*; *For the Newcomer*; and *Welcome to Narcotics Anonymous*. The pamphlets sell for 17 cents each.

1993 International Meeting Directory

The *International Meeting Directory*, updated with the help of NA groups worldwide who responded to a *Newsline* plea for current meeting information, is fresh off the presses. A complete set of all four volumes can be bought for \$6.60, or each can be purchased separately:

1. Canada, Mexico, Central America, Caribbean . . . \$2.75
2. South America \$1.65
3. Europe, Middle East, and Africa \$2.75
4. Asia, Indian Subcontinent,
Australia, Pacific Ocean \$1.65

A Guide to Service in NA, Final Draft

The WSC Ad Hoc Committee on NA Service completed its final draft of *A Guide to Service in NA* this March. That draft is now available from the WSO for \$5.50. The *Guide* represents the committee's nine years' worth of studies and discussions about how to make the NA service structure work more effectively. *Newsline* readers should note, however, that the *Guide to Service* is not conference-approved literature but rather a committee's report.

CONFERENCE DIGEST ORDER FORM

The *Conference Digest* is a bimonthly 4-page summary of the activities of NA's world service boards and committees. It is available by subscription, free of charge, to any NA member, group, board, or committee. To order your subscription, fill out your address:

Name _____

Address _____

Clip out this form and mail it to Conference Digest,
Box 9999, Van Nuys CA 91409 USA

New NA Way "Home Group" comic strip calendar

Those of you who received our February issue will remember the "Slugg Mugg" and NA Way logo mug, sold at \$5.00 each. These products were quite successful, with almost 350 Slugg Muggs and more than two hundred NA Way mugs being sold within two months of their introduction. We've reordered both of these mugs and have added another item to the NA Way product line, a sixteen-month "Home Group" calendar running from September 1993 through December 1994 and selling for \$5.95 per copy. Favorite comic strips with Slugg, Denilah, GSR Robert, and the rest of the Home Group gang help us laugh ourselves into a stronger connection with recovery, spirituality, and service as we mark the passing months. First offered for sale at this year's World Service Conference, nearly one in four conference participants bought copies of the Home Group calendar to take home with them.

H&I audio tape

Developed as a supplement to the *Hospitals and Institutions Handbook*, the H&I audio tape features a mock panel presentation on Side One and an H&I orientation on Side Two. The tape, which was approved at WSC'93, sells for \$3.50 when purchased separately from the *H&I Handbook*. The *H&I Handbook* itself now includes the audio tape and sells for \$7.50.

A Guide to Phoneline Service, Revised

A Guide to Phoneline Service, first published in 1986 and given minor revisions in 1991, has been significantly expanded with the latest revision approved this year by the World Service Conference. The newly revised phoneline handbook is now available for \$2.75 per copy.

IN STOCK SOON

Brazilian Portuguese Basic Text

The Brazilian Portuguese edition of Book One of our Basic Text will be published in hardcover in the middle of this year. Though the Continental Portuguese edition of the text was released last year, the Portuguese spoken in Brazil is sufficiently different from that spoken in Europe that a separate edition has had to be developed. This version contains a completely original Brazilian translation, not merely an adaptation of the Continental Portuguese. It will be sold for \$5.00 a copy and is expected to be in inventory by September 1.

"Eternity medallion" honors passed-on members

At this year's World Service Conference, participants approved the minting of a medallion designed to honor NA members who have died. We will sell the "eternity medallion" for the same price as our other bronze recovery medallions at \$2.15 apiece. Biplated medallions will also be available at \$11.00 each. Emblazoned with the mathematical symbol for infinity in place of a year-number, we expect to have the eternity medallion in stock in September.

OTHER PRODUCT INFORMATION

Basic Calendar discontinued

The Basic Calendar, which featured a penguin involved in working the Twelve Steps, has been discontinued. This product has proven to be not nearly as popular as the Home Group calendar.

Just For Today sales exceed expectations

Since its introduction a year ago, *Just For Today* has sold approximately 69,000 copies, 60% over original projections. Consequently, the WSO board has approved the sale of a special gift edition of *Just For Today*. The gift edition will feature many of the upgrades common in our special editions but will sell for approximately half the price, somewhere between \$15.00 and \$17.00. The gift edition will be a permanent addition to WSO's inventory and will be available mid-November.

