

Service System Project from 2010 – 2012

(Information available on the public internet on 2014-01-01: 501 pages)

File date in parenthesis.

* = Information unavailable on the public internet

[2010 CAR \(2009-12-01\)](#) 122 pgs

* [CAR Workshop PowerPoint \(2009-12-29\)](#) 23 slides (not on na.org 2014-01)

[2010 CAT \(2010-01-25\)](#) 37 pgs

[2010-2012 NAWS Strategic Plan and Project Plan \(2010-01-25\)](#) 26 pgs

[Proposed Budget For Fiscal Years 2010 - 2012 \(2010-01-25\)](#) 3 pgs

[WSC 2010 Final Summary of Decisions \(2012-01-18\)](#) 27 pgs

[WSC 2010 Draft Record - Including Summary of Decisions \(2012-04-02\)](#) 63 pgs

[NAWS News \(2010-06-14\)](#) 12 pgs

[NA Way \(2010-07-22\)](#) 18 pgs

[NA Way \(2010-10-19\)](#) 19 pgs

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[NA Way \(2011-09-26\)](#) 24 pgs

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[NA Way \(2012-01-12\)](#) 18 pgs

[NAWS News \(2012-01-25\)](#) 6 pgs

[NA Way \(2012-03-30\)](#) 18 pgs

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Pg 1 - World Board Report

At WSC 2010 we will talk with delegates about alternative ways to organize our service system (see page 8).

Pg 2 – What’s Under the Hood?

The rest of the *CAR* is focused on the business and discussions of the conference. The “[Service System](#)” section touches on the origins of that project and the work so far, including a motion to revise the NAWS Vision Statement and discussions that will be framed for the conference about alternative options for service delivery. The “NAWS Resources” section talks about the challenges we face delivering services in these times where most of us are trying to do more with less, including the question of what changes, if any, to make to NAWS periodicals.

Pg 3 - A Discussion-based Conference

At this conference we hope to talk about alternatives to our current [Service System](#) and the literature development process, two weighty topics indeed.

Pg 4 –

It's hard to imagine how debate over particular motions could be effective at this point where we are attempting to discuss such potentially complex questions as “Are there more effective alternatives to our [Service System](#) that are just as guided by our spiritual principles as our current system?”

Pg 5 – Conference Sessions

We also know we will discuss the [Service System](#), the literature development process, and issues surrounding self-support at some point during the week—whether or not these topics have specific sessions devoted to them.

Pg 8 - [Service System](#)

Our vision statement lays out an inspiring view of what our services are striving to accomplish. However, realizing our vision isn't like being on the Starship *Enterprise* and being able to just say, “Make it so!” If it were just a matter of desire or hard work, we would be there already. We addicts are certainly dogged in the pursuit of our goals. Our service structure was so that groups can focus on their primary purpose to carry the message to the addict who still suffers, while our service bodies come together to build public relations, carry meetings into institutions, produce literature, and perform other services that support the groups. As you have shared with us in numerous forums and workshops, however, our current [Service System](#) can, at times, almost seem to make things harder rather than easier.

Our First Tradition talks of the unity needed in NA groups to fulfill our primary purpose, while our First Concept talks of groups coming together to create a [Service System](#) to better achieve this common aim. But the reality of our current system is often far from those ideals. For many years we have heard from delegates and members about problems with the current [Service System](#). Finding enough members to be of service and the atmosphere we encounter when we do serve are just two examples of some of those challenges. We have discussed these issues as a fellowship with topics like Infrastructure and Our [Service System](#) over the last few conference cycles in an effort to move forward. Reviewing the history of the development of our system shows us that we have been working on building ways to more effectively carry the message almost since our inception as a fellowship.

A Brief History of the [Service System](#)

This may be a God-given program, but our service structure was surely human-made. Like the LA freeway system, NA's [Service System](#) was to meet the needs of a fellowship very different from the NA of today. It has been added onto and changed as our fellowship has grown and our needs have changed, but the system as a whole hasn't necessarily adapted in the most effective ways. We have, in a sense, always paved this road as we've driven on it.

Where We Came From—A Vision of a Global Fellowship

Our service structure really began about 40 years ago with the creation of the World Service Office by Jimmy K and Sylvia W. The office operated from Jimmy's home and served as a phoneline, literature creation and distribution point, and fellowship development resource. It was intended to be a concrete way to fulfill Jimmy's vision of a worldwide fellowship. By 1963 discussions were underway to create some form of service body to continue ensuring the growth of NA. These discussions resulted in the 1964 formation of the Board of Trustees, consisting of two addicts and two nonaddicts. The trustees' role was loosely defined as providing guidance to the growing fellowship and creating new literature.

The idea of a Parent General Service Organization grew from discussions among our earliest members and was presented to the trustees in early 1969. This GSO provided for monthly meetings with group representatives, the establishment of a central office and a public relations committee, and the re-formation of the trustees as the General Service Board of Trustees.

Following a business meeting at the first world convention in November 1971, the first actual WSO was opened in 1972. Also around this time, NA “intergroups” began to appear, following the AA service structure model, with a focus on sharing experience and resources to better carry the message. These were initially in Northern California and Philadelphia. By 1973 the new chairman of the GSO, Greg P, had formulated plans to create a new level of service between the groups and the GSO called the area service committee. This idea was born from the problems that groups in Southern California encountered due to the geographical distance between them. As the fellowship grew, it became increasingly impractical for groups to travel many miles for a monthly business meeting with the parent GSO. The ASC would allow for groups to band together and send one representative to the business meeting. The San Fernando Valley Area was the first to embrace this idea and began holding its own monthly meeting and sending a single area representative to the monthly GSO meetings. After some resistance, other areas began to form similar bodies, and the existing intergroups re-formed as ASCs.

The first World Service Conference was held in conjunction with the sixth World Convention in 1976. It was here that the trustees presented our first service manual, *The NA Tree*, by Greg and Jimmy the previous year and adopted by the trustees after much discussion. *The NA Tree* included the concept of levels of service—group, area, and region—with each level sending a representative on to the next, and it contained the first publication of the NA service symbol.

Where We Went—Creation of the TWGSS

At the 1982 WSC, the local section of the *Service Manual of Narcotics Anonymous* was approved, but the world services section was rejected. A motion was passed to “compile from previously approved actions, all of the information that would comprise the Structure of NA.” This led to the 1983 creation of *A Temporary Working Guide to our Service Structure (TWGSS)*, which consisted of the various descriptions of the service structure that had been approved at different meetings over the previous three years. The WSC Policy Committee was instructed “to rewrite the service structure for approval by the WSC.” The *TWGSS* was revised as motions were passed and the changes they mandated were incorporated into the manual on a year-by-year basis. At the 1984 WSC the Select Committee was formed to continue developing a guide to service. They achieved little over the next two years and eventually decided to start from scratch in 1986. At the 1987 WSC, they presented a draft of *A Guide to Service in Narcotics Anonymous* for review and input. This manual contained material on the previously untouched subject of group conscience and the trusted servant. The next six years saw deadline extensions, a name change to the Ad Hoc Committee on NA Service, and the realization that NA needed a foundational piece on the principles of service.

Initially, ideas for this foundational piece revolved around the subject of delegation and responsibility when it came to trusted servants and the groups they represented, but the piece grew to become the *Twelve Concepts for NA Service*. Much of the committee’s work between 1988 and 1992 focused on the material that became *The Group Booklet* (approved in 1990) and the concepts (approved in 1992), and led to several changes to world services’ procedures and guidelines. Both the WSC Policy Committee and the WSC Literature Committee were also involved in this work. The *TWGSS* contained material on the basics of a group and its trusted servants, and the purpose and structure of the ASC, RSC, and NAWS. The section on world services constituted over half of the guide and contained detailed procedural guidelines. These guidelines would be the focus of much of the conference’s energy over the next few years, with most of the changes to the document over the next several years addressing the internal workings of world services’ various boards and committees, along with the conference itself, but with no significant changes being proposed to the local service structure at any level.

The efforts of the Ad Hoc NAS, the Policy Committee, and the Literature Committee finally led to the approval of *A Guide to Local Services* in 1997. (The remaining material from the *TWGSS* on world services was published as *A Temporary Working Guide to our World Service Structure*, also in 1997.) The *GLS* contained material not previously included in the *TWGSS*. The main additions were:

- The Twelve Concepts for NA Service in the body of the manual
- A section on developing NA communities
- A section on dividing ASCs
- A section on metros
- Material on rural communities
- A sample Rules of Order for business meetings
- The section on the group, its trusted servants, and their responsibilities was enlarged. The six points of what constituted an NA group were included for the first time.
- The sections on the ASC and the RSC were also expanded. The Area and Regional Service Representative positions were renamed Regional Committee Member and Regional Delegate to reflect the ideas on delegation and participation contained in the concepts.

A summary of the service structure was added as a result of a motion at the 2002 WSC, but there have been no other significant changes to our primary local service manual since its adoption thirteen years ago.

Reshaping NAWs—Inventory, Resolution, and Transition World services, on the other hand, was fundamentally restructured during the same time period. The difficulties with world services in the 1980s (and early 1990s) were summarized in this extract from the WSC Ad Hoc Committee on NA Service report to the 1990 WSC:

“One body – the group of conference committees – has large responsibilities for developing and maintaining services, and highly detailed guidelines describing the degree of accountability they are to be held to. Yet the conference committees have almost no authority when it comes to making decisions concerning allocation of the resources necessary for fulfilling those services. A second body – the World Service Office Board of Directors – also has large responsibilities, but its fiscal authority far exceeds those responsibilities. WSO directors, despite their substantial responsibilities and authority, are the most distant from the World Service Conference of the three service arms. Only one member of the board – its chairperson – is a conference participant, and only three of its twelve members are directly elected by the conference. The third world service body, the World Service Board of Trustees, has only the most vaguely defined responsibilities, and no authority whatsoever. Yet all the trustees are voting members of the World Service Conference, and all are elected by the conference, as if the conference believed them to be in positions requiring substantial participation and accountability.”

The rapid growth of NA following the publication of the Basic Text, dissatisfaction with the process of the WSC meeting itself, and the widespread duplication and inefficiency of world service efforts finally led to the world services inventory, which was approved by conference action in 1993.

The two-year inventory process identified several main problems:

- Lack of vision for WSO, WSC, and the World Convention Corporation
- Lack of a strategic plan
- Incorrectly sized committees and boards
- No integration of management techniques to world services
- Inefficiently bringing the message of hope to the suffering addict

In response to these problems, the Resolution Group was formed at the 1995 WSC. The group developed four goals that they believed, if accomplished, would make a significant contribution toward developing and implementing specific solutions to these problems. These goals were:

- To write a vision statement for NA World Services
- To write a mission statement for the World Service Conference
- To create proposals for structural change of NA World Services

- To create proposals for future work

They presented a NAWS Vision Statement, a WSC Mission Statement, and a series of eight resolutions to the conference in 1996, of which six were adopted.

- Resolution A proposed, in principle, a change in participation at the WSC. Its intention was to reduce the number of representatives, ensure an equal representation from all geographic entities, and move the conference toward consensus-based decision making.
- Resolution B proposed, in principle, the adoption of a World Board to replace the BOT, BOD, and WSC Admin committees.
- Resolution C2 proposed, in principle, a significantly downsized WSC standing committee structure that would be responsible to the Board.
- Resolution E proposed, in principle, the adoption of a unified NAWS budget.
- Resolution F proposed, in principle, the adoption of the World Pool.
- Resolution G proposed, in principle, the adoption of the Human Resource Panel.

