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WSC 1989 CONFERENCE AGENDA REPORT

The Conference Agenda Report for 1989 is currently in the pre-production process with a mailing date of January 24, 1989. This year we are expecting the volume of material to be increased by over 100%. This is largely due to several new handbooks developed by the WSC Committees which will be proposed for adoption at WSC'89. This means that our production costs for the Agenda Report will also increase by 100%. After giving consideration to the problems a cost increase would effect, and discussing several options with members of the WSC Administrative Committee, it was agreed to set the cost for the Agenda Report at \$11.00, which includes shipping and handling charges. We certainly apologize for any inconvenience this may cause, but the actual size of the Agenda Report cannot be determined until the WSC Committees have finished their work. You may order your copies from the WSO by using the attached Agenda Order Form. No discounts will be applied to this item.

BASIC TEXT: FIFTH EDITION

The Fifth Edition is on its slow process towards availability. In recent reports to the Fellowship in the Newslines and Fellowship Reports the office has been overly optimistic in portraying when the Fifth Edition Basic Text will be available. Unfortunately, the production schedule could not be met either by our staff or by the printing company. Accordingly, the Basic Text is, as of this date, still not available and will not be received by the office until sometime in mid or late December.

The continued delays in the production schedule created an additional problem that we had to find a solution for. We began accepting some pre-production back orders for the Fifth Edition several months ago. This was done in the anticipation that the production schedule originally envisioned would be met. As time has passed and the production schedule continued to erode it became necessary to return the money for those pre-paid orders and cancel other orders that were accepted where payment would have been made later.

Accepting back orders for longer than a thirty-day period is not an acceptable business practice for the office, nor is it an acceptable legal practice. The U.S. Postal Service does not allow

businesses to accept back orders for a longer period without exact specifications. From time to time the office has been in the unenviable position of having announced an availability date and then found itself unable to meet that date.

We certainly want to avoid back order situations, but we also want to keep the Fellowship informed of anticipated delivery dates. In the future, we must maintain better internal discipline so we do not accept orders for items until they are actually available. We apologize to any individuals or committees who were inconvenienced by our acceptance of these pre-production orders and the confusion that may have resulted from our need to refund money and cancel the orders.

Our printer, as of this writing, has completed about half of the process necessary to assemble the books. The basic printing is done. The book covers and dust jackets are nearly completed and the book will be assembled in the next couple of weeks. Because we are producing approximately 75,000 copies at one time, it takes several weeks to assemble all of them. In terms of time on the printing press, it took sixty continuous hours to print the 75,000 copies.

Because of the complexity and extensive amount of work required in book production, delays are inevitable and delivery dates are always uncertain. We continue to do the best we can on this, but we must, at every stage, review the work to assure accuracy and quality.

Even in spite of our diligent efforts to maintain high quality and avoid errors, we have already discovered one embarrassing error in the printing. In the table of contents the wrong word is shown in the title of one of the chapters. This will be corrected in the second printing of the Basic Text Fifth Edition which will be taking place sometime in January.

The number of Basic Texts that we anticipate being sold immediately when they are available will consume two thirds of the number of books that are currently in production. This will leave a fairly small quantity for orders that arrive in January. Accordingly, we have moved forward to prepare and obtain the second printing. We have not been given a delivery date for the paper from the paper mill. Until the paper is delivered we cannot obtain any specific date for the printing to actually be conducted.

WSO NOT MOVING

Since our last Newsline Report, in which we described the plans of the Office to relocate, the office has been able to secure an additional building immediately adjacent to our existing facilities. Consequently, we have put aside consideration of moving to a new location.

This new building will increase our usable work space by approximately 3,500 square feet and will forestall us having to move. The additional space will facilitate our current and future growth needs for approximately twenty-four months. Beyond the twenty-four month period we may find ourselves again in the uncertain position of needing more space than we will have available to us.

Being able to find space nearby is a tremendous relief to the office, as we will not have to endure the additional expenditures necessary to relocate the office, its equipment, telephone lines, and other services. We will also put in abeyance our discussions about purchasing property.

"BUT, WHO ARE YOU?"