FINANCIAL SUMMARY

PERIOD	SALES	EXPENSE	NET
January 1993	629,764	(499,100)	130,664
February 1993	306,464	(332,922)	(26,458)
March 1993	552,309	(512,567)	39,742
April 1993	412,404	(357,183)	55,221
May 1993	345,633	(364,810)	(19,177)
TOTAL 1993	2,246,574	(2,066,582)	179,992
MONTHLY AVG.S	SALES	EXPENSE	NET
1993	\$449,315	(413,316)	35,998
1992	\$406,237	(396,044)	10,193
1991	\$357,328	(378,230)	(20,902)
1990	\$370,665	(401,011)	(30,346)
1989	\$430,504	(418,339)	12,165
1988	\$358,694	(345,069)	13,625
1987	\$278,405	(266,618)	11,787
1986	\$217,415	(201,148)	16,267
1985	\$138,265	(128,124)	10,141
1984	\$69,126	(50,687)	18,439

Figures reflect combined WSO-Van Nuys, Canada, and Europe income statements for respective periods. Canada and Europe data for 1992 were converted into USA dollars each month at rates reflecting market conditions at the time accounts were closed.

CHICAGO WORLD CONVENTION THIS SEPTEMBER

Plans are well under way for the Twenty-Third World Convention of Narcotics Anonymous being held September 2-5, 1993, at the Hyatt Regency Chicago and the Sheraton Chicago Hotel and Towers.

Although rooms have been sold out at the Sheraton, the Hyatt still has lodging available. The Thursday night moonlight boat party is also sold out.

In addition to the normal agenda of speaker meetings, marathons, and workshops, special events for which tickets are still available include a Friday night performance by Chicago's world-renowned Second City comedy

company, an outdoor food and music festival known as a Taste of Recovery, and a Saturday night Chicago blues show. There will also be a celebration of NA's fortieth birthday on Saturday night as well as the observance of World Unity Day.

INTERNATIONAL DEVELOPMENT

Spanish-language group services correspondence brought current

More than five thousand pieces of group services mail come into the WSO each year. They contain registration forms for new groups, requests for group starter kits, or inquiries about how some aspect of local NA services can be run better. Historically, much of that correspondence has come in English, but lately more and more has been coming from young Spanish-speaking NA communities in the Americas. Quite a substantial backlog of such correspondence, between fifty and sixty pieces, built up until the Fellowship Services Team decided to put its two English-and-Spanish-speaking staff members onto the job. For two days of each week, Sylvia handles Spanish group services correspondence from North and Central America while Eileen handles letters from South America. These two special workers now have Spanish-language correspondence fully current and stand ready to serve young Spanish-speaking NA communities throughout the Americas as timely, consistent sources of encouragement, information, and referral to other NA communities nearby.

Contacts with NA in former Soviet Union renewed

In past years the WSO group services staff has had sporadic contact with various NA members and groups in Russia, the Ukraine, and Lithuania, but little was heard from these Narcotics Anonymous contacts in the former Soviet Union last year. Then we began receiving letters again early this year. At about the same time, we connected with a Russian-speaking member in the San Francisco Bay area who volunteered to help us translate our continuing correspondence with the NA groups in Russia (meetings in Moscow and St. Petersburg) and the Ukraine (meetings in Dnepropetrovsk, Kiev, and Odessa). Realizing that these groups will be able to offer one another more direct support than we can ever give them from Los Angeles, we've provided each of them with contact information for all the others and have encouraged them to interact with one another. The same kind of basic support network, established a few years back via contacts initiated through the World Service Office, served as the foundation for the NA growth explosion currently underway in Spanish America. Whether similar growth will be seen in the next decade in Russia and the Ukraine, no one knows, but we'll keep you current as information becomes available.

The history of contact with groups in the former Soviet Union is quite complex. At various times, translations of various pieces of NA literature have started and stalled while meetings were opened, moved, then closed. To provide reliable advice to today's NA contacts in Russia and the Ukraine, the entire WSO Fellowship Services

Team has begun inventorying past correspondence and tracking current communications. Team coordination will involve group services, data services for group registration and meeting information, and translation services.

INSIDE WSO

New staff member

Elaine Adams joined our staff in July 1993. A California native, Elaine has been hired to assist the overburdened data services staff. She will help keep trusted servants and group information current in our database.

WSB coordinator resigns

Hollie Arnold, coordinator for the World Service Board of Trustees, left the office in July to pursue a career in medicine. During her four-year tenure, Hollie assisted a great deal in the development of NA outside North America. We will all miss her bubbling personality and cheerful attitude. Please join us in wishing her well.

Fellowship Services Team seeks new coordinator

At its June meeting, the WSO board authorized filling the vacant staff position on the Fellowship Services Team. The staff member sought will be responsible for coordinating and expediting WSB communication and projects and answering fellowship correspondence.

Candidates should have at least five years clean in Narcotics Anonymous, varied service experience (including regional), familiarity with world services, a recent work history, and some college education. Inquiries and resumes will be accepted until August 30 and should be sent to WSO to the attention of the Division Director for Fellowship Services.

Administrative Team seeks coordinator

The Administrative Team is renewing its search for a World Convention Corporation coordinator. The search was suspended two years ago because of our lack of resources at the time. All previous applicants for this position will be contacted. New candidates, however, are encouraged to apply.