From 1996 to 1998 the Transition Group worked on a series of proposals to present to the conference. Motions resulting from these led to the creation of the World Board, HRP, World Pool, and a unified budget for NAWS. Resolution A was the only resolution adopted that didn't result in any specific proposals being accepted by the WSC at that time, although subsequent conference action has led to some of the elements being adopted, for example, the funding of delegates from all seated regions and the adoption of CBDM guidelines at WSC 2008.

Creation of the [Service System](#) Project

Part of our process with this project was to understand how we got the service structure we have today and to review fellowship input about what's working and what's not working within this structure. We've gathered input on this topic in various forms over the past years—in the Issue Discussion Topics Our [Service System](#) and Infrastructure, as well as from idea trees and general conversations at worldwide workshops and zonal forums around the world. And now we are moving forward to build on our strengths and try to resolve our weaknesses.

At the 2008 WSC, participants approved the [Service System](#) Project in an effort to take a holistic look at how we can better provide services in a fellowship that has come so far and changed so much over the years. We have seen tremendous positive benefit from the changes in world services, but we have yet to take a similar holistic look at local services. Since we have continued to evolve and look at processes at the world service level, we wanted to focus this project on the other levels of our [Service System](#). The [Service System](#) Project was to begin imagining changes on a local level to move the reality of our service provision closer to our ideal. After talking for years together as a fellowship about “what's working and what's not working,” we determined the only way to really address the fundamental issues with the [Service System](#) was through a project devoted to the system as a whole.

The project grew from this approach in the 2006–2008 NAWS Strategic Plan:

“Develop a vision for all NA service efforts and begin to explore best practices and options for local service delivery. This project will be rooted in an analysis of the success factors that work across our service structure, as well as allow for flexibility in meeting unique local needs. This will ultimately result in a rewrite of *A Guide to Local Services in NA*. We expect that the first cycle of this project will be focused on gathering options and presenting them for discussion in the fellowship.”

Of course, before we can bring the real closer to the ideal, we need to make sure we are all focused on the same set of ideals, that we share a common vision. As the approach in our strategic plan spells out, we were tasked with developing a vision for NA service efforts.

Pg 13 – Motion 1: To approve “A Vision for NA Service” stated below to replace the existing “NA World Services Vision Statement”.

A Vision for NA Service

All of the efforts of Narcotics Anonymous are inspired by the primary purpose of our groups. Upon this common ground we stand committed. Our vision is that one day:

- Every addict in the world has the chance to experience our message in his or her own language and culture and find the opportunity for a new way of life;
- Every member, inspired by the gift of recovery, experiences spiritual growth and fulfillment through service;
- NA service bodies worldwide work together in a spirit of unity and cooperation to support the groups in carrying our message of recovery;
- Narcotics Anonymous has universal recognition and respect as a viable program of recovery.

Honesty, trust, and goodwill are the foundation of our service efforts, all of which rely upon the guidance of a loving Higher Power.

Intent: To replace the NAWS Vision Statement with a vision statement for all NA services.

Financial Impact: The cost of creating this material has already been incurred as agreed to by passing the [Service System](#) project plan at WSC 2008. The production and translations costs associated with replacing the vision statement in the material where it is printed would be minimal because these revisions would occur when there are new printings.

Policy Affected: This motion would replace the current NA World Services Vision Statement:

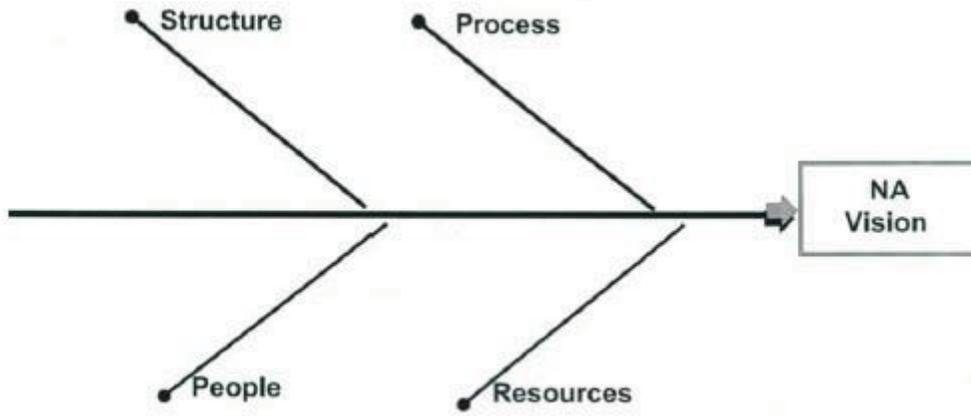
All of the efforts of Narcotics Anonymous World Services are inspired by the primary purpose of the groups we serve. Upon this common ground we stand committed. Our vision is that one day:

- Every addict in the world has the chance to experience our message in his or her own language and culture and find the opportunity for a new way of life;
- NA communities worldwide and NA World Services work together in a spirit of unity and cooperation to carry our message of recovery;
- Narcotics Anonymous has universal recognition and respect as a viable program of recovery.

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

Options for Change—Opportunities for Growth

Working on a vision statement was only one small part of the work of the [Service System](#) Project. We have spent most of our time preparing to develop “options for local service delivery.” One of the first things we began to wrap our heads around was that structure is just one part of a [Service System](#). In addition to structure, a system includes people, processes, and resources. We cannot focus on any one of these components to the exclusion of the others.



In order to begin thinking about alternative options for service delivery, we went through a protracted process of defining and refining a series of essentials before we began to frame more concrete ideas. What we wanted was to think very carefully about our principles and the purposes of a [Service System](#) before we began focusing on practical implementation of those principles. Guided by the maxim “form follows function,” we first a long list of all the needs we expect our system to fulfill. Some of these are very basic, like “an addict needs to be able to find a meeting,” while others are more complex, like “treatment facilities need to understand who NA is, what it does, and how it is relevant.”

After exhaustive brainstorming about the needs the [Service System](#) was to meet, we began to compile more lists. At times this felt like a “list-fest,” as they got longer and more numerous. We a list of functions that any system would have to include, such as PR/external relations, information management, and community development and support. From here we moved on to delivery vehicles like “meeting directories” or “PR roundtables/focus groups.” We tended to think of the functions as the “what” of the system and the delivery vehicles as the “how.” Our final stop was to think about “who” is to fulfill these functions by creating a list of roles. As we worked through the process we continually referred back to our initial needs document to ensure we were covering these necessities.

In addition to this we spent a lot of time talking about the ideals of a [Service System](#). We compiled a list of essential elements and principles that a system must embody and a list of the many variables for which it should account. These tools will help us “means-test” options as we design them; in other words, any models we come up with can be held up to these essentials and variables to make sure it accounts for them all. Throughout this part of the process we avoided any discussion of structure, as it seems that many of our difficulties are rooted in our overemphasis on structure alone.

Clearly, issues like poor communication have as much to do with processes and people as they do with structure. The most efficient structure possible will not work unless we have sufficiently trained members in key positions. Accordingly, we are approaching the task of framing options for service delivery as a systemic task and focusing on each of the four components listed above: structure, process, people, and resources.

We look forward to discussing these options with delegates at the conference. Keep a lookout for more material from the project before the WSC in the *Conference Report*.

Pg 21 - WSC Seating—An Uncomfortable Perch

Any discussion of our [Service System](#) inevitably crosses paths with the topic of WSC seating. Changes we make to one component of the structure directly influence the other. As many of you know, the 2008 conference elected to institute a moratorium on the conference policy on seating new regions until 2012. As we have reported repeatedly over the years, the policy we were using, adopted in 2000, had proven itself ineffective by

2006. The criteria did not provide a method for evaluation of either the conference's or the region's needs, but sought to apply a rigid set of criteria across all cases. What's more, that policy did not address the desire to stem the growth of US regions or regions resulting from a split. The 2008 Conference Approval Track material explained this difficulty:

“The conference has discussed its own growth and how to deal with issues related to representation for years without coming to consensus. We all agree that the growth of NA is a positive thing, but we haven't yet come to an agreement about how to reconcile our growth as a fellowship with the need to conduct business effectively at the conference.”

And so, while the [Service System](#) Workgroup has been doing the background work for us to begin thinking about alternative options for service delivery, the board has been talking about models for seating at the World Service Conference. Any effective seating model has to satisfy both the needs of the fellowship in ensuring clear communication and participation, and the needs of the conference in terms of size, diversity, and financial viability.

At times we have found ourselves stuck between deciding which comes first, local service delivery or WSC seating. We spent a great deal of time talking about the basic principles underpinning the seating issue, much as we did with the [Service System](#). We asked ourselves, “What is the conference for?” Decision making, training, sharing experience, receiving direction from the fellowship, and the “magic” of coming together as a global fellowship were all key points brought up in our discussion and reflected in *GWSNA*. From here it isn't hard to agree in principle on what we want to see at an ideal WSC. We want the diversity of our fellowship to be represented, but we want to not be so large that we are prohibitively expensive or unwieldy in our discussions and decision making. We want our newer communities to participate, but we want to retain the experience of our older communities as well. We want the “magic” of worldwide NA to be felt broadly throughout our fellowship, but we are not certain whether that must occur through WSC representation or through other means. We are beginning to try to translate those ideals into something more concrete that we can look at together at the conference. Although we do not plan to focus on world services per se, world services and conference seating in particular have to be considered as part of any proposed system.

The [Service System](#) is a four-year project, and the seating moratorium extends for two more years as well. We expect there will be many discussions about these topics over the next two years. We will use this conference to talk together—board and delegates—about the ideas generated from the board and workgroup so far. As we get closer to the conference, preparatory materials like the *Conference Report* will have more information. This will set the stage for the ideas and work the fellowship will be discussing over the next two years.

Pg 17 – NAWS Resources—Money

As we mentioned in the [Service System](#) essay above, resources is one of the four main components of a [Service System](#), and while we in NA are well accustomed to working with limited resources, recent years have presented us with financial challenges above and beyond the usual “trying to do more with less.” We started to report on our fiscal stability, our trends, our challenges, and our financial changes beginning with the September–November 2008 *NAWS News*.

Pg 22 – Literature

Self-Support

Ensuring a consistent flow of funds to all levels of the NA [Service System](#) has rarely been easy for us as a fellowship. All of us as members can tell stories of service bodies that are unable or challenged to do some of the things they would like to do to more effectively carry the message, whether that is hanging bus posters, bringing books to institutions, or sending a delegate to a zonal forum. For as long as we have been engaging in the process of fellowship issue discussions, communities worldwide have pointed out funding services as an issue of ongoing concern. It isn't clear whether this is because members simply make minimal contributions as

a function of habit, or because they do not see value in the services provided by the NA [Service System](#), or more recently, because of changing economic times. Our hope is that these new self support pamphlets, *Funding NA Services* and *Money Matters: Self-Support in NA*, will help to change the way the average member thinks about self-support and individual contributions, and to encourage groups to contribute directly to each level of service for a more stable fund flow that better covers the cost of services.

Pg 26 - “Living Clean”

“Living Clean” is one of the four-year projects approved at the last conference ([Service System](#) being the other).

Pg 34 - Issue Discussion Topics

Communication

This cycle we talked about what is working and what needs improvement in our communication chain. While there is a lot that is working well in our workshops, service meetings, and online communications, our communications still break down at every level of our [Service System](#). Our trusted servants are expected to synthesize and report large amounts of information without any real tools to make that task easier. We are beginning to imagine alternatives for service delivery in the [Service System](#) Project.

Pg 34 – Looking Ahead

And so we have been preparing approval drafts for this conference and writing progress reports summarizing our work over the past two years, but at the same time we have been looking forward and thinking about the road ahead. Perhaps most notably, we have a couple of ongoing projects—“Living Clean” and [Service System](#).

Pg 35 –

Depending on the results of our discussions at the conference, you can expect to hear much more about the [Service System](#) Project in the cycle ahead.