From time to time, the World Service Office receives information from around the fellowship about a person or persons, who claim to be involved in world services. These individuals have been known to spread false statements, acknowledge friendships with WSC, WSB, or WSO board and committee members, and/or claim to have been involved with past service efforts. All in an effort to gain the confidence of N.A. members who consider it a privilege to meet someone with this type of experience or knowledge.

Unfortunately what has occurred these past few months, from California to Florida and points in between, is that one such individual has done exactly that. This individual, who may or may not be a member, gained the confidence of a number of members in different states and then proceeded to take advantage of the situation by taking money or other goods. Sometimes it was just N.A. T-shirts or N.A. memorabilia, something to substantiate his claim at his next stop. Many unsuspecting and trusting members took this individual into their homes, only to find something of value missing upon the individual's departure. Thousands of dollars lost in cash, jewelry, computers, and other merchandise can now be traced to the actions of this one individual.

The WSO finally received a call in late September from a member in the Midwest asking for verification of the individual's claims. This member had been told by the individual that he had eleven years clean time, was a director of the WSO, had been involved in the writing of the Basic Text, and knew several Trustees intimately and often threw their names around. There were also many wild and confusing statements about what action had been taken recently by a world service

board or committee. We assured the member that there was no director by the name he was given and to our knowledge had never been. Since then we have received other reports of this individual's activities across the U.S.

This is not a common occurrence but one we should be aware of. Our nature in recovery is sometimes to accept the face value of things and ask questions later, which leaves us vulnerable to people who would prey on our kindness. This certainly is not the first time this has happened, nor will it be the last. We hope that by making others aware of these events, we can learn to offer trust when it's appropriate and not just on the basis of unsubstantiated claims of previous service.

IS YOUR GROUP REGISTERED AT WSO?

In both the *Temporary Working Guide to Our Service Structure* and I.P. #18, the *Starter Kit*, every new group is asked to register with the WSO. Each day the office does indeed receive a considerable quantity of registration forms. All in all, the WSO has received registrations on over twenty thousand groups during the past five years.

Unfortunately most of that information is now inaccurate. Few of the groups change the name and address of their contact person when a change is made. And usually when a change is reported, we are unable to match the information about the new representative with the information on the previous contact person. This has left our records of group registrations a massive jumble of confusion that has little practical value.

Many readers will recall that we reported in previous years how this situation made it impractical to produce a world directory of meetings. The resultant action was to seek authority from the Conference to produce a directory of phone line numbers instead. This has been done and we are working hard to keep that data base up to date. We believe that is succeeding quite well. In this way almost anyone who wants to find a meeting can now do so.

However, there remains the matter of a registration requirement and an inadequate system for accomplishing that requirement. In principal, the idea of maintaining accurate group registrations has merit. Certainly it has strong emotional basis. We all want to know that a thread of communication exists between each group and the world service office. In order to develop a practical registration system that has value, a lot of effort will be required. In order to make the system work at the office, it will require a considerable investment of money.

Aside from the emotional basis for ongoing registration, there may be a remote but fundamental need. The World Service Conference Policy Committee is currently discussing a procedure, remote though it may sound, by which the Steps or Traditions could be changed. Not that anyone has any thoughts of doing so; the discussion

is simply about what procedure would have to be used, if a serious effort was ever made to do so.

Among the ideas discussed was that such a proposal would have to receive a certain number of votes from all of the groups that were registered at the World Service Office. Other organizations we know of have this requirement for changing their Steps and Traditions and for that reason, among others, require that groups interested in participating in such an event maintain accurate registrations annually.

The WSO does not currently have the staff or funds available to undertake a massive registration process or even to attempt to verify existing registrations. However, discussions at the WSO have pointed to the desirability of reconstructing accurate group registrations and keeping them up to date. The initial reason for developing the *Newsline* was as a communications tool through which each group was to be kept informed about what was going on at the WSO. We believe this is important, but it can only occur if registrations are maintained.

If the World Service Conference did adopt a proposal about groups voting directly if changes in the Steps or Traditions were proposed, the registration process would take on a more important meaning.

Although at this writing there is no definitive plan by WSO to attempt a re-registration process, it has been discussed and will be also be discussed at the next meeting of the Conference. If action becomes desirable to engage in a massive registration process again, you will be kept informed.