Duties for the new staff member will include coordination of WCC activities, administrative support to the board, convention planning and on-site coordination, and contract administration.

Applicants must have five years clean, experience in event planning, contract negotiations, facility assessment, budgeting and fiscal management, and be able to work in a computer-oriented environment. Resumes will be accepted until August 30 at WSO. Address them to the attention of the Support Services Division Director.

CALENDAR

AUSTRALIA

NEW SOUTH WALES: October 1-3; Sydney Combined Areas Convention; Glebe High School, Taylor St. Glebe; info (02) 565 1875 or (02) 560 2213

CANADA

ALBERTA: July 30-August 2; 4th Central Alberta Area Campout; Dixon Dam west of Innisfail; info (403) 342-1444; Central Alberta ASC, PO Box 472, Red Deer, Alberta T5N 4G1

2) November 5-7; Alsask Regional Convention; Red Deer; hotline (403) 342-1444; Alsask Reg. Conv., Central Alberta ASC, PO Box 472, Red Deer, Alberta T5N 4G1

BRITISH COLUMBIA: September 24-26; 14th British Columbia Regional Convention; Nanose Bay; info (604) 754-3673 (evenings) or (604) 758-8048 (days); BCRCA 14, Box 118, 67 Victoria Crescent, Nanaimo, BC V9R 5B9

NOVA SCOTIA: August 6-8; 4th Nova Scotia Area Convention; info (902) 461-0638; NSACNA, PO Box 65, Halifax Central, Nova Scotia B3J 2L4

2) August 21-22; 4th NA Day Pig Roast; Annapolis Valley; info (902) 798-5848; Committee of the Whole, PO Box 2083, Windsor, Nova Scotia B0N 2T0

QUEBEC: October 8-10; 6th Quebec Regional Convention; St-Hyacinthe; info (514) 327-2297; QRCNA 6, CP 51047 Centre Domains, 3365 De Granby, Montreal, Quebec H1N 3T8

MEXICO

BAJA CALIFORNIA NORTE: October 15-17; 1st Baja California Convention; info (66) 80-90-80 or US 011-52 (66) 80-90-80; rsvn.s (800) 582-3762; BCCNA, 1329 Third Avenue #116, Chula Vista, CA 91911-4396

NORWAY

NORWAY: August 28-29; 1st NA Convention in Norway; info 47 69263064 or 47 69257769

UNITED KINGDOM

EAST SUSSEX: August 13-15; 7th United Kingdom Convention; Brighton; info (071) 272-9040; UKCNA 7, PO Box 1980, London, England N19 3LS

UNITED STATES

CALIFORNIA: August 21; 1st Eastern Inland Empire Unity Day; San Bernardino; info (909) 686-1322; EIEA Unity Day, PO Box 742, Redlands, CA 92373

COLORADO: October 22-24; 7th Colorado Regional Convention; Glenwood Springs; info (303) 894-0450; rsvn.s (800) 332-2233; CRCNA VII, PO Box 2115, Englewood, CO 80150

CONNECTICUT: September 3-5; Connecticut River Valley Twelve Step Retreat (a closed retreat); Ivoryton; info (203) 347-3324; Retreat, PO Box 1056, Middletown, CT 06457-1056

FLORIDA: September 24-26; 5th River Coast Area Campout; Hernando County; info (904) 799-5528 or (904) 799-1690; River Coast ASC, PO Box 10053, Brooksville, FL 34601

2) October 7-10; 1st South Florida Regional Convention; Miami Beach; info (305) 651-5024 or (305) 791-7743; SFRCA I, PO Box 70155, Fort Lauderdale, FL 33307

3) October 15-17; Service Awareness Weekend; Melbourne; info (407) 969-7070; FRSO, 709-B Brookhaven Drive, Orlando, FL 32803

HAWAII: November 4-7; 2nd Hawaii Regional Convention; info (808) 329-6956; Hawaii Reg. Conv., PO Box 461, Kailua-Kona, HI 96745

IDAHO: August 6-8; 4th SRVNA Campout; Register Rock at Massacre Rocks State Park, American Falls; SRVNA, PO Box 4342, Pocatello, ID 83201

ILLINOIS: September 2-5; 23rd World Convention for Narcotics Anonymous; info (818) 780-3951; WCC, PO Box 9999, Van Nuys, CA 91409

INDIANA: September 18; 7th Gratitude & Unity Dance; Concord Center, 1310 South Meridian, Indianapolis, IN; Central Indiana ASC, PO Box 661, Indianapolis, IN 46206

KANSAS: August 20-22; 4th Free Campout; Wilson Lake, Lucas Park; info (316) 628-4785 or (316) 241-6230