Pg 50 - WSC 2010 Summary Sheet: Motions and Other Issues to Be Discussed

[Service System](#) (page 8)

At WSC 2010, we will be discussing options for improved service delivery throughout all components of our [Service System](#): structure, process, people, and resources. We want to forward these discussions through the 2010–2012 cycle. We encourage everyone to read the essay on page 8 to gain all of the background information and share your ideas with your delegate so that we can have fruitful discussions at the conference and beyond.

Pg 56 – Glossary

[Service System](#)

The [Service System](#) in NA consists of four main components: people, processes, resources, and structure. One of our current projects is focused on creating and framing a discussion about alternatives or improvements to our current [Service System](#).

Pg 61 - Addendum A — *Money Matters: Self-Support in NA* Approval Draft

The money that reaches our [Service System](#) helps support services that let other addicts, in our own communities and around the world, know that hope is available. Just as the cost of our own personal expenses—rent, food, and so on—go up from year to year, the amount of money needed to fund these basic services rises continually, especially as NA grows and as we seek additional ways to reach addicts.

Pg 61 –

Whether we have a lot or a little, giving to our [Service System](#) is an act of faith that helps us let go of some of our fears.

Pg 62 –

Contributing our time and money to NA gives us an opportunity to manifest that feeling in a concrete way and strengthens our spiritual connection to the [Service System](#) and the program.

Pg 62 –

After all, NA belongs to us and its well-being depends on our efforts. We begin to realize that we do not have to wait until some part of the [Service System](#) is suffering before we contribute.

Pg 63 –

If we want our [Service System](#) to be successful, we must provide it with the money needed to accomplish the work, as well as the time and energy to make the work possible. The funds we pass along to the [Service System](#) do not belong to any particular committee; they belong to NA.

Pg 64 –

We see that our contributions make a difference, and we stay in touch with whether or not our [Service System](#) has what it needs to function.

[CAR Workshop PowerPoint \(2009-12-29\) 23 slides](#)

Slide 2 –

Today's Agenda

- [Service System](#): Motion 1

Slide 3 –

[Service System](#) Discussion

Brief history

- Where we came from
- Where we went
- Reshaping NAWS

Creation of the [Service System](#) Project

- Need for the project
- Vision Statement
- Motion 1

Slide 4 –

Motion 1: To approve “A Vision for NA Service” stated below to replace the existing “NA World Services Vision Statement.”

Maker: World Board, page 13

Slide 5 –

More [Service System](#)

Options for change

- opportunities for growth
 - More than “structure, a “system”

WSC Seating—an uncomfortable perch

- Considering alternatives

- More discussions at WSC and beyond

2010 CAT (2010-01-25) 37 pgs

Pg 1 – WSC Seating Report and Regional Profiles

We will be continuing discussions about recommendations for the future of WSC Seating at our meetings in January and March and a report of our discussions, along with the [Service System](#) report will be included with the March *Conference Report* mailing. We expect these reports to represent a starting point for a more broad-based discussion about the future of seating and the [Service System](#) in general rather than being a finished work. As a reminder, both of these discussions are not expected to be at a point of decision until WSC 2012.

Pg 2 - 2010–2012 NAWS Strategic Plan and Project Plans

The World Board will be offering six (6) project plans; two are for the continuation of two cycle projects: [Service System](#) and “Living Clean – the Journey Continues”.

Pg 5 - World Board Motions for Material in the Conference Approval Track

Motion:

To reaffirm the [Service System](#) project plan for inclusion in the 2010–2012 Narcotics Anonymous World Services, Inc. budget.

Pg 8 –

Motion:

To revise the conditions of the moratorium passed at WSC 2008 as follows:

To place a moratorium on the current *Criteria for Recognition of New Conference Participants* from *A Guide to World Services in NA* until WSC 2012. The World Board would continue to make recommendations to the conference in 2010 and 2012 concerning regions that did not result from a division of a conference seated community. No regions will be considered for seating at WSC 2012.

Intent: To allow the conference time to discuss WSC seating and the attendant policies without the added consideration of new regions requesting seating for this one conference only. We plan to continue talking about the issues related to seating, as a board and together with the [Service System](#) Workgroup, at our January and March meetings. We will include a report on those discussions with the *Conference Report* mailing. We look forward to the opportunity to discuss the ideas with delegates at the conference.

2010-2012 NAWS Strategic Plan and Project Plan (2010-01-25) 26 pgs

Pg 27 – *KRA: Communication*

Issue: Relevance of Communication

OBJECTIVE 1: Update and deliver more contemporary key messages in NAWS communications to inspire action around current issues and to help members and other components of the [Service System](#) apply NA principles locally

Pg 28 –

Issue: PR/Outreach

OBJECTIVE 3: Develop cooperative relationships throughout the [Service System](#) with addiction professionals, researchers, and others to enhance perception of NA as a credible program of recovery.

Outcomes: By 2012 . . .

3.3 Groundwork has been laid for outreach throughout [Service System](#).

Pg 28 - *KRA: Fellowship Support*

Issue: [Service System](#) Revitalization

OBJECTIVE 4: Transition from a service *structure* to a [Service System](#) that is driven by unity in fulfilling our primary purpose and that is flexible in meeting the diverse service needs and goals of NA communities.

Outcomes: By 2012 . . .

4.1 Based on final adjustments from fellowship input, revised [Service System](#) models and guidance are readied for distribution.

4.2 Regularly update service tools; at least one per cycle.

4.3 All communities embrace and develop service based on a vision statement.

Existing Approaches to be carried over into 2010-2012

Complete recommendations for fellowship discussion on [Service System](#) and WSC Seating.

Develop, as needed, any new tools that arise from [Service System](#) discussions. This could include items like a regional reunification template.

New Approaches for 2010-2012

(F) Use a focus on implementation of the new vision statement as a platform for the fellowship to discuss the recommendations coming from the [Service System](#) project. Create a session profile on the NA Vision Statement, including ways to utilize and apply it locally.

(G) Begin development of segments of an events handbook.

(H) Implement a regular process to review and evaluate service tools and propose projects as needed to the conference for approval.

(I) Simplify the APT and the BSHG worksheet to increase usage.

Pg 30 - *Issue: Philosophical Issues*

New Approaches for 2010-2012

(K) Collect best practices regarding how to respond to drug courts. Develop tools and discussions with the [Service System](#), and separately for the groups, to help them better deal with this issue.

KRA: Leadership

Issue: Leadership Development

OBJECTIVE 9: Cultivate, encourage, and nurture the development of leadership potential in all members, including those who will take on roles within the [Service System](#).

Pg 31 –

OBJECTIVE 10: Support leaders throughout the [Service System](#) in building the skills and perspectives needed to deal effectively with complex issues and a changing environment.

Pg 32 - *Issue: Financial Capacity*

OBJECTIVE 13: Raise awareness and a sense of responsibility on the part of the fellowship to adequately fund the cost of services, throughout NA, including NAWS.

Outcomes: By 2012 . . .

13.1 Increase the level of fellowship contributions throughout the [Service System](#), including NAWS.

Existing Approaches to be carried over into 2010-2012

Broaden efforts to encourage member/group contributions to the [Service System](#).

Pg 34 - Considered essential or carryover from previous cycle

The project plans proposed for 2010–2012 are:

Service System

This is the second cycle of this two-cycle project to create possible options for the [Service System](#). At WSC 2010, participants will begin to discuss ideas for alternatives to our current system, with fellowship wide discussions held throughout the 2010–2012 cycle and decisions made at WSC 2012. The focus of the project will be to develop options for the [Service System](#) – the people, resources, processes, and structure – to best serve our worldwide fellowship in more effectively carrying the message.

Pg 36 - Fellowship Issue Discussions

Purpose and scope:

We also expect and desire the discussions of the [Service System](#) project at the conference to generate fellowship wide dialogue this cycle.

Pg 36 –

The objectives, outcomes, and approaches which led to this project plan are:

OBJECTIVE 1: Update and deliver more contemporary key messages in NAWS communications to inspire action around current issues and to help members and other components of the [Service System](#) apply NA principles locally.

Pg 37 –

OBJECTIVE 13: Raise awareness and a sense of responsibility on the part of the fellowship to adequately fund the cost of services throughout NA, including NAWS.

Outcomes: By 2012 . . .

13.1 Increase the level of fellowship contributions throughout the [Service System](#), including NAWS.

Existing Approaches to be carried over into 2010-2012

Broaden efforts to encourage member/group contributions to the [Service System](#).

Pg 38 - [Service System](#)

Purpose and scope:

WSC 2008 unanimously adopted this four-year project with the following focuses:

Develop a vision for all NA service efforts and begin to explore best practices and options for local service delivery. This project will be rooted in an analysis of the success factors that work across our service structure, as well as allow for flexibility in meeting unique local needs. This will ultimately result in a rewrite of *A Guide to Local Services in NA*. We expect that the first cycle of this project will be focused on gathering options and presenting them for discussion in the fellowship.

Create a common vision for all NA services as described in Objective 4.

The focus of this project is to find alternatives that can assist us to provide effective, efficient, and planned service delivery which will help us to better carry the message of recovery to the addict who still suffers. We have presented a common vision for all NA services for approval in the 2010 *Conference Agenda Report*. With approval, we anticipate that A Vision for NA Service will serve as our guide with all our service efforts.

Additionally, we will be providing our initial thoughts about possible alternative [Service System](#) models, including the issue of WSC seating to WSC 2010 for discussion. As we have stated previously, service is a system of interdependent components of structure, resources, processes, and people. Our hope and desire is that our conference dialogue will be the beginning of an evolving discussion about how to deliver services and carry the message more effectively.

The existing workgroup will continue for the upcoming cycle. This group contains ten workgroup members, three World Board members, and three staff. This project will continue to develop options for the [Service System](#) – the people, resources, processes, and structure – that will best serve our worldwide fellowship. At the same time, we also expect to have some service tools developed by the board, staff, and other groups that support our [Service System](#).

The objectives, outcomes, and approaches which led to this project plan are:

OBJECTIVE 4: Transition from a service *structure* to a [Service System](#) that is driven by unity in fulfilling our primary purpose and that is flexible in meeting the diverse service needs and goals of NA communities.

Outcomes: By 2012 . . .

4.1 Based on final adjustments from fellowship input, revised [Service System](#) models and guidance are readied for distribution.

4.2 Regularly update service tools; at least one per cycle.

4.3 All communities embrace and develop service based on a vision statement.

Existing Approaches to be carried over into 2010-2012

Complete recommendations for fellowship discussion on [Service System](#) and WSC Seating.

Develop, as needed, any new tools that arise from [Service System](#) discussions. This could include items like a regional reunification template.

New Approaches for 2010-2012

(F) Use a focus on implementation of the new vision statement as a platform for the fellowship to discuss the recommendations coming from the [Service System](#) project. Create a session profile on the NA Vision Statement, including ways to utilize and apply it locally.

Direct expense items:

Workgroup and focus groups \$ 150,000

Direct project expenses: \$ 150,000

Pg 40 - Public Relations

The objectives, outcomes, and approaches which led to this project plan are:

OBJECTIVE 3: Develop cooperative relationships throughout the [Service System](#) with addiction professionals, researchers, and others to enhance perception of NA as a credible program of recovery.

Pg 40 –

3.3 Groundwork has been laid for outreach throughout [Service System](#).

Pg 41 –

New Approaches for 2010-2012

(K) Collect best practices regarding how to respond to drug courts. Develop tools and discussions with the [Service System](#), and separately for the groups, to help them better deal with this issue.

Pg 42 - Leadership Orientation Material

As well as the material in the [Service System](#) project plan, the objectives, outcomes, and approaches which led to this project plan are:

OBJECTIVE 9: Cultivate, encourage, and nurture the development of leadership potential in all members, including those who will take on roles within the [Service System](#).

