

Service System Session Profile for Local Use

A note to the facilitator:

This outline is for a 90-minute presentation of the service system models with time for questions and answers afterward. If you have more time—for instance a two-hour session—you may want to break up the material with a few question and answer periods throughout. It would seem logical to take questions after the introduction/background material; then again after the local portion of the material (the GSU and LSU); and a final time at the end of the material on intermediate bodies, state/national/province service bodies, and seating.

If you went to one of the US weekend-long workshops devoted to the service system proposals you understand how challenging it is to condense so much material into a single workshop session. Many of us felt a bit overwhelmed with information even with a whole weekend devoted to the material. This outline therefore, functions as an introduction to the material, but it would be impossible to devise a comprehensive review of the proposals in such a short amount of time.

Depending on how familiar people in your community are with the proposals you may have a hard time getting through all of this material in just 90 minutes. Keep track of your time and remember that all of this information is in the proposal report that is posted on the service system website:

www.na.org/servicesystem. If it's possible you may want to provide the links, and perhaps material itself, to members beforehand so they can come to the workshop already familiar with some of the material. And, of course, you can always refer people to the webpage for more information after your workshop.

You will also want to do some thinking in advance about what parts of the proposals it makes the most sense to emphasize or spend more time explaining in your community. Some places, for instance, are already structured on a statewide or countrywide basis and wouldn't need to spend as much time discussing these ideas. Keep in mind that there are several PowerPoint presentations online at www.na.org/servicesystem and it may make sense, depending on the needs of your community, to add some slides to the abbreviated PowerPoint presentation that accompanies this profile.

Encourage the members in your area/region to visit the service system project website: www.na.org/servicesystem to learn more. There they will find all of the materials from the workshops, handouts, PowerPoints, and so on, as well as the bulletin board where they can further discuss the proposals and ask questions.

Materials for the workshop:

You will want to make sure every workshop attendee has copies of the following, at the very least:

- Service System Project Structural Proposals August 2010 Report
- Service System Proposals Input form
- Service System Glossary

You may also want to have copies of these documents handy as well:

- A Vision for NA Service

- Service System Background
- Healthy Service System Handout
- Variables Handout

Project Introduction and Background - 20 minutes

Introduction to the Workshop (Slide 1)

Begin the workshop by introducing yourself and any other facilitators, and thank everyone for attending. Let everyone know that this is a 90 minute workshop covering the background and an overview of the proposals. Given the short period of time, there's no expectation that the proposals will be fully covered in detail in 90 minutes, but this workshop aims to be a beginning into understanding the proposals and where they came from.

Review the workshop objectives: (Slide 2)

- Understand the proposals well enough to begin participating in the discussions
- Understand how to participate in the discussions
- Focus on particular aspects of the new structure that may represent real change for our community or communities

Briefly review the material that has been handed out:

- Service System Project Structural Proposals August 2010 Report: This report gives all of the details so far about the proposals. This workshop will touch on the main points. The report gives more information.
- Service System Proposals Input form: This form lays out some of the areas of the proposals on which we would like input. You can fill the form out online through the link at the service system website or download it and mail or email it to world services. (In longer workshops or if you have a follow-up session, you may want to try answering some of these questions in small groups.)
- Service System Glossary: This explains some of the main terms used in the proposals.

Let everyone know that these materials, plus a lot more, are available on the project webpage at:

www.na.org/servicesystem

Background on the Project:

Explain where the project came from: (Slide 3)

The project comes from input we've heard over the years. Some points to note:

- NAWS took an inventory and restructured in the late 90s, but we have never similarly examined local services – until now
- In the past decade we have had Issue Discussion Topics and Worldwide Workshops focused on topics such as:
 - Atmosphere of Recovery (including in service meetings)
 - Building Strong Home Groups
 - Infrastructure

- From those workshops and discussion topics we've heard the same challenges over and over. NA service on a local level suffers from: (Slide 4)
 - Ineffective communication
 - Insufficient resources
 - Frustrated trusted servants
 - Poor atmosphere of recovery in service meetings
- The Service System project comes directly out of this input from these fellowshipwide discussions. The project was adopted unanimously at the 2008 World Service Conference and renewed for the current cycle in 2010. (Slide 5)

The concepts are foundational to the goals of the project.

- Current structure was designed before the Twelve Concepts were adopted in 1992. We have tried in various ways over the years to "retrofit" the structure to the concepts.
- Our hope is for a system that more closely embodies the principles of the Twelve Concepts. This project uses the concepts as a foundation rather than an afterthought.