NEW PERSONNEL ASSIGNMENTS

The office is pleased to announce several recent personnel decisions. The Administrative Assistant position that was announced as an open position during the summer has been filled. Review of potential applicants by the Board of Directors resulted in action by the Board to select Anthony Edmondson for this position. Anthony has been a member of the staff for approximately two years and this promotion will provide a change in his responsibilities. As a result of his promotion to Administrative Assistant, the position of H&I Project Coordinator became vacant. This vacancy was discussed with the H&I Committee members at their meeting in Detroit in September.

As a result of this discussion and word being distributed through the H&I committee, a number of different applicants inquired and sent resumes. After full consideration was given to all of these applications and inquiries, the Board selected Steve Lantos from Northern California as the H&I Project Coordinator. Steve has experience in H&I work, having been a member of the World H&I Committee for a year. Steve has made preparations to move to Los Angeles and is expected to be on the job as of early December.

For the greater part of 1988 the position of Literature Project Coordinator has been open. The Fellowship was notified in April that Danette Creel, then Project Coordinator for Literature, had announced her decision to seek other employment. She left the office in September and at that point a replacement had not been found.

We continued the search and eventually the Board of Directors did select Mary VanEvery of Texas to be the next Literature Coordinator. Mary has, in addition to her experience as a conference participant, served as a member of two conference committees. Her experience in world level service will serve well for her literature duties. Mary will also be on the job in early December.

During the 1988 year the office has seen the resignation of nine members of the staff, which at the beginning of the year totaled thirty-two employees. We have endeavored to replace those nine positions, and add some additional staff members to other essential work areas. This has been a major changeover in personnel, and has caused some troublesome disruptions in our work. The literature production responsibilities previously held by Ginni Swanson were among those responsibilities where a replacement employee has not been found. Accordingly, the office has been very slow and far behind in literature production schedules for materials that were approved or changed by the World Service Conference Meeting in April of 1988.

Another area where the office has suffered as a result of these personnel changes is in the responsibilities for translations and international fellowship communications. These responsibilities were not immediately reassigned to other employees, and there has been a critical lapse in time during which little was done while new work accumulated. We are currently making efforts to reduce this backlog of work and we ask the Fellowship's patience and understanding during this period.

The office is still severely understaffed and many other areas of responsibility have slow response times for the work. It is not expected that we will be fully staffed in the near future, or able to respond in a timely fashion to all of our duties. We are at a stage in the Fellowship's development where the Fellowship and its needs are growing faster than the income generated by the office. This disparity between income and the need for services is the real culprit in this dilemma. As the Fellowship continues to grow, it is anticipated that the need for services will continue to grow. Unfortunately, increased growth needs are not equally matched to the general income generated from increased membership. Consequently, the World Service Office will be much more disposed to scrutinizing expenditures and the allocation of manpower resources to proposed projects. As indicated in another section of this report, this circumstance will be part of an

ongoing study of the World Service Office and Fellowship finances.

DRAFT TRADITIONS MATERIAL AVAILABLE FROM WSC LITERATURE COMMITTEE

The WSC Literature Committee has announced that a review and input draft of the Traditions material is now available. This draft material is the result of input from the Fellowship over the past seven years. It was organized by a Literature subcommittee and is available for purchase from the WSO.

The material will be available until September 1989. Input is requested on standard WLC input forms and should be received by October 31, 1989. The small number of copies that will be produced and the large number of pages makes this draft an expensive item. Accordingly, the WSO has had to charge more for the working draft than will be charged for the final product.

The cost for each copy will be eight dollars (\$8.00 - U.S.), plus normal shipping. A special order form is included on the last page for use by Fellowship literature committees. There is additional Traditions input material that was also submitted, but not included in the bound draft publication. This material can be obtained only in photocopy form. It is not bound or indexed. Because of the volume and the requirement to photocopy each set separately, the cost for this input is not included in the \$8.00 charge discussed above. The cost for this loose page input will only be large enough to cover the costs. Information on specific chapters of input can be obtained in your copy of the draft bound publication.

N.A. WAY MAGAZINE

There is a lot in the works for the *N.A. Way* right now. We're working harder than ever on our perennial dilemma--how to get the magazine into the hands of the fellowship--and meeting with some success. We've already taken some steps that we want to report to you, and we're looking at some others that we want to describe here and invite your comments.