Outcomes: By 2012 . . .

9.1 More members see the value in taking on service roles.

9.2 Tools are developed and disseminated that provide training for leaders.

Pg 42 –

OBJECTIVE 10: Support leaders throughout the [Service System](#) in building the skills and perspectives needed to deal effectively with complex issues and a changing environment.

Pg 43 - Service Material

The objectives, outcomes, and approaches which led to this project plan are:

OBJECTIVE 4: Transition from a service *structure* to a [Service System](#) that is driven by unity in fulfilling our primary purpose and that is flexible in meeting the diverse service needs and goals of NA communities.

Outcomes: By 2012 . . .

4.1 Based on final adjustments from fellowship input, revised [Service System](#) models and guidance are readied for distribution.

4.2 Regularly update service tools; at least one per cycle.

4.3 All communities embrace and develop service based on a vision statement.

New Approaches for 2010-2012

(G) Begin development of segments of an events handbook.

(H) Implement a regular process to review and evaluate service tools and propose projects as needed to the conference for approval.

(I) Simplify the APT and the BSHG worksheet to increase usage.

Pg 44 - Status of Projects Adopted for the 2008–2010 Cycle

[Service System](#)

This work was adopted in 2008 with the plan that it would be a two-conference cycle project. A revised vision statement has been presented in the 2010 *Conference Agenda Report* for consideration, and we plan to have discussions of the work to date at WSC 2010. We are presenting a plan to continue this work and the existing workgroup for the upcoming cycle.

[Proposed Budget For Fiscal Years 2010 - 2012 \(2010-01-25\) 3 pgs](#)

Pg 1 –

	7/1/08 - 9/30/09 Annualized	Proposed Base July 2010 - June 2011	Proposed Base July 2011 - June 2012	Consolidated Base for Fiscal Years 2010-2012
SERVICE SYSTEM	\$72,655	\$75,000	\$75,000	\$150,000

[WSC 2010 Final Summary of Decisions \(2012-01-18\) 27 pgs](#)

Pg 3 - New Business

Motion #26 It was M/C World Board

To reaffirm the [Service System](#) project plan for inclusion in the 2010–2012 Narcotics Anonymous World Services, Inc. budget.

Pg 9 –

SERVICE SYSTEM

We will be framing the discussion and presentation tools (including visual aids) for you immediately following this conference. We have heard your comments about the names for the units. We will also create a page on na.org for the project, where these materials will be made available. We will also work on formats for reporting back to us and providing input.

Pg 10 – COMMUNICATION

In this cycle, we expect that we will try to make use of zonal forum participation as a way to talk about the [Service System](#) project. We would like our zonal participation to continue to grow as part of the information feedback loop.

Pg 15 –

Motion #49 It was M/S/F Elliot L (RD ABCD) / Kenneth B (RD New Jersey)

That any motions that substantially change the service structure or change the basic make-up of the conference be presented at the WSC for discussion and then be made a in the CAR motion sent back to groups and require a 2/3 majority to pass.

Intent: The groups do care about this and want to be included in this decision. Since it required a 2/3 majority to seat conference participants it should require the same to remove them.

Action: amended as stated above and then failed by voice vote. The WB chair provided assurance that the board intends to place these types of recommendations resulting from the [Service System](#) project in the CAR.

WSC 2010 Draft Record - Including Summary of Decisions (2012-04-02) 63 pgs

Pg 7 –

SERVICE SYSTEM PART I

10:58 am – 12:34 pm

Session led by Craig R (WB) and Travis (NAWS staff)

Craig and Travis introduced themselves and explained the goal of the session: to give an overview of the [Service System](#) Project and facilitate information sharing.

Origin of Project

Craig gave some background, explaining that our current [Service System](#) was many years ago for a fellowship very different than the one we are today. In 1998 we reorganized world services. One side of the [Service System](#) changed; the other didn't. We have heard the same struggles from regions & areas for years: poor communication, insufficient resources, not enough willing trusted servants, and poor atmosphere of recovery in service meetings. We had IDTs on Infrastructure and [Service System](#) for several cycles, and then in 2008 a project plan was adopted.

Vision and Outcomes

Craig reviewed the project plan and explained that the first task of the project was to develop a vision for all of NA service. Given our Vision as a foundation, we formulated a list of outcomes we were striving for in this project and from the [Service System](#) in general.

[See Appendix B: What a Healthy [Service System](#) Looks Like.]

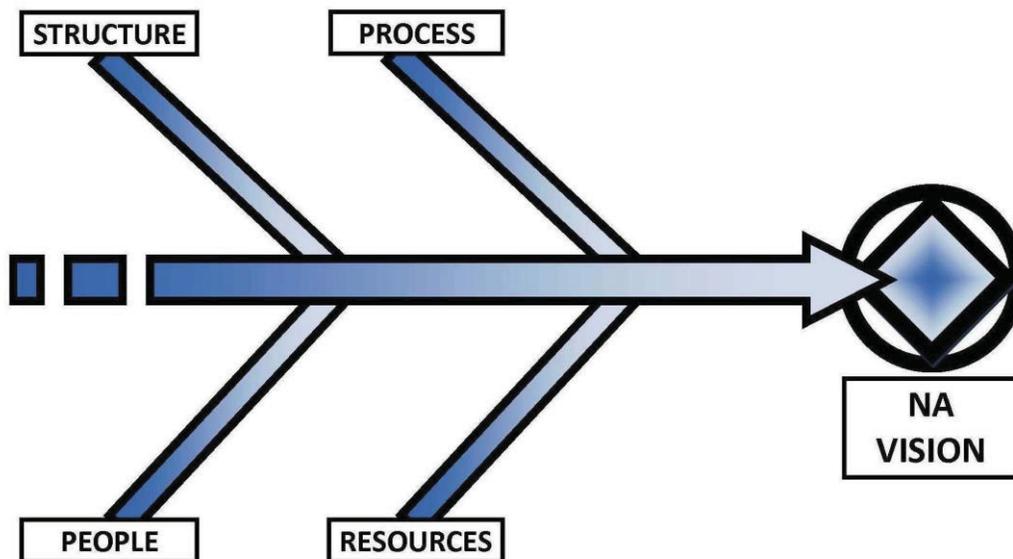
Needs, Functions, Roles and Variables

Travis then explained that the workgroup talked extensively about what needs the [Service System](#) is trying to fulfill and came up with a long list, including

- Professionals and the public understand who NA is, what it does, and how it is relevant
- Potential NA members need to be able to find meetings
- The fellowship of NA needs a constant grounding in spiritual principles
- NA groups need literature
- NA members need an atmosphere of recovery
- Trusted servants need resources—tools and support

We talked about the functions and roles the [Service System](#) needs to contain and the variables that must be considered.

Elements of a System Structure is only one element of a system. We started with structure because it seemed like one of the more challenging aspects to change, but what we really need is a cultural change. Later in the week we talked about planning, leadership and communication. No [Service System](#) can be effective unless it's effective in these areas.



Foundational Principles

Both of the models presented today began with the idea that we need to better support our groups. The [Service System](#) is intended to support the groups, and we felt it could do that job much better. Group support is one of the four foundational principles that underpin the models and options. These principles are common to all the models and central to our thinking:

- Purpose-driven
- Group-focused
- Defined by geopolitical boundaries
- Flexible

Options for Change

Travis then walked the conference through two alternative models for service delivery that the board included with the 2010 Conference Report.

Model One

Group Support Unit: A small body devoted solely to the needs of the group Local Service Unit: This body is the workhorse of the system. Most service provision happens at this level.

- Plan- and project-driven.
- Divided by city or county boundaries as much as possible Geopolitical Unit: This body is the state/province/country level.
- Coordinates services best handled at this level, such as some public relations activities.
- In Model One, sends a representative to the world level. Zones: Zones function very differently according to which model we are discussing. In Model One, zones are similar to our current zones.
- Not part of the formal decision making structure
- Can provide some services such as FD, or just function as a sharing forum
- Help connect GPUs

Model Two

The biggest difference in Model Two is in how seating at the conference works and the corresponding changes in the role of zones. Seating in Model Two is on a zonal basis. Delegates to the WSC would be apportioned and/or selected according to zones. This would no doubt mean that the conference would have more of an active role determining the composition of zones and the role of zones would change at least to some degree.

Alternates at the Conference

Another big change in Model Two, and a question that would need be answered in Model One, is the role of alternate delegates, Craig explained. In Model Two, alternates do not attend the conference. Given the fact that each zone would select more than one delegate, an alternate seems unnecessary. We talked quite a bit as a board about the question of alternates at the WSC, but have not reached consensus.

Value of Alternates

We talked about the value of alternates at the conference and can we realize that value other ways.

- Support for delegate: sharing the workload
- Common language for non-English speakers
- Can offer a different perspective
- Downside
- Value is not shared by all regions; not everyone can afford to send an alternate

WSC 2010:

Regional Delegates

US – 67

Canada – 5

Non US and Canada – 39

Non Seated Delegates – 2

Alternate Delegates

US – 66

Canada – 5

Non US and Canada – 15

Non Seated Alternate – 1

- Size of conference is becoming unwieldy
- Responsibilities at the world level may distract trusted servants from taking an active role in support of their region

Alternatives to Alternates

Regardless of whether alternates are present, there are things we could do to better prepare delegates:

- Better orientation for those at the WSC, including help reporting back to regions after the WSC
- Better communication processes
- More training opportunities, e.g. zonal forums, worldwide workshops

Three Options

Travis closed the presentation part of the session by explaining the three different options in the two models. These options build some flexibility into the models. They allow the models to be adaptable to different local needs and conditions.

Two-track Local Services

Places the GSU outside the stream of delegation. The GSU would not have to have elections or worry about carrying service information to and from the LSU, but groups would have to send reps to both GSU and LSU.

Intermediate Body

Comes from the need for flexibility. Where density, distance, or culture indicate, an intermediate body could be formed to meet needs.

Local Service Assembly

This idea grew out of the need to give groups oversight of the work of their LSU. A service assembly could provide a mechanism for accountability. Groups, members of the LSU and reps from the GSU would gather annually or even biennially for planning purposes.

Wrap-Up

Friday's session will be devoted to discussing concerns and offering ideas about how to have discussion with the fellowship at large. We believe these models will help us to get closer to our vision.

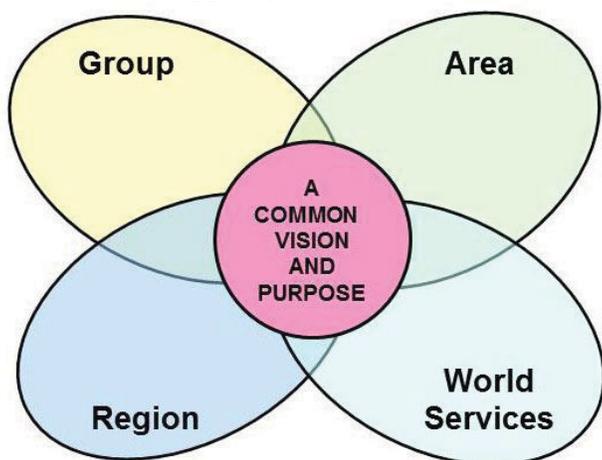
Pg 28 - LEADERSHIP PART II: THE RD AS AN INFORMATION CONDUIT

10:56 am – 12:13 pm

Jim explained that the goals of this session are to reinforce the importance and the impact of the RD's role, raise understanding of the flow of critical information within the [Service System](#), and give RDs practice determining what is important to communicate.

He talked about the responsibilities of the information conduit role within the service structure

- the need to support productive discussion (and the value it provides the entire [Service System](#))



Pg 32 - Motion 26:

To reaffirm the [Service System](#) project plan for inclusion in the 2010–2012 Narcotics Anonymous World Services, Inc. budget.