Explain that for some of us the system we have works well, but for others there are significant problems. The proposals are intended to help improve all services, no matter how well they are functioning now.

Let everyone know that today's workshop is one of many throughout the NA fellowship, and that it is part of a larger conversation about improvements to our service system. A fellowshipwide discussion is necessary to create the possibility of fellowshipwide change. (Slide 6)

Fellowship input will be used to revise these first draft proposals so they can be re-released early next year. The deadline for input on this first round of proposals is December 31, 2010, and then the proposals will be revised and rereleased in 2011. The World Board does not expect that any finalized proposals to redesign the service system will get voted on at the 2012 World Service Conference. Instead, they anticipate the 2012 *CAR* will have a set of "agreements in principle" or resolutions and that there will some sort of project plan devoted to transition or implementation plans. There will be more opportunities to give input as the proposals are revised and as new material is released, and you are welcome to write to world services with ideas at any time.

Fishbone Diagram

These proposals will not answer all our questions about how to improve services, but they are designed to put a system in place that will help us to: (Slide 7)

- Use more effective processes
- Use our resources more efficiently
- Experience more of the rewards of service

So that we may better carry the NA message

The structural proposals are the first phase of the proposals. Refer to the "fishbone" diagram on page three of the report (and the slide if you are using the PowerPoint) to illustrate that structure is one part of a system that also contains processes, people, and resources. The World Board is still working on developing the process, people, and resources parts of the proposals (i.e., planning, communication, and training).

A Vision for NA Service

The four basic elements of our system should work together to move us toward the goals expressed in *A Vision for NA Service*. (Slide 8) Creating the vision statement was one of the first tasks in the project and has inspired the ideas contained in the proposals. It is hoped that it will serve as a focal point and guide for all our service efforts. (*A Vision for NA Service* can be found on page 3 of the proposal report).

Four Foundational Principles

Because NA service is a spiritual endeavor first and foremost, the board and workgroup had many discussions about principles and vision in the process of creating these proposals. The following four principles seem crucial to realize our Vision and are fundamental to the proposals: (Slide 9)

- Purpose-driven: each service body has a clearly defined purpose that influences its structure and guides its activities
- Group-focused: the group remains our most effective way of carrying the message so an effective service system will try to support groups wherever possible
- Geographically defined: in order to deliver services more effectively service bodies should have more recognizable geographic boundaries that conform to those found in society
- Flexible: an effective system should be flexible enough to meet different conditions throughout NA

Ask people to hold any questions they may have about the background until the end of the presentation when there will be time for questions and answers.

Group Support and Local Services Overview – 20 minutes

The GSU is explained on pages 6–8 of the report and the LSU on pages 9–11. (Slide 10)

On a local level there are two main functions for the service structure: group support for any issues they may be encountering within their meetings, and providing local services on behalf of the groups. Most ASCs make a good faith effort to cover both of these functions, but in our current structure, growth sometimes means that one of the functions – group support – gets edged out.

The proposals divide these two main functions. (Slide 11) The Group Support Unit (GSU) has the main focus of dealing with group issues, providing a place where groups can discuss any problems and gain the experience of other groups. The Local Service Unit (LSU) has the main focus of providing services outside of NA meetings. The idea of the LSU/GSU split is not to force a new structure or layer, but to provide adaptability to all shapes and sizes of local NA communities and to ensure that both functions continue to get performed in spite of growth.

The Group Support Unit

The GSU is explained in more detail on page seven of the report, but the key points are: (Slide 12)

- The GSU is a discussion based informal gathering of NA groups where they can find help with any challenges they may be facing
- It is intended to consist of an NA “neighborhood,” whether that is several rural groups, a small town, or part of a large city

- The GSU is intended to introduce members to the principles of NA service in a friendlier way than our current ASCs, with simpler processes and a more welcoming atmosphere.
- The GSU may also provide some simple local services, especially if it is geographically distant from the LSU. These services should be in cooperation with the LSU and should not overwhelm the primary group support function of the GSU

Refer attendees to the key challenges and key solutions box on page eight of the report for a different way of looking at the solutions offered by the GSU.