Fulfillment

The term "subscription fulfillment" refers to everything from managing the subscription list, billing and renewal and preparing labels, to mailing the magazine. Up until recently, we had been doing all of that in-house. As our circulation grew and the task became larger and more complex, we began experiencing more difficulty in effectively serving our subscribers. Our labor costs were rising dramatically, and so was the difficulty of the job (and therefore the number of customer complaints). We began to take a serious look at outside fulfillment houses.

When we compared the cost of doing the job here to the cost of taking our fulfillment out of house, we found that we could get it done much more cheaply by "turning it over." We did a thorough search of available fulfillment services, and chose one with an excellent, long-standing reputation. We then entered into a process of converting from our computer system to theirs.

A rocky start

We had been warned that this kind of conversion is extremely complicated, and that some problems might be expected. And problems did occur. For example, our first batch of bills accidentally included a mailing to a whole group of people who had tried our free trial offer last spring, and decided not to subscribe. (We hold onto those names for a few months in case we hear from them, then we delete them all.) Unfortunately, a large group of them received our second billing notice, which must have been quite confusing. To make matters worse, the wrong prices were quoted on those bills. Because the prices were lower than our regular rates, many subscribed, and we will honor those subscriptions. We apologize to anyone who may have been confused by this accident.

There were a couple of smaller problems with those first billings too, but they have now been corrected, and the conversion process is complete. It was a little rocky making the switch, but the benefits far outweigh the problems. We now receive a whole range of reports that allow us to analyze our subscription activity much more accurately, and our service to our subscribers should be much better. We've ended up getting better results and more thorough service than before, and spending less money to do it.

Single copy sales

We have been experimenting over the last several months with a plan to sell single copies of the magazine at meetings. Up until now, subscriptions have been our only way to get the magazine out to the fellowship. We're now looking at our other alternatives.

We developed a plan early in 1988 to sell large quantities of single issues of the magazine to regional and area offices, who would then sell them to groups to sell to members. We worked out a pricing structure designed to provide extra income for the regional and area offices, and established a cover price for the magazine of \$1.75.

Our first step was to set up a test program to see if the idea was sound. The Detroit and Chicago offices agreed to serve as the test sites for the program, and we began to try it out. We found that this arrangement can work quite well. The magazine finds its way to many addicts at the meeting level, the regional office gets one more inventory item to help it pay its bills, and the magazine gets broader exposure.

The staff felt sufficiently comfortable with the project to propose it to the WSO Board of Directors as a permanent policy for offices across the fellowship. The board is studying the proposal now, and has asked that this article be written so that you, the fellowship, may respond if you have any strong feelings either way. The board will be taking up this discussion again at its January meeting.

Group subscription drive

The group subscription drive we did in April and May of 1988 was quite successful. We estimate that ten to fifteen thousand people got a chance to read the magazine who had probably never seen it before (and depending upon how many people read each copy, that number may actually be doubled or tripled). Our subscription base grew by fully one third. Just as we suspected, there is plenty of interest in the magazine out there--we just have to find the proper way to bring the magazine to those interested people.

We've decided to do the group mailing a couple of times a year. People who take us up on the offer may choose to cancel the subscription with no obligation to pay for the magazines received.

We're in the middle of such a trial offer right now. The offer is good through January of 1989. If your area or group has not received the mailing, call or write us at the WSO and we'll send you the materials.

Other circulation efforts

As you can see, we have been giving a lot of thought lately to circulation. Our subscriber mail suggests that our efforts over the last couple of years to improve the overall quality of the magazine have met with success. Our look has been totally redesigned, and we have developed sections that we feel add a good deal of interest and value to the magazine. As you might imagine, that leaves us with some real motivation to get this magazine into the hands of the fellowship.

We are working hard to make *N.A. Way* an important tool for both personal recovery and fellowship unity. When it does not get enough circulation within N.A., it is not achieving its full potential to meet those challenges. We have come to the realization that we must work hard not only to assemble a magazine of quality every month, but also to get that magazine out to the fellowship. For a long time we thought we wouldn't really have to go to great lengths to gain circulation, because the interest in our subject matter is so strong. We were sure it would sell itself. We were wrong.