Maker: World Board

Straw Poll: Overwhelming support

Pg 33 - Motion #26 It was M/C World Board

To reaffirm the [Service System](#) project plan for inclusion in the 2010–2012 Narcotics Anonymous World Services, Inc. budget.

Adopted by unanimous consent

Pg 35 – Educate members:

- set up a “service station” in the homegroup to show how the money flows in our [Service System](#), and where that money goes in terms of the services they provide

Pg 37 – [SERVICE SYSTEM II](#)

Scheduled for 9:00 – 10:30 am, 11:00 am – 12:30 pm (exact running time was not recorded)

Session led by Craig R (WB), Mukam (WB)

Session Introduction and Set-Up

Mukam began the session by pointing out that more and more addicts are coming into NA, and our [Service System](#) was designed for a much smaller fellowship. This session relates to the leadership session, she said. We are going to practice thinking together about what information is needed and listening to what those around us are saying about the [Service System](#). A well-rounded point-of-view takes into account the ideas of many members.

She urged the group to understand that the [Service System](#) needs their help, explaining that the first part of the session is about what excites you and what worries you about the [Service System](#) models. This session is intended to gather input on the models and help us strategize about how to move forward with a discussion about these proposals.

Small Group Discussion

Craig explained that the purpose of this small group discussion is to begin to get a collective sense of how we feel about these proposals. Participants worked in small groups and then shared some of their ideas:

What excites you about these proposals?

- Change!
- The change bringing improved communication
- The potential for increased unity and moving toward better cooperation and shared vision
- Regions coming together in one state
- Zonal inclusion
- Unification of purpose
- Unity within groups and better support for the groups from areas and regions
- The board recognizes the need for change
- Innovation
- The possibility of experienced servants being saved training time at the GSU level and instead can work more at other levels
- Flexibility – allows it to be developed from within the groups
- Excited to be involved in the process of re-creating our [Service System](#)

What concerns you about these proposals?

- Resources drain with no substantial changes
- Struggles to communicate the process of change to the fellowship
- Struggles to connect with nearby communities with which we may not have much in common
- Areas may drop out of our region
- Too complex, too hard to understand how it relates to what we currently have
- Current structure seems to be working well
- How does this structure address cultural need and language differences?
- Groups accepting the change

- Current challenges may be problems of process, not of structure
- Implementation when we still lack human and financial resources
- How will zonal representation work?
- Distractions and negative connotations with new terminology

Small Group Discussion

After a half-hour break, the session reconvened to discuss the second two questions. Mukam explained: We will work in small groups again and begin to think about how to have the conversation about these ideas with the fellowship as a whole. Again, participants worked in small groups and then shared some of their ideas:

What challenges do you think we will face in discussing these models as a fellowship?

- Longer-term members might be resistant
- Confusion and resistance to change
- Misinformation and the difficulties that come with only conveying part of the story
- Doesn't address apathy, communication, and insufficient resources
- Conveying local significance
- Consistency in communication
- Difficulty understanding
- May pose additional challenges in rural areas; need to stress that our home groups are part of a worldwide community.
- We could use some visual aids as well as better explanation of how the proposed ideas relate to the current system.
- Need more information about fund-flow.
- Presenting information in an unbiased way What should we stress to try to show the benefit?
- A structure that works on a worldwide level
- Trying together to rebuild our Service System, not to dictate anything to our local levels
- Discussion, not a finished product
- Tell members: this is the time to get involved and express our thoughts on this project.
- Opportunity to learn how to be pro-active rather than being reactive
- Remain open-minded enough to find the benefits.
- May be more adaptable for communities with different language/cultural groups
- Trying to provide solutions that accommodate the diversity of our communities
- More local synergy, shared services, and cooperation
- Perhaps the word "correction" would be more readily accepted than "change."
- Not "changing" or "correcting," but improving our Service System. An evolution.
- May make better use of our existing resources
- The entire system is designed around better supporting our home groups and NA communities at local levels.
- Purpose-driven, group-focused, geopolitically structured, and flexible

Conclusion

Craig announced that after the conference, there would be a webpage set up for the Service System project, accessible from the conference page: www.na.org/conference. We will be providing resources for delegates to use in their regions, including a PowerPoint that explains the models. We hope this help us all to engage the fellowship in a discussion. We hope that you will share with us and other delegates on the bulletin board what your challenges and successes have been.

Pg 41 - Motion 33:

To revise the conditions of the moratorium adopted at WSC 2008 as follows:

To place a moratorium on the current Criteria for Recognition of New Conference Participants from A Guide to World Services in NA until WSC 2012. The World Board would continue to make recommendations to the conference in 2010 and 2012 concerning regions that did not result from a division of a conference seated community. No regions will be considered for seating at WSC 2012.

Intent: To allow the conference time to discuss WSC seating and the attendant policies without the added consideration of new regions requesting seating for this one conference only.

Maker: World Board

Straw Poll: Strong support

Jim B (WB Chair) explained that this is a temporary measure while we discuss changes to the [Service System](#). There will be a proposal for our policy on seating presented in 2012. Discussion acknowledges that seating has been and continues to be an issue for the conference to grapple with as the fellowship grows. While many commented on the inspirational and unifying nature of adding regions, others pointed to the unknown effects on seating of the ongoing [Service System](#) Project, the financial challenge of the continuing growth of the WSC, and the mostly US-centric nature of dividing regions that has contributed to this issue.

Pg 49 - Motion 49:

That any motions that substantially change the service structure or change the basic makeup of the conference be presented at the WSC for discussion and then be made a CAR motion sent back to groups and require a 2/3 majority to pass.

Intent: The groups do care about this and want to be included in this decision. Since it required a 2/3 majority to seat conference participants it should require the same to remove them.

Maker: Elliot (RD ABCD Region)

Elliot (RD ABCD) explained that this motion is an attempt to make sure that any [Service System](#) proposals get discussed by the fellowship. Jim B (WB Chair) said that the [Service System](#) Project Plan indicates that the workgroup would have recommendations in the 2012 CAR. The WB opposes the motion because it inserts an extra step in the process of discussion at the conference before it goes into the CAR. Motion 49 may be ruled out of order because it would amend the project plan just passed in Old Business. To reconsider that motion would require a 2/3 majority. The discussion veered away from the motion to details about the [Service System](#) Project.

Straw Poll: Limited support

Pg 53 – Motion #49 It was M/S/F Elliot L (RD ABCD) / Kenneth B (RD New Jersey)

That any motions that substantially change the service structure or change the basic makeup of the conference be presented at the WSC for discussion and then be made a CAR motion sent back to groups and require a 2/3 majority to pass.

Intent: The groups do care about this and want to be included in this decision. Since it required a 2/3 majority to seat conference participants it should require the same to remove them.

Motion failed by voice vote.

The WB chair provided assurance that the board intends to place recommendations resulting from the [Service System](#) project in the CAR.

Pg 56 - [Service System](#)

We will be framing the discussion and developing presentation tools (including visual aids) for you immediately following this conference. We have heard your comments about the names for the units.

We will create a page on na.org for the project, where these materials will be made available. We will also work on formats for reporting back to us and providing input.

Pg 57 – Communication

In this cycle, we expect that we will make use of zonal forum participation as a way to talk about the [Service System](#) project. We would like our zonal participation to continue to grow as part of the information feedback loop.

What a Healthy Service System Looks Like

Unified, we work together in an atmosphere of recovery, with a spirit of cooperation, to achieve a common vision

All of our efforts are inspired by our primary purpose and our core spiritual principles

We move from a system of “limitations” to a system of opportunity

The system is flexible, allowing for varying conditions around the world, and so it allows for diverse means to work toward our common goals.

We are open to new ideas, and adaptable to all cultures and languages

We have a culture of planning and creativity within all elements of the Service System.

Each element of the Service System has the resources it needs to fulfill its purpose

All parts of the Service System understand their roles and responsibilities *and value*, and are empowered to contribute (time, talent, treasure)

The system engages and empowers individual members; NA members are attracted to service work and stay involved. Participating in service is seen as a vital part of recovery

There is a more open flow of communication—clear, timely, accurate, and relevant information—throughout the Service System.

NA nurtures productive and cooperative relationships within the fellowship and with the public

There is a positive impact on external recognition, credibility and respect for NA

NA continues to grow and to save lives

[NAWS News \(2010-06-14\) 12 pgs](#)

Pg – 1

Service System – The service system webpage is now online and includes all of the material distributed at the conference as well as background reports and a current update. There is a link to a bulletin board for the project there as well. We plan to hold a series of five US workshops, mid-August through mid-November, to discuss and gather input on the structural model proposals. Updates will be posted online as they are available: www.na.org/?ID=servsys.

Pg – 2

OUR VISION, OUR FUTURE: A NEW CONFERENCE CYCLE IS BEGINNING

We are enthusiastic about the 2010–2012 cycle, which asks us to remain open-minded, willing to change, and to plan effectively. In addition to our two carryover projects, the Service System and Living Clean, we have essential services, Issue Discussion Topics, and the 34th World Convention of NA in San Diego to bring into being. Additional projects were approved, yet need resources to implement. Our hope is to have public relations roundtables and initiate a service material workgroup for the 2010–2012 cycle, so there is much we need to talk about together in the cycle ahead. At the conference, we presented service system models with new structural ideas. We have been using a service model designed in the 1980s whose effectiveness and lack of flexibility may have outlived itself. We will be developing session material to discuss these service system proposals fellowshipwide.

Pg – 3

IN TIMES OF ILLNESS & NEW SELF-SUPPORT PAMPHLETS

At WSC 2010, conference participants were responsible for expressing our fellowship's conscience regarding a number of old business motions. The first of these motions, which passed by unanimous consent, was to approve A Vision for NA Service as a replacement for the NA World Services Vision Statement. The revised vision was expanded in order to be applicable for all NA services, beginning with the group. This expanded vision statement was a first milestone for the Service System Project, and we hope that it will serve to inspire service bodies at all levels and encourage greater unity throughout NA. You can find a copy on the back page of this report.

SERVICE SYSTEM & WSC SEATING

Another topic you will hear plenty about this cycle is the service system. This conference marked the beginning of what will become a fellowshipwide discussion on alternative models for service system delivery. Several sessions of the conference were devoted to presenting and gathering input on proposals the board is offering for new service delivery structural models. We heard a lot from delegates ranging from excitement about a system that focuses more clearly on the needs of the group to generalized anxiety about change.

We asked conference participants what concerns and excites them about the proposals and we received input that the workgroup and board will review at their next meetings. Some of the feedback points to aspects of the models that simply need clarification. For instance, some participants were concerned that the models add layers of service. In fact, they do not, so that seems to be an aspect that needs clarification. Other feedback indicates some areas that the board may want to reexamine and perhaps revise. For example, the name "geopolitical" concerned some members. The workgroup will discuss this sort of input and work on possible changes to present to the board. After the board meeting in July, revised materials will be available.

The conference also offered some input that will help frame the fellowshipwide discussion about these concepts and models. Participants were asked, "What challenges do you think we will face in discussing these models with the fellowship? What should we try to stress to show the benefits?" Many delegates expressed anxiety about having to explain these ideas on a local level when they were only just grasping the information themselves. We are trying a number of things to help.

First, we launched a webpage devoted to the project at www.na.org/?ID=servsys. The first three links on that page are a good "starter kit" for anyone trying to get caught up with the project. There is a link to a two-page essay giving the background of the project and explaining why it was undertaken. There is a one-page update about current work, and there is a formatted version of A Vision for NA Service, adopted at WSC 2010. Along with those pieces, the page has links to a discussion board for the project, as well as downloadable copies of the material distributed for WSC 2010 and material on the project published in previous reports.