The Local Service Unit (Slide 13)

Pages ten and eleven in the report contain more information on the LSU, but the key points are:

- The main function of the LSU is providing services, and it provides most services except those which need to be coordinated on a state-, province-, or nationwide level. NA “business” will be carried out by members who may have already gotten their feet wet and received some service mentorship at the GSU.
- LSUs utilize a planning process and a combination of service coordinators for ongoing services such as H&I and meeting lists, and project-based workgroups for services like PR projects and fellowship events. Members unwilling or unable to serve on sub-committees may be more willing to serve on projects or be members of an HR pool
- The LSU should conform to recognized boundaries, such as a town, borough, or county wherever possible to help connect with professional and government bodies that interact with addicts and to make it easier for addicts to find our meetings
- The LSU will consist of an admin body responsible for organizing and facilitating the LSU meeting, delegates from the GSU and/or from groups, service and project coordinators, and any interested members
- Where possible consensus-based decision making is used rather than motions, making for an atmosphere more in harmony with our principles
- The LSU sends a delegate to the next level of service

Refer attendees to the key challenges and key solutions box on page eleven of the report for a different way of looking at the solutions offered by the LSU.

Linear and Two-track Options (Slide 14)

The two options – linear and two-track – are explained on page eight and nine of the report.

In one of these options, the linear, the GSU is in the delegation stream. In the other, the two-track, the GSU is outside the delegation stream.

In the linear option:

- The GSU selects a delegate to attend the LSU, making the GSU part of the delegation stream (the Service System Glossary contains a definition of this term if anyone needs it)
- The GSU should maintain its primary purpose as group support

In the two-track option:

- The GSU's sole purpose is group support
- The GSU is not part of the delegation stream, and the group sends a delegate to the LSU. (That person may or may not be the same person who attends the GSU.)

Different options such as alternating each month between GSU and LSU meetings, or dividing a service meeting between the GSU and the LSU may work for small NA communities.

The proposal report offers some more ideas for helping groups maintain and improve their connection with the service system:

Intermediate Bodies Overview – 10 minutes

Intermediate bodies are explained on pages 12 through 14 of the Structural Proposals Report.

These are the piece of the proposals that are designed to make the structure more flexible and “scalable.” (Slide 15)

Note to the facilitator: Not all communities will have the same need for intermediate bodies—and consequently you may not want to focus much on this part of the proposals if it won't be of central importance to your community. For instance, a region that already is largely comprised of the state as a whole may not need to use intermediate bodies much, if at all. On the other hand, a state that has a number of regions within it may find that intermediate bodies are a helpful way to ease the transition to a statewide service body.

Explain the main features of an intermediate body, including:

- They occupy the space between existing service bodies – like pieces of an accordion
- Their primary purpose is to facilitate communication, but they may also deliver services
- They are formed based on need and can be structured to suit local conditions. They create the flexibility for the system to be able to meet local needs.

The new system seeks to allow local communities to “right size” their approach to providing local service without putting stress either at the top or the bottom of the system. In other words, a large or densely populated state or country may find it most helpful to have some number of service bodies within their geographical boundaries to best coordinate local services. The intermediate bodies allow this to occur without expanding the size of the World Service Conference. Similarly, an LSU may be structured to fit a service area within a city, but there may be any number of smaller-sized intermediate bodies to bridge the gap between the city and the neighborhood-sized GSUs.

The slides give a couple of examples. Intermediate body #1 (on page 12 of the proposals report): (Slide 16)

- Allows several neighboring GSUs to come together to send a single delegate to the LSU
- Allows rural GSUs to connect to the LSU without using excessive resources and to provide local services that a urban based LSU may otherwise struggle to provide
- Allows urban GSUs to send a single delegate to the LSU, preventing the LSU from becoming too large
- Helps GSUs that speak a minority language to send a single bilingual delegate to the LSU

Intermediate body #2 (on page 12 of the proposals report): (Slide 17)

- Allows several neighboring LSUs to come together to send a single delegate to the state/national/province service body,
- This helps keep the state/national/province service body manageably sized and helps prevent the proliferation of regions and the expansion of the WSC
- Helps to provide services across an entire city that consists of more than one LSU (e.g., New York)

Refer attendees to the key challenges and key solutions box on page 14 of the report for a different way of looking at the solutions offered by intermediate bodies.

State/National/Province Service Body & Seating – 20 minutes

State/National/Province Body

State/national/province bodies are on pages 15-16 of the proposals report.

For some communities, this may not represent a change, and for others this may be a large change.