It's true that interest is strong, and people will subscribe if it's made quite easy for them to do so. But like any other publication, we have to go to some effort to make it easy. That's been our focus lately. We're now changing to pre-paid business reply cards and envelopes so subscribers don't have to bother with a stamp, and we're doing the kinds

of things described above to provide those easy opportunities to get on board.

Our attention is also turning to another potential use of the magazine: getting subscriptions directly into treatment centers and the offices of other professionals for use by their clients or patients. Such mailing lists are readily available. We could send a sample copy of the magazine along with a cover letter and order forms directly to treatment providers, inviting them to subscribe.

The WSO board will be considering this at its January meeting, so again, your immediate comments would be welcomed.

Canadian prices

The WSO has recently opened a bank account in Canada. It has now become possible for the *N.A. Way* to accept payment for subscriptions in Canadian funds. Watch all order forms and other places where our prices are listed for a breakdown of both U.S. and Canadian prices.

The prices we have established in Canadian dollars are equivalent to U.S. prices. The difference simply reflects the exchange rate. For example, our single year subscription price is \$15 US, \$19.25 Canadian. The WSO catalog is currently being updated to provide a similar breakdown into Canadian prices for all literature and other WSO inventory items.

NEW CATALOG IN PREPARATION SOME PRICES WILL CHANGE

A new catalog is being prepared. The supply of the last catalog has been nearly exhausted and there are a few new items that need to be added. As we began working on the new publication, re-evaluation was concurrently going on concerning the WSO budget and prices charged for many items in the catalog.

The price study ordered by the WSC in 1987 and produced in October 1987 provided a clear foundation for measuring the cost to produce inventory items, the price charged for them, and their impact on the WSO financial condition. Subsequently the WSO has been much more cognizant of the relationship of price structure, discounts and shipping fee policies to the duties that WSO is responsible for.

Because of the continuing growth in N.A. during recent years there was an appearance that growth alone would be sufficient to satisfy the financial needs of the Office. To some degree we were lulled to near complacency about aspects of this relationship. The study last year heightened our awareness and concern for long range implications of our pricing policies and the responsibilities of the Office.

For example, almost twenty-four percent of WSO gross sales is returned to customers in the form of discounts because of the size of their purchases. Additionally, the sales policy provides our buyers with favorable financial treatment for the shipping

fee charged on many orders. Consequently the WSO received approximately \$54,000 less in shipping fees than we paid to shippers to deliver all the literature purchased in the first ten months of this year. This expense for shipping that exceeds the amount received has had a noticeable impact.

The WSO is considering a number of alternatives for changing the situation. Among the choices are: increasing the shipping fee, reducing the discounts for some purchases, increasing prices on some items, or some combination of all these. The impact of each requires considerable study before significant change is made.

However, there is a slight adjustment that can reasonably be made. The prices on a few items can and should be increased to accommodate our increased production costs or alleviate WSO loss on items that were under-priced for a long time. Several examples are wallet cards, chips and service handbooks. Our cost to produce these items has risen considerably since the prices were initially established. The new catalog will, therefore, reflect an increase in the price for these items.

Several of these items, the service handbooks in particular, have grown in size and volume. Another example of this are two informational pamphlets modified by the Conference. The I.P.#'s 2 and 21 are both multi-page items, whereas before they were single sheet publications. The production costs more than doubled, but the price had not changed. The new catalog will now reflect an increased price for these items too.

WORLD CONVENTION NEWS

The 1989 World Convention is well on its way to success. The Host Committee in Florida is well organized and working hard. The committee is meeting regularly, although the members come from different parts of the state. This will be the first time that a host committee is not physically concentrated in the metropolitan area where the convention will be held.

The host committee unveiled a proposal for several special events. Included in the choices were events at one or more of the theme parks. After consideration, an event was decided on for the Sea World property. The host program committee sought and obtained permission to have access to all tape recordings in the possession of the WSO.

Two important aspects of the 1989 Convention will be the limited number of rooms available in the primary hotel facilities and the distance between the primary facilities and the convention center. Most of the major events will be held in the municipal convention facility, while the store and registration will be in one of the hotels. This is a problem that was going to arrive at our doorstep sooner or later. This will be the first Convention where it will be a major factor. It is

not practical to walk between most of the facilities within a reasonable time, and the design of the streets does not facilitate or encourage this.