The other thing we are starting to plan that will help is a series of United States workshops. We are planning five workshops in the US between mid-August and mid-November at places with concentrated fellowship density. Right now we are thinking of New York, Florida, California, Texas, and a Midwest city like Chicago or Detroit. These workshops will give us a forum where we can talk with members about the ideas presented at the WSC, answer questions, and get input. We will have a revised report, session outlines, and Flash and PowerPoint presentations for delegates and others to use locally to further the discussion. We also want to devise some sort of tool or template to help you provide input more easily.

These workshops would be held in lieu of the two US worldwide workshops we would normally have and some zonal forum attendance. Obviously, we need a strategy to engender fellowshipwide discussion that extends beyond the United States, but we aren't yet sure how to have that international discussion in an economically feasible and practically effective way. We welcome your ideas, and will publish our thoughts in *NAWS News* when we make further plans.

The Service System Workgroup meets at the end of June, jointly with the Executive Committee of the board. The board meets in July, and any tools or plans that are produced as a result of those meetings will be posted on the webpage for the project.

Pg – 4

PROJECTS FOR 2010-2012

The conference supported all of the projects we proposed. We offer project plans with a defined scope yet some are ongoing every cycle like the Fellowship Issue Discussions. We have two large carry-over projects, the Service System and Living Clean. Both of these projects were originally approved at WSC 2008 as two-conference cycle projects. Both will continue with the same workgroups and require significant human and financial resources. Due to our current financial reality, we do not know when other projects can or will be undertaken. The Public Relations roundtables and service material projects may be undertaken later in the cycle if resources permit. We thank the conference for their support with the projects that were approved.

Fellowship Issue Discussions

This project will be initiated with session profiles that focus discussions on the newly approved A Vision for NA Service, the *In Times of Illness* booklet, the newly approved self-support pamphlets, and the service system discussion material. Later in this cycle, a session profile will be forwarded that focuses discussion on the group and members to help better carry our message of recovery.

Service System

We are grateful that the vision statement was supported and we have an inclusive vision for our future. In this upcoming cycle, the proposed models for improvements to our service system will be rolled out for discussion throughout our fellowship. Following these discussions and factoring-in of new ideas, our goal is to present proposals in the 2012 *Conference Agenda Report*.

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OUR VISION, OUR FUTURE

We will have our first board meeting of the new cycle on 29- 31 July 2010. At that board meeting we will be reviewing recommendations from the Business Plan Workgroup, moving forward with WCNA 34 planning, and updating the status of “Living Clean” along with the ongoing stream of other activities that occur in a worldwide fellowship. We will recap the discussions regarding the service system, continue that dialogue and roll out US workshops and tools for this cycle.

[NA Way \(2010-07-22\) 18 pgs](#)

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Our Vision - The beginning of a new conference cycle

We have been using a service model designed in the 1980s, whose effectiveness and lack of flexibility may have outlived itself. At the conference, we presented initial ideas for redesigning the service system, that now need to be reviewed and discussed fellowshipwide. The Service System Project webpage is now online and includes material distributed at the conference, background reports, a current update, and a link to a bulletin board for the project, too. We plan to hold a series of five US workshops, mid-August

through mid-November, to discuss and gather input on the structural model proposals. Updates will be posted online as they are available: www.na.org/?ID=servsys.

NA Way (2010-10-19) 19 pgs

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How Do You Think We Can Improve the Service System?

We—world services together with interested members of the fellowship— are trying to design alternatives to our current service system, ways to more effectively serve the groups and better reach the addict who still suffers. The Service System Project, which was unanimously adopted at the 2008 World Service Conference and affirmed at the 2010 conference, was to generate ideas about how to solve some of our ongoing problems with NA service.

We are holding five US workshops during September and October to discuss proposals for changing our service system. Suggestions in the proposals include ideas such as:

- Forming service bodies along state, national, and provincial lines (as well as town, city, and county lines) to make it easier for addicts to find us, and for people who deal with addicts to communicate with us.
- Using projects and a plan to coordinate services on a local level instead of having standing committees.
- Having a service body or a meeting devoted strictly to supporting the groups.

There is bound to be something to excite you, and maybe even something to concern you (though we hope not), in the proposals. If you were unable to go to one of the workshops and you have not seen the proposals yet, please have a look. Everything related to the project is posted online at www.na.org/service system. On the Service System Project webpage you will find links to:

- The proposals for structural change
- Project background and updates
- A discussion board devoted to the project
- PowerPoint presentations and session outlines
- A form for input on the proposals

We welcome your thoughts at any time, but input specifically about these first draft proposals is due by 31 December 2010. We will release new material in 2011 and will have a better idea at that time of what we will talk about at the 2012 World Service Conference. Please participate in this important process. We cannot be successful with change of this scale unless we all work together.

www.na.org/servicesystem

NAWS News (2010-12-03) 8 pgs

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The Service System webpage is online and has all material distributed since the conference, plus background reports and an update with shortened session profiles for local workshops. There is also a link there to a project discussion board. We held many workshops in the US and a variety of other locations. Thanks to the many members who participated, and to delegates who have been hosting local workshops. Please forward your input by 31 December 2010. Updates will be posted online as they are available: www.na.org/servicesystem

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OUR VISION, OUR FUTURE A NEW CONFERENCE CYCLE UNFOLDS

We held our initial meeting of this conference cycle 29-31 July 2010 in Chatsworth, California. Our agenda was ambitious, with a focus on the Service System Project. We spent half a day discussing the Service System Project, its timeline, charge, next steps, and what we desire from the workshops. In our second board meeting, 21-23 October 2010, we spent a day and a half refining the session profiles based on input from three previous workshops. Our goal in all of the workshops we participated in was to gather input, but more importantly, to create a common understanding of the proposals in their current form. We see this as the only way to proceed down this path together. More information about the Service System Project and next steps are included in this *NAWS News*.

In making our decision about *NAWS News*, we took into consideration expenses for planning and mailing information on the Service System Workshops, reporting needs in addition to the Service System Project, fiscal prudence, and diminishing resources.

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SYSTEM SERVICE

Much has happened since we last reported in *NAWS News* about the work of the Service System Workgroup. The workgroup met three times since the conference, once with the EC and once with the board as a whole. Information has been revised from what we presented to the conference, a webpage for the project has been launched (www.na.org/servicesystem) and five US workshops and several shorter workshops in other countries were held. Now we are collecting input on the proposals in preparation for revising them again in 2011. Here are some highlights of the ground we've covered and where we expect to be by WSC 2012.

The Executive Committee spent a day with the Service System Workgroup in June to discuss revisions to the Service System Proposals the board presented to the conference. Many of you (we hope most of you) have seen that revised material by now. We used the input we received from WSC participants to simplify the framing of the proposals. The information is basically the same, but we think the revisions make the information easier to understand and to present.

At our joint meeting with the workgroup, we also talked about the areas we felt needed further discussion or where there are questions we have not yet answered. Since that time, many of these answers have begun to come through our more recent work on the processes, people, and resources portions of the service system. We have started talking about planning processes and leadership development processes, for instance. These ideas, together with the input on the current proposal drafts, will get factored into the revisions to the proposals in 2011.

During our July board meeting, we reviewed the revised materials and achieved broad agreement on the changes in the proposals. A revised and reformatted version of the service system proposals report was mailed to conference participants, posted on the Service System Webpage (www.na.org/servicesystem), and discussed at numerous workshops.

We held five weekend-long US NAWS workshops:

- 17-19 September in Dearborn, Michigan
- 24-26 September in Dallas (Grapevine), Texas
- 15-17 October in Oakland, California
- 29-31 October in Baltimore, Maryland
- 29-31 October in Orlando, Florida

We also had sessions about the service system proposals in several places internationally (and California):

- Guadalajara, Mexico: Mexico Occidente Regional Convention
- Israel: European Delegates Meeting
- Culver City, California: Hispanic Area Convention

- Honduras: Honduras Regional Convention
- Chandigarh, Punjab, India: SIRSCONA workshop
- Siliguri, West Bengal, India: NERF workshop
- Toronto (Mississauga), Ontario: Canadian Assembly and CCNA (RD-led)

During our October board meeting, we spent a day with the workgroup to discuss some of what we heard at those workshops as well as some of the workgroup's initial ideas about processes. This wasn't a decision-making meeting for us, just a chance to meet jointly and begin talking about some of the ways the proposals could be improved after the end of the year. We will meet with the Service System Workgroup again in January. At that time, we'll have received all of the input from local workshops and begin making decisions about revisions to the proposals.

We have tried to help those of you who are holding locally based workshops. We released a session outline and PowerPoint for a 90-minute to two-hour workshop. Both of these are available on the Service System webpage: www.na.org/servicesystem. We encourage everyone to send us any input from local workshops or from interested members. We've posted an online form to make it as easy as possible to send us input, but we will take it in whatever form it arrives: online form, email, fax, or post. We are grateful for your efforts and your ideas.

Many of you have expressed anxiety about the time frame involved in communicating these ideas, getting input, and revising the proposals. We want to reassure you that 31 December does not represent the end for input on this project or even on the ideas contained in the current proposals. All of the input we've heard so far indicates that the revisions to the proposals will most likely involve refining and adding to these ideas, not rejecting them in their entirety and issuing a radically different set of proposals. The process of developing these ideas is more of an evolution than a revolution, and if you are putting on a local workshop late in the year, you need not worry that you will be talking about information that will become irrelevant in a short period of time. Further, if you are gathering local input, that input is useful even if it comes after the deadline and can't be factored into this set of revisions. Work on a local level will not be wasted even if it's at or after the end of the year.

We've talked within the board and with the workgroup about the time table for this project and what seems realistic to discuss and decide upon at the 2012 World Service Conference. Most likely, what we will be publishing in the 2012 *Conference Agenda Report*, for discussion and decision at the conference, is a set of "agreements in principle," not unlike the resolutions voted on at the 1996 conference that led to the restructuring of world services. Pending the conference's decision on those agreements, we expect to need a project for some sort of transition group to lead us into the next stage in this process of change. We are not trying to rush this process, and we continue to welcome your input.

We realize with our current direction for "agreements in principle" that may be offered at WSC 2012, the WSC seating component of the service system is involved. We have been functioning under the premise of coming to WSC 2012 with a proposal for seating. The discussions at WSC 2010 seemed pretty clear that people are not in a rush and want adequate time for discussions. To separate seating from an entire service system is not practical and will detract from our goal of developing a system for effective service provision. We are taking this opportunity to inform you that we will be engaging conference participants in a discussion of what should happen when the current moratorium expires at the close of WSC 2012. The current moratorium states we will only consider regions not resulting from a regional split for seating at the conference.

If you haven't yet visited the Service System webpage, we hope you will. In addition to the proposal report, the page also contains:

- A two-page essay on the background of the project
- A formatted version of A Vision for NA Service, adopted at WSC 2010
- The discussion board for the project
- Downloadable copies of the material distributed for WSC 2010
- Material on the project published in previous reports
- Session profiles and PowerPoints from the workshops in the US

- An abbreviated session profile and PowerPoints for shorter local workshops
- An online form to use to give input on the proposals

Most of these materials are now also posted in Spanish.

[NA Way \(2011-01-21\) 19 pgs](#)

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Service System Project Update

Narcotics Anonymous members carry the message at more than 58,000 recovery meetings per week. In so many ways and so many places, NA is successfully helping addicts find recovery, yet we continue to face struggles in providing many of our basic services. For years we have encountered the same challenges throughout our service system like apathy, poor communication, and insufficient resources.