Challenges we currently encounter at this level include:

- Current regional boundaries are often established without any consideration for boundaries in our wider society
- Service efforts can be directly impeded by our current boundaries
- It can be harder for addicts to find meetings
- Some places do not receive any services

Explain the main features of a state/province/national service body, including: (Slide 18)

- Usually consists of a commonly recognized state, province, or country
- The boundaries aren't so rigid as to be impractical, however. Could also consist of several neighboring states, provinces, or countries for purposes of seating. Also, border communities may join neighboring states for service provision purposes if it is practical
- Helps ensure that services are provided across the state or country as a whole

Because state/national/province service bodies are defined by geographic boundaries that are easily recognizable:

- Potential members and the public will be able to find us easier
- We will be able to communicate more easily with potential members and the public.
- Boundaries will be more easily recognizable by government and professional organizations that interact with addicts

Only services that must be coordinated at a state/national/province level are performed here. (Slide 19)

The bulk of services are performed at the local level. Review some of these services, emphasizing how they are intended to help us achieve our outcomes, including:

- Interact with statewide government and professional bodies
- Organize assemblies and conventions

- Plan and coordinate centralized resources like phonelines, websites, service offices, and liability and event insurance
- Provide a communication link between the WSC and local NA communities

Refer attendees to the key challenges and key solutions box on page 16 of the report for a different way of looking at the solutions offered state/national/province service bodies.

WSC Seating Background

The seating part of the proposals is on pages 17-19 of the report.

Take a moment to ensure everyone understands what is meant by WSC Seating.

Explain the basic background of WSC seating, touching on these points:

- Seated regions are funded to attend the WSC every two years
- Currently there are 116 seated regions, with 67 from the US, and 49 from outside the US.
- The 2008 WSC passed a moratorium on seating regions formed from regional splits until WSC 2012
- The World Board is committed to offering new criteria for seating at the 2012 WSC

Explain the existing structure, including:

- Existing regions may consist of some or all of a state, province, or country
- Some existing regions consist of multiple states, provinces, or countries
- For the most part, zones currently have a discussion forum role
- Some zones provide some services

Review the challenges with conference growth and establishing seating criteria, including these points:

- There is a belief that “you’re a region when you say you are:” and are therefore entitled to WSC seating and funding
- There is currently no defined cap to WSC growth. Current seating criteria do not address the issue of regions that result from a split.
- There are financial limitations and logistical difficulties in facilitating such a large event
- Our current criteria for seating are difficult to apply uniformly and not everyone feels they are fair and thorough

Review the main solutions offered by these options:

- An upper limit of seated communities is set by the number of existing state, national, and provincial bodies or by the number of seats allocated to each zone
- Objective criteria are used to establish eligibility before any other criteria are examined, removing the personal element of seating decisions

Refer attendees to the key challenges and key solutions box on page 18 of the report for a different way of looking at the solutions offered by the seating proposals.

Seating Options

The seating options are diagramed on page 19 (Slide 20)

In the first option, each state/nation/province service body selects a delegate to attend the WSC

- This will slow the growth of the WSC
- Establishes an initial clear, objective requirement for seating
- There will be other criteria in addition to having to represent an entire state, province or country
- The details of how very large (or small) states or countries are represented are still to be worked out

In the second option, delegates are selected from the zonal service bodies to participate in the WSC

- Could significantly reduce the size of the WSC depending on the number of seats allocated to each zone
- Zonal boundaries would be determined by the WSC
- There would be no alternates at the WSC
- Changes the current role of zones
- Method of selecting delegates is as yet undetermined. The conference would need to establish the number of delegates from each zone
- Possible unforeseen circumstances such as decentralization of services

Questions and Answers and Wrap-Up – 20 minutes

Take questions for the remainder of your time. **Remember:** it's ok not to have all the answers. You always have the option to say "I'll find out for you and let you know."

Also remember that structure is just one piece of the system. People may have questions related to people, processes, and resources that will be answered when those parts of the system are further fleshed out.

Review the input sheet: (Slide 21)

- Input forms can be filled on online from the link at www.na.org/servicesystem or downloaded and mailed or emailed in.
- You don't have to fill in all the questions. World services wants your input even if you just have ideas about one or two questions.
- The questions about preferences are just meant to get some informal feedback—not a "vote."

If there is any available time take any final questions.

Remind everyone one last time that all the information about the project is available on the project webpage at: www.na.org/servicesystem and that there will be more material coming out soon.

Thank everyone for coming!

Circle up and close.