Current plans are being arranged so that bus transportation will be available for those who purchase it when they register as participants. Transportation, if provided by the committee, will cost over twenty thousand dollars. If this is provided free to anyone who attends, the basic registration fee would have to have been increased for those who register. Those who did not register would not be paying their fair share. The host committee and Board jointly decided that in order to ride on transportation provided at the Convention, a person must have purchased a bus pass when they registered.

At the November meeting of the host committee, the Convention Corporation Board of Directors also held their meeting. This provided the opportunity for both groups of people to become acquainted, work together and exchange ideas about the Nineteenth World Convention of N.A.

An important first action at the meeting was a thorough review of the 1988 convention to identify the positive management decisions and the problem areas. The Anaheim Convention generally went well. It afforded not only a tremendous celebration of recovery, but went well logistically and financially. It proved the host committee and convention corporation could effectively and efficiently handle a convention with seven or eight thousand participants.

However, there were several areas where improvement could be made. The process for selection of the program revealed a need for improvement. This was discussed at the Board meeting and will be discussed later. More attention needs to be directed to the recruitment of volunteers for certain aspects of the convention--tape recording and crowd control were prime examples. A re-examination of the program content (the mix of special events and program events) needs to be accomplished. Finally, a review of the practices concerning jewelry needs to take place.

At the Board meeting a new approach to the program committee structure and practice was discussed. The Board adopted a proposal to change the existing committee and include a wider based composition for the committee. The new committee will have representation from several previous world conventions.

The number of events to be tape recorded next year will be increased. We are reaching the point where all events may be recorded at future conventions.

Concerning jewelry, the Board reviewed several approaches and elected to instruct staff to prepare a draft policy and agreement that could be used as a means of creating new designs for the purchase of jewelry. The proposal will also include details of whether or not, how, and under what

circumstances the jewelry might also be made available to other convention committees.

The Board authorized a proposed budget so the host committees can begin operation. A final budget will be adopted next summer. A final action of this meeting was the acceptance of a bid for the 1990 world convention.

The bid submitted by the Oregon/Southern Idaho Region was accepted and approved. The host region is bursting with energy and enthusiasm. They are ready to start the host committee and get under way. As details of this convention are developed, they will be reported. Congratulations to Portland and the Fellowship of Oregon/Southern Idaho. Set your calendars and see you in Portland in August 1990.

The Board initiated a discussion about the long range financial condition of the World Convention. Of concern was the status of Convention Corporation retained earnings and the ability of the Corporation to meet the increasing financial needs of future conventions. Of great concern is the financial planning necessary to meet our obligations with the 1991 convention set for Australia. The WSO staff was instructed to prepare a financial study that will accurately forecast world convention earnings and expenditures.

A final action taken by the Board was to propose a change in the make-up of the Board of Directors. Of concern was the short term of office that the members elected by the Conference serve. Several alternatives were discussed, but the Board elected to propose a change that will increase the number of Conference elected directors from two to three and increase their terms from one year to three years.

This proposal will see the election of one director each year by the Conference. That member will serve for three years. This rotating system will provide better stability and better utilization of our Conference-elected members as liaison members to host committees. In the past, this had to be done more by members with longer terms of office. The Corporation will be proposing this to the Conference for adoption in the spring.

FROM BOB STONE CORRECTIONS, APOLOGIES AND MORE...

In the last *Newsline* we reported that a workshop for offices was scheduled for Philadelphia for the month of February. Unfortunately we spoke too soon. We have been unable to find adequate accommodations for the scheduled time and have had to look at other cities. While this was bad enough, we took the liberty of indicating that the WSC P.I. committee had consented to jointly host a workshop on helpline management. Unfortunately we failed to properly clear this idea with the WSC P.I. people. They have reported that they are not able to participate in such a program at this time. Now, to make matters even more embarrassing, the

work schedule for WSO staff during the month in question has proved to be so exhaustive that the office workshop needs to be postponed.

Consequently, with a heavy heart and great embarrassment, it is my task to inform all interested persons that a new date, place and agenda will be published later, when we have in fact made the appropriate arrangements, rather than simply projected the arrangements.