The four-year project was approved by the 2008 WSC to take a holistic look at NA service, and propose options for change. Our first step in the project was to create A Vision for NA Service, which was approved unanimously at WSC 2010 and serves as a focal point for all our service efforts. The aim of the Service System Project is to offer ideas to improve all NA services, including those that are already working well.

These considerations led to the structural proposals we first presented at the 2010 WSC, and which are available for downloading from the Service System Project webpage: www.na.org/servicesystem. This is just the beginning of a conversation about options for change. The proposals are not motions to be voted on; they are ideas to be discussed. To introduce the proposals to the fellowship and encourage discussion:

- We a webpage (www.na.org/servicesystem), which includes:

- The Structural Proposals Report
- A Vision for NA Service
- Project updates and background
- A link to the online discussion board (<http://disc.na.org/servsys/index.php>)
- PowerPoint presentations
- Workshop session profiles and handouts
- Spanish language materials
- Project input form

- We discussed and gathered input on the proposals at five US Service System workshops and in workshops at both the Mexican and Honduran regional conventions, the European Delegates Meeting in Israel, and the Canadian Assembly in Toronto. These workshops familiarized local members with the material, preparing them to share the information at many local workshops throughout the fellowship.

We welcome your thoughts at any time, but input specifically about these first draft proposals is due by 31 December 2010. Once we have processed the input, we plan to re-release the proposals along with some new ideas about some of the key processes we use to deliver services, such as communication, decision-making, planning, and training. Please visit www.na.org/servicesystem for complete project background, updates, and materials.

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Money Matters: Self-Support in NA

To fulfill our spiritual aims—our vision and the primary purpose of the groups we serve—our service system relies on contributions from NA members who have found freedom from addiction and are living productive, responsible lives, and from NA groups that have grown and thrived by providing a supportive atmosphere of recovery for addicts. But the practice of self-support involves more than just supporting our own groups and areas. Self-support in NA also means providing our service system with the resources necessary to reach addicts we aren't yet reaching and to make our message available in places where there currently are no meetings. These tasks are not always easy or inexpensive, but our recovery calls for us to do the best we can. People, ideas, money—all of these resources are critical in our efforts to make sure that addicts everywhere know that another way of life is possible. During the 2008-2010 conference cycle, one of our projects involved updating our pamphlets on self-support to help address the fact that many members still contribute the way they did when they first found recovery in NA, in terms of both individual contributions and the fund-flow model being used to pay for NA services. The money we put in the basket doesn't go nearly as far as it once did, and the "trickledown" fund flow model has never provided our service system with a stable or reliable stream of contributions.

[NAWS News \(2011-03-08\) 10 pgs](#)

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Service System – The Service System webpage is online and has all of the material distributed since the conference, as well as background reports and a current update with the shortened session profiles for local workshops. There is a link to a bulletin board for the project there as well. Updates will be posted online as they are available: www.na.org/servicesystem

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OUR VISION, OUR FUTURE A NEW CONFERENCE CYCLE UNFOLDS

We met 19-22 January 2011 in Chatsworth, CA. Our four day agenda was ambitious; we had many areas to be covered in this meeting in light of our decision to cancel our March meeting. We spent two days focused on the Service System Project; one day we reviewed and discussed fellowship input on the proposals and day two was facilitated by Jim Delizia, who helped us refine the revised proposals. Our Service System Workgroup partners were with us for these two days. In this *NAWS News*, there is a synopsis of points and the website is a great source of current and past information about this project. We hope you will take the time to visit the service system area on the website, www.na.org/servicesystem.

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SERVICE SYSTEM

As many of you (perhaps most of you) already know, we met jointly with the Service System Workgroup again in January. We reviewed the input we'd received on the first draft proposals and talked about our impressions from the service system workshops and sessions we have facilitated and attended.

INPUT ON THE FIRST DRAFT PROPOSALS

We received input from:

63 individuals, 6 groups, 14 ASCs, 27 RSCs, 18 workshops (not including the 5 NAWS US workshops)
10 countries: Canada (3 provinces), Finland, Honduras, Mexico, Panama, South Africa, Sweden, US (30 states), the UK, and Venezuela

As we ebled to delegates, we made some decisions about how to revise the proposals—both how to refine some of the existing ideas about structure and what to add at this stage about process. Certainly, it is clear that this continues to be a work-in-progress. We are currently working on those revisions and expect to have them

out sometime in March. In the meantime, if you have not read the February 2011 update yet, we have posted it online, and it offers a brief explanation of what we expect those changes to be: www.na.org/servicesystem. These “second draft” proposals should form the basis of conversations that will help shape the material in the *Conference Agenda Report*. At this point, we expect to include a set of “agreements in principle” for decision by the conference. We also expect to be presenting a project plan for some sort of transition workgroup (this project plan would be included in the Conference Approval Track mailing along with the other project plans).

We continue to welcome your ideas and input about the service system. What kind of changes can we make to more effectively carry the message? One of the areas we are specifically looking for more information about is shared services. If you have had experience working with a successful shared services body of some kind, we’d like to hear from you. We are particularly interested in hearing how you dealt with the potential pitfalls or challenges related to accountability and delegation in a body formed to share services between two ASCs, for instance. Please write to us at worldboard@na.org with your best practices.

Thank you for your help so far in spreading the word about this project, putting on workshops and talking about ideas in your service bodies, sending us input, and generally trying to help us move forward in this process of change. Together we can.

UNITED STATES SERVICE CONFERENCE

We have received a number of inquiries about a United States fellowship assembly or USSC. There may be perceptions that this is either a part of the Service System Project or in response to it, but this is not the case. We are three years into the Service System Project and have only seen the same emails that most of you have. Since this event is not being coordinated by any duly elected representative or by any registered area, region, or zone, we are not really comfortable commenting. There are issues that are raised in their material about NAWS, and we are happy to respond to those questions. A United States conference is not an idea that we believe will help us better achieve our primary purpose, or we would have included it in the Service System proposals. As always, we are open to your concerns, ideas, and comments.

[NA Way \(2011-04-08\) 19 pgs](#)

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Service System Project Update

One of the objectives of the 2010 NAWS Strategic Plan is to... ..transition from a service *structure* to a service *system* that is driven by unity in fulfilling our primary purpose and that is flexible in meeting the diverse service needs and goals of NA communities.

In August of 2010 we released a set of proposals that outlined some ideas about what such a service system might look like. We gathered input from the fellowship, held workshops around the US and sessions in other locations, and then we revised the proposals in March. These revised proposals will be the basis of further discussion that will help us to frame the material contained in the 2012 *Conference Agenda Report*. You can find the revised proposals and all other material related to the Service System Project online at www.na.org.

Foundational principles of a revitalized service system There are five principles that are foundational to our thinking and common to each of the structural changes proposed:

- Purpose-driven
- Group-focused
- Defined by geographic boundaries
- Flexible

Collaborative

Thank you to everyone who took the time to read and give input on the first draft proposals. We continue to encourage you to share your ideas about how we can build a system that helps us to best achieve our primary purpose.

One of the specific things about which we are seeking input is shared services. Have you ever been part of a successful shared services body? We would love to hear about how that shared services body functioned—particularly how you dealt with issues of accountability to the different areas that the body was to serve.

Please write to us with your experience: worldboard@na.org.

Please visit

www.na.org/servicesystem

for complete project background, updates, and materials.

NA Way (2011-06-29) 19 pgs

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Service System Project Update

There is not much new to report on the Service System Project since the last *NA Way Magazine*. We released revised proposals in March. That draft and all other materials related to the project—including session profiles and PowerPoint presentations for the current proposal draft—can be found at www.na.org/servicesystem. That page will be updated with the latest information, including any ideas that come out of the June joint meeting of the World Board and Service System Workgroup.

Please continue to spread the word about the project. The 2012 *Conference Agenda Report* will include a set of “agreements in principle” related to the proposals to be voted on at the World Service Conference in April 2012. If those agreements pass, the board will present a project plan for some form of transition workgroup for the 2012-2014 cycle.

For additional and updated information, please visit: www.na.org/servicesystem

NAWS News (2011-08-16) 8 pgs

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The Service System webpage is online and has all of the material distributed since the conference, as well as background reports and a current update with the shortened session profiles for local workshops. A link to a bulletin board for the project is there as well. Updates will be posted online as they become available:

www.na.org/servicesystem

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OUR VISION, OUR FUTURE CONFERENCE CYCLE 2010-12 CONTINUES TO UNFOLD

We met 15-19 June 2011 at WSO Chatsworth. We had an ambitious four-day agenda after cancelling our March meeting to conserve resources. We spent two days focused on the Service System Project; day one we collaborated on processes for various aspects of the proposed system, and day two was facilitated by Jim Delizia, who helped us refine the proposals which we will forward in the *CAR*. Our Service System Workgroup

partners were with us for these two days, which was bittersweet as this was the last meeting of the workgroup. The workgroup will be communicating by email as we move the proposals forward. In this *NAWS News*, there is a synopsis of points from our meeting, and the website is a great source for current and past information about this project. We hope that you take the time to visit the Service System area on the website, www.na.org/servicesystem

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SERVICE SYSTEM

We met jointly with the Service System Workgroup over two days of our June meeting, with one of these days being facilitated by Jim Delizia. Since our January 2011 meeting, we have released a revised copy of the Service System Proposals document and added a number of resources to the project webpage, including session profiles and PowerPoints for local workshops. These can be found online here: www.na.org/servicesystem

We also put together a session profile and accompanying PowerPoint focused on A Vision for NA Service, an integral part of the earlier stages of the Service System Project. This material can be found online at: www.na.org/?ID=IDT-IDT

We reviewed the fellowship input we received on the proposals since our last meeting, talked about a number of key aspects of the proposals, and began to discuss what material will be in the 2012 *Conference Agenda Report*. We've received a few questions about how long we will be taking input on the proposals, and we want to clarify: In a broad sense, we appreciate input at any point since any changes to how we deliver services need to involve collaborative efforts and the more conversation we can have together, the better. In terms of having a specific effect on the written proposal report, however, input received after the October board meeting is unlikely to effect the third draft proposals because we will need to draft the *CAR* and finalize the third draft proposals shortly after our October meeting.

As we have reported previously, the issues of how groups get their literature, how funds flow through the service system, and how shared services work in a revitalized system are among the things that need further definition in the proposals. These topics were a focus of our discussions in our two-day meeting. We also spent time talking about the possible roles of zonal forums, how service body boundaries might be established, and the possible advantages of more effectively coordinating planning cycles across the system. We expect to offer more material on all these topics in the near future as we move towards a third draft of the proposals for inclusion in the 2012 *CAR*.

We discussed seating issues beyond our January decision to propose seating state, national, or provincial bodies at the WSC, such as what further seating criteria will be needed, and ideas for how to accommodate service provision in both very large and very small states, national or provincial service bodies.

Our other major task was to begin to frame a series of “agreements in principle” which would be included in the 2012 *CAR* and voted on at the 2012 WSC. The third draft proposal report will be included in the *CAR* but provided more as background information for the thinking that led to the agreements in principle. The proposal report itself will not be voted on. The agreements are broader in nature—thus the “principle” part of “agreements in principle.” Our belief is that each of these agreements will provide an essential piece of the foundation for the next phase of the project. Because we are proposing a system, really these agreements in principle all work together. In this respect it's almost artificial to separate them into distinct ideas to vote on, but we understand that is the way that these ideas will be workshopped and discussed. After a discussion, we decided that including them as distinct ideas to be voted on separately would be easier for all and would allow someone who agreed with most of the ideas but strongly disagreed with one to register that disagreement. As we reported in January's *NAWS News*, we also expect to offer a project plan to form some sort of transition workgroup as part of the Conference Approval Track material in January.