KENTUCKY: September 24-26; 6th Western Kentucky Area Convention; Golden Pond, KY; info (502) 898-6054; WKANA, PO Box 2866, Paducah, KY 42002-2866

LOUISIANA: October 29-31; 1st New Orleans Area Convention; rsvn.s (800) 627-4500; info (504) 254-2791; New Orleans Convention, PO Box 52212, New Orleans, LA 70152-2212

MAINE: August 14; Central and Southern Maine H&I and Phoneline Learning Day; Auburn; info (603) 880-3689; N New England ASC, PO Box 1752, Portland, ME 04104

MICHIGAN: October 29-31; 2nd Kalamazoo Area Convention; KACNA-2, PO Box 50822, Kalamazoo, MI 49005

NEBRASKA: September 17-19; 10th Nebraska Regional Convention; McCook; rsvn.s (308) 345-3700; info (308) 345-5839; NRC-10, PO Box 633, McCook, NE 69001

NEW JERSEY: August 20-22; 3rd Northern New Jersey Regional Convention; Parsippany; rsvn.s (201) 265-3846; NNJRCC, PO Box 5064, South Hackensack, NJ 07606

NEW YORK: August 7; NA 40th Anniversary World Service Conference Fundraiser; Spiritual Awakening Group of Brooklyn; info (718) 373-0813

2) September 10-12; 4th Recovery in the Catskills; Su Casa, 99 Mill Road, Accord; rsvn.s (914) 626-2036

3) October 29-31; 4th Multiregional Learning Weekend; New York City; info (908) 225-9353 or (718) 891-5324; rsvn.s (800) 231-0405

NORTH CAROLINA: August 20-22; 3rd Regional Service Awareness Weekend; info (919) 273-4204; Carolinas RSC, PO Box 4134, Greensboro, NC 27404

2) September 10-12; 2nd Central Piedmont Area Convention; Salisbury; rsvn.s (704) 638-0311; info (704) 278-9536; Central Piedmont ASC, PO Box 282, Landis, NC 28088

OHIO: September 10-12; 7th Serenity in the Woods; Camp Campbell Gard; info (513) 829-3915 or (513) 422-9505; HAMASCNA, PO Box 18430, Fairfield, OH 45018

PENNSYLVANIA: September 10-12; First Williamsport Area NA Convention; Williamsport; rsvn.s (717) 326-9701; info (717) 321-0356

2) November 12-14; 11th Tri-State Regional Convention; rsvn.s (800) 445-8667; info (412) 391-5276; TSRSO, Box 110217, Pittsburgh, PA 15232

PUERTO RICO: July 30-August 1; 4th Puerto Rico Convention; Condado Plaza Hotel; info (809) 763-5919

SOUTH CAROLINA: November 18-21; 11th Serenity Festival; Myrtle Beach; rsvn.s (800) 845-0658; Planning Committee, PO Box 1198, Myrtle Beach, SC 29578

TENNESSEE: November 24-28; 11th Volunteer Regional Convention; Nashville; info (615) 883-7501 or (615) 228-3133; VRC-11, PO Box 121961, Nashville, TN 37212

TEXAS: October 8-10; 1st Fort Worth Area Convention; Fort Worth; info (817) 921-4414 or (817) 429-5843; Convention Committee, PO Box 20093, Fort Worth, TX 76102

VERMONT: November 5-7; 4th Champlain Valley Area Convention; info (802) 863-2620 or (802) 865-3657; CVACNA 4, Box 64714, Burlington, VT 05401

WASHINGTON: September 24-26; North Puget Sound Area 10th Anniversary; Oak Harbor; info (206) 428-4385; North Puget Sound ASC, PO Box 1001, Mount Vernon, WA 98273

2) October 22-24; 16th Pacific Northwest Convention; PNWCNA-16, PO Box 5233, Everett, WA 98201

WEST VIRGINIA: July 30-August 1; 7th Almost Heaven Area Convention; Shephard College; info (703) 888-1448 or (304) 267-0691

2) August 13-15; 4th Recovery in the Foothills; Old Town Camp, Point Pleasant; info (304) 675-5132; Appalachian Foothills ASC, Box 107, Gallipolis, OH 45631

WISCONSIN: August 6-8; 9th Mid-Coast Convention; rsvn.s (800) 552-5121; info (414) 435-8957, (414) 866-2379; MCC-9, Box 9186, Green Bay, WI 54308

2) October 15-17; 10th Wisconsin State Convention; rsvn.s (800) 558-9573; info (414) 549-0825; WSNAC-10, PO Box 4010, Waukesha, WI 53187-4010

WYOMING: September 24-26; 2nd Wyoming Unity Day; Rawlins; info (307) 789-7746; Unity Day, PO Box 2792, Rock Springs, WY 82902