At the September Conference Workshop in Detroit I had the occasion to visit the Policy Committee, near the end of their discussion on the availability of tape recordings of the Conference last spring. I listened for about a half hour as various members gave their viewpoint concerning the necessity of having the tape recordings available, and either supporting or objecting to the Administrative Committee's decision not to make the tapes available. Apparently the Committee had been discussing the matter for a long time before I arrived.

I voiced my opinion which, in summary, was that I found the discussion a waste of time. I said I could not understand why they had discussed the matter for more than five minutes, when there are more important things to do.

I apologize to the committee and their members for my outburst, particularly because I used strong language in the ten minutes it took to share my feelings. I do not apologize, though, for the point I was trying to make and feel compelled to make here also.

The issue they were discussing had several different components. The first had to do with the decision by the Administrative Committee to deny the opportunity to purchase the thirty-five tapes of the whole Conference. The second component had to do with a desire to prove to "the folks back home" that some RSR's had changed their vote on the issue of who votes at the Conference. The feeling of some people is that RSR's changed their votes and thereby violated the group conscience instructions from their regions.

The issue of the tapes and the issue of who votes at the Conference may well become the "burning crisis" for the Fellowship to deal with between now and the next Conference. A lot of effort has already been devoted to the discussion, a few special meetings and time on the agenda of area and regional meetings. I find the whole discussion quite depressing.

I pointed out to the Policy Committee that buying all thirty-five tapes would cost around \$175.00, and questioned why anyone would suggest spending that much money on tapes instead of on literature to hand out to newcomers. This point is basic to my frustration over these discussions, and why I feel compelled to discuss the matter further in this *Newsline*.

The truth of the matter is that I am unable to get all of my work done each day. Even when I work ten hours a day, there is still work that is not done. There are phone calls that I don't have time

to return, letters I don't have time to read or answer, and matters of agreements and contracts that wait for months until I can find time to get to them. All of the staff at the WSO are in the same situation. There are forty-two full-time employees working hard, and we are always leaving work undone.

We have found it necessary to prioritize most of the work and do the important things, leaving the less important matters until they present a new crisis. When the less important matters become a crisis, they get worked on.

While we are trying to get the clearly important matters done, we get engaged by members and committees with letters, minutes and phone calls about the tapes and who votes at the Conference. I wanted to have the Policy Committee tell me how many addicts' lives will be lost or saved because we discussed the issue of tapes or who votes. Why, I ask, should the Fellowship permit these types of discussions to divert WSO staff, or Conference Committees, or regions or areas, from working on our primary purpose of carrying the message of recovery to those who are still suffering from addiction?

The \$175.00 spent on tapes would purchase more than four hundred White Booklets for newcomers, jails, schools, or as public information to doctors or probation offices. Which is more important? Which addresses our responsibility to carry the message of recovery?

The issue of the tapes is, in my opinion, truly a secondary issue. The point that those who are working this issue really want to address, is getting the Conference to vote again on the matter of who votes at the Conference. I fail to see how many addicts have lost their lives or continued to suffer in active addiction because someone votes or does not vote at the Conference. How many addicts will be saved from more suffering if the policy changes?

The point I want to raise in this discussion is that when each area committee in your region has so many volunteers to help on the phoneline that there is a long waiting list before each person has their three hours of duty, then that area committee has time to waste on listening to tapes of the last Conference. When each area committee in your region has so many volunteers to attend H&I panels that all possible hospitals and institutions have meetings and there is a long waiting list for people to be on a panel, then the committee has time to waste on listening to tapes about the last Conference. When each area committee in your region has so many volunteers to go out on twelve step calls and they have to wait a long time until their name is called, then that committee has the time to waste listening to tapes of the last Conference.

The issue of who votes, in my opinion, is a battle between the N.A. politicians, those who believe they can get more power if the system changes or those who are afraid power will be lost

if the system changes. If anyone can prove to me that on a twelve step call to a newcomer, that discussing this with the newcomer will help them keep off drugs, then I think the discussion should continue at all levels.

If, during the past ten years that the policy has remained in place, the Fellowship had been falling apart or not carrying the message to the newcomer, then I believe we should spend the time to find out what part of the problem the voting issue played. However, the Fellowship has continued to grow, from about three hundred meetings to over 16,000 meetings, so I fail to see why we should discuss the issue at all.