June saw the last meeting of the Service System Workgroup. We want to take this opportunity to express our heartfelt gratitude to the workgroup members, who have spent three years and countless hours working on this project. One unique aspect of this project is that for the first time we met jointly with a workgroup. We believe

that this has been a great success, due in part to the experience and hard work of the workgroup members. Thank you all for your dedication.

We also want to thank all those members who have organized and attended service system workshops throughout our fellowship. Your ongoing participation is an invaluable part of this project.

[NA Way \(2011-09-26\) 24 pgs](#)

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A Vision for NA Service

A Vision for NA Service, which was developed as part of the Service System Project, was unanimously approved at WSC 2010 to replace the NA World Services Vision Statement. The main difference is that the vision has been expanded to apply to all NA services, beginning with the NA groups. Our hope is that this new vision statement will be an inspiration to all NA members and to service bodies at all levels, and that it will encourage greater unity throughout NA.

The Vision IDT session gives members an opportunity to look closely at all of the components of the vision statement and discuss how each of its points applies to their own personal roles and the roles of their groups and service bodies in working to achieve the aims set out in the vision.

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The 2012 *Conference Agenda Report*

There will also be a set of “agreements in principle” about the service system to be voted on at the next World Service Conference. The latest version of the Service System Proposals will also be included to provide background information for the agreements in principle. As always, the *CAR* will be mailed to conference participants and regions, and it will be available for sale at NA World Services or as a download on the World Service Conference web page: www.na.org/?ID=conference-index

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Invest in Our Vision

But as every member who has been of service to NA in any capacity knows, service funds are needed to accomplish our goals at all levels of our service system.

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Service System Project Update

What’s Happening to Our Service System?

Regular readers of *The NA Way Magazine* may have noticed updates on the Service System Project in the last few issues. Others have been able to attend one of the many service system workshops around the world. For those of you who haven’t seen those pages or couldn’t make those events (we’ve missed you!), the good news is that it’s not too late to find out what’s going on, and it’s not too late to get involved.

What Do You Mean by “Service System”?

For the last three years NAWs has been talking with interested members around the world about our service system. We put together a project and a workgroup that are collecting best practices and other ideas, and proposing possible changes to revitalize NA service. Our hope is to create a system with all the different parts working together to better fulfill our primary purpose, rather than simply a collection of service bodies that are often short on resources and don't always function together toward a common goal.

So far, the project has produced A Vision for NA Service, which is intended to serve as a common goal and inspiration for service work throughout NA. This was included in the *2010 Conference Agenda Report* and unanimously approved at the 2010 World Service Conference.

We have also published a first and second draft of a Service Systems Proposals report that is packed full of ideas for a revitalized system. However, building a system involves much more than reports and articles in magazines. Our hope is that NA members around the world will continue working together to discuss the ideas from the project. In some places, NA communities are already trying out some of the ideas presented in the proposals. We are interested in hearing from you: What do you think will help improve service delivery in your community?

How Can I Find Out What's Happening?

The first stop is the Service System Project webpage at www.na.org/servicesystem. Here you can find everything you need to know about the project, including its background, the vision statement, proposals report, project updates, and a range of materials to help local members hold workshops in their home communities.

For those of you planning to attend WCNA 34 in San Diego, the World Board will be hosting three forums devoted to the ideas from the Service System Project. Two of the forums will present the ideas in the proposals and the other will be more of a town hall format, devoted to questions and answers about the ideas. We hope to see you there!

What Happens Next?

The *2012 Conference Agenda Report* will contain a series of "agreements in principle," each of which will express a fundamental part of the systemic changes being proposed. Each agreement in principle will be the subject of a *CAR* motion, enabling groups to approve each part of a broad base of commonly agreed-upon principles. If this foundational set of agreements is approved, the board will present a project plan for a transition workgroup of some kind, and we will move forward together into the next phase of the project. For additional and updated information, please visit: www.na.org/servicesystem

[NAWS News \(2011-11-22\) 2 pgs](#)

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Here are some of the items you will find in the 2012 *CAR*:

Service System Project: based on the work of this project, the *CAR* will contain eight resolutions for discussion and decision at WSC 2012.

[NA Way \(2012-01-12\) 18 pgs](#)

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The 31st World Service Conference

Inspired by Our Primary Purpose
29 April – 5 May 2012
Woodland Hills, California, USA

Visit the WSC area of our website
to access or purchase the

Conference Agenda Report

• “Living Clean: The Journey Continues”

• The Service System Project

• Regional Proposals

• FIPT Motions

www.na.org/conference

Conference Approval Track (CAT) material will be available in late January.

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Invest in Our Vision

Western Service Learning Days
Redmond, Oregon, USA—October 2011

At this year’s WSLD, we presented workshops on a variety of topics including public relations, the Service System Project, fellowship development, the recently developed *Planning Basics*, and recently updated *H&I Basics*.

Learn more about WSLD on their website at: www.wsld.org

Canadian Assembly/Canadian Convention of NA
(l’Assemblée canadienne de Narcotiques Anonymes
Convention canadienne de Narcotiques Anonymes)
Saint John, New Brunswick, Canada – October 2011

Attending CANA provides us with a great opportunity to meet with all of the nation’s regional delegates and alternates in a single setting, and to provide information and support to other Canadian trusted servants and interested members. We are typically allotted a significant portion of time in the agenda for NAWs sessions, which have been used to provide workshops on Issue Discussion Topics, workshop facilitation training, the Service System Project, strategic planning, public relations, and many other topics.

[NAWS News \(2012-01-25\) 6 pgs](#)

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The Service System third draft proposals, history of the project, a summary of reporting, as well as other material relevant to the project can be found at www.na.org/servicesystem

INSPIRED BY OUR PRIMARY PURPOSE MOVING TOWARD WSC 2012

To begin the New Year, we met 5-7 January 2012 at WSO Chatsworth, CA. We had an ambitious and productive three-day meeting with our primary focus toward the Conference Approval Track (CAT). We discussed the Service System Project, focusing on delegation and proposal issues; the website is a great source for current and past information about this project. We hope that you take the time to visit the Service System Project area on the website, www.na.org/servicesystem.

During this meeting, we finalized the Strategic Plan for 2012- 2014 and discussed WSC sessions; including how to talk about our planning process and communicate effectively how that process is clearly linked with scanning and other information in *Planning Basics*. We spent time discussing the upcoming budget proposal and project plans including possible next steps with the Service System Project.

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SERVICE SYSTEM

We had attended two *CAR* workshops prior to the board meeting and discussed our interactions with members in these workshops along with their issues of concern. We heard three recurring issues.

One thing people asked about was project background – where did this project come from? The Service System Project stemmed from efforts to address what seem to be perennial challenges on a local level. Over the years, we have heard the same concerns with local service delivery from various sources. Worldwide workshops asked what were the significant issues members faced and apathy was usually the #1 challenge – members did not want to be involved. During the PR roundtables, professionals from treatment, medical, and judicial fields stated that there were significant challenges with contacting NA in specific locales, often involving the need to contact multiple services bodies. Finally, we had several IDTs focused toward service delivery (e.g. Infrastructure, Our Service System, and Leadership) over the last ten years. Members repeatedly brought up lack of training and mentoring, a lack of trusted servants, negative atmosphere of recovery in service meetings, and ineffective services such as helplines with no one answering the calls. There have been efforts over the years to “patch” some of the “holes” in the system, but after hearing the same challenges for so long, taking a holistic approach to examining and suggesting improvements to the service system seemed to be the wisest approach to resolving some of these issues. More information about the background of this project can be found at www.na.org/servicesystem.

A second issue which has been voiced at the *CAR* workshops is that of delegation. For one thing, there seems to be a misconception that the Service System Proposals are outlining a system in which groups would no longer be voting on matters for the WSC. There is no intention whatsoever to distance members, and certainly no suggestion to remove a member or group’s voting privilege for WSC matters. The proposals are geared toward consensus-based decision making, but this in no way removes the group’s ability to vote on proposals/motions/items affecting the WSC. It’s worth noting that not every region in NA functions the same way with *CAR* voting; some gather their conscience at workshops or assemblies, some use area voting, and some gather group tallies. *We are not proposing anything that would change those practices.*

Delegation on a local level, on the other hand, may function a bit differently for some communities, if the ideas in the Service System Proposals were put into practice. The group support unit is focused toward group issues, and GSU meetings would be held separately from the LSU, which is based upon a planning cycle for local service projects and ongoing services such as H&I. The local service unit, as described in the proposals, meets quarterly to make decisions and have discussions about planning, prioritizing, and overseeing work. Much of the administrative detail on a local level is delegated to the local service board, as well as the project workgroups and committees, in the hopes that the LSU meetings can be focused on broader strategic discussions, more deliberate decisions about resources, and oversight of the work being done. In other words, delegating more of the administrative detail ideally would promote groups’ participation in decision making, rather than discourage it, as groups are better empowered to make decisions that affect local practices and outcomes.

Thanks to the discussions held at the two *CAR* workshops, we were able to clarify these points on the session profiles and PowerPoints for subsequent *CAR* workshops. These third draft proposals, outlines and PowerPoints for local *CAR* workshops can be found at www.na.org/servicesystem.

Finally, the third issue regarding the service system centers on a common theme of questions about the specifics of implementation (e.g., “What will happen to my ASC if...”, “What if other ASCs in the region decide...?”, “What if my group decides...?”) In a sense these sorts of questions put the “cart before the horse”. We are offering resolutions in the *CAR* which move us in a direction. Until we know whether we have agreement in principle about the broad ideas being proposed, it seems premature to work out the details of a transition to that system. We will be offering a project plan at the conference to accomplish the next steps with the service system project; the concrete details of implementation will be addressed in the transition/implementation aspect of this project.

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CAR WORKSHOPS

Two types of items in the *CAR* are designed to gauge preferences and support levels for ideas that will inform and guide future work. They may lead to future decisions, but are not decisions that will be made at this conference:

- Straw polls: Non-binding votes intended to gauge support for more specific aspects of the service system proposals. Results are intended to be used to guide future work.
- Regional proposals: Ideas forwarded by regions for study and consideration in lieu of regional motions. They are not being presented for decision at this time. We have had several delegates ask how they should be gathering a conscience for the straw polls in the *CAR*. We have heard that some delegates were using straw polls to gauge the level of support in their region, while others were simply asking for a yes (support) or no (do not support) vote. For purposes of clarity and a definite direction, at the conference we will be asking delegates to vote yes (support) or no (do not support). This seems like the easiest way to measure the level of support for the ideas and to best serve the future of this work. Thank you to all who asked. Two types of proposals:
 - Service System Proposal Report (*CAR* Addendum A) – This is a background resource to understand the resolutions and the straw polls. It will not be voted on at this conference.
 - Regional Proposals – These are ideas from regions for study and consideration at this conference.

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PROPOSED PROJECT PLANS 2012-14

We are mindful of our resources with the project plans that we are presenting. We will be offering Fellowship Issue Discussion Topics and a plan for possible next steps with the Service System Project which is contingent upon WSC direction. Additionally, we will present a plan for a book on the Twelve Traditions, which was an expressed desire of WSC 2010 and a demonstrated priority from the literature survey, and a plan that offers a process for the current Service Pamphlet, *An Introduction to NA Meetings*, to go through to become an IP. Finally, we again will be presenting a project for public relations to hold focus groups to help us develop effective strategies and improve our communication, as well as a plan for a Trusted Servant Support and Development Project.

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The 31st World Service Conference Inspired by Our Primary Purpose
29 April – 5 May 2012
Woodland Hills, California, USA

Visit the WSC web page www.na.org/conference (or www.na.org/conf-span for information in

Spanish) to access or purchase the *Conference Agenda Report*

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The Service System Project

Regional Proposals

FIPT and WCNA Motions and Conference Approval Track material Including budget, project plans, strategic plan, and seating report