I have instructed your World Service Office staff to refrain from future discussions and correspondence about tapes or who votes at the Conference. I hope you will join us in putting aside such diversions and spend our time on those matters that help oldtimers and newcomers alike recover from active addiction.

The second issue that is important to discuss in this report is our priorities and the funds to accomplish those priorities. In the remaining part of this article and in future articles my focus will turn toward the matter of money in N.A., where it is going and what it accomplishes, as well as things that need to be accomplished.

How much money does N.A. really have to work with? The amount of money available to world level (WSC, WSO and WCC) is clearly known and openly reported to the Fellowship. How much is available at the region and area level is not known, but reasonable estimates can be made. How much is available at the group level? Less is known about finances at this level and estimates are only guesses.

The best estimates of active membership in N.A. put the figure at about 700,000 members. This estimate is based on figures of sales for medallions, keytags and chips and also for white books. It is very likely that each member personally contributes about \$20.00 per year to N.A. directly or indirectly. This would mean that the total income for N.A. is about \$14,000,000.00.

The WSO will have a gross income, before expenses, during 1988 of a little less than \$4,000,000.00, the Conference will have income of about \$180,000.00 and the World Convention will have an income of about \$400,000.00. This would mean that over \$10,000,000.00 is available at the group, area and regional level.

There are also large amounts of money that go to others outside N.A. that make money from members and committees. These private vendors sell us tape recordings of our meetings and jewelry or clothing with our logo on them. Collectively they receive about \$1,000,000.00 from N.A. members and committees. Part of that is included in the previous figures, but a lot of it is additional funds that our members pay out.

There are a growing number of offices throughout the Fellowship and they are consuming

larger amounts of manpower and money. We need to reassess the value we receive from these offices compared to the money we invest in them.

Conventions are growing in size and frequency. They handle large amounts of money and an alarming number are losing money or have unnecessarily high operational expenditures. Since the first of the year more than \$75,000.00 was lost by conventions as a result of undesirable management decisions.

The Office attempts to keep informed about area and regional committees and their problems as part of our routine work. However, only about half of the regions and less than a fifth of the area committees send their minutes to us. Therefore our knowledge of what is going on financially throughout the Fellowship is only sketchy. However, we do know from those we have heard from, that at area and regional committee levels more than \$100,000.00 was lost since the beginning of the year to embezzlement.

The amount of money at the group level that is dropped into the basket that never makes it to productive use by N.A. is estimated to average about \$20.00 per group per year. That would mean that about \$320,000.00 is donated but lost at the group level.

And yes, money is mis-spent at the world level also. Fortunately the management systems in place, with outside reports that are made, help minimize these losses. We are, in fact, reassessing many of the expenditures made by WSO, WCC and WSC. That will be the subject of the next report in this series.

The primary point of this discussion is that there is a lot of money available for N.A. use. Unfortunately we lose a lot of it to poor management and poor accountability, probably over \$500,000.00 per year. It is time to do two things about this issue: (1) take steps to reduce or if possible eliminate the losses, and (2) re-evaluate our priorities to make sure we spend all the money available on the high priority work that N.A. is supposed to do.

In the next four Newsline issues these and related matters will be discussed.

COMING EVENTS

AUSTRALIA: Mar. 24-27, 1989; Australasian Regional Convention; Wollongong University, Wollongong, NSW; accommodations (042) 28 0300; ARCNA-89, P.O. Box 87, Fairy Meadow 2519, NSW

CALIFORNIA: Apr. 24-28, 1989; World Service Conference Annual Meeting; AirTel Plaza Hotel, Van Nuys, (818) 997-7676

GEORGIA: Feb. 23-26, 1989; 7th Georgia Regional Convention; Comfort Inn, Jekyll Island, Georgia (912) 635-2211; GRCNA-7, P.O. Box 5244, Macon, GA 31208-5244

HAWAII: Feb. 10-12, 1989; 5th Gathering of the Fellowship; Camp Erdman, Honolulu; Hawaii RSC,

Attn. Fellowship Gathering, P.O. Box 27909, Honolulu, HI 96827

2) May 26-29, 1989; 3rd Big Island Gathering; Mauna Kea State Park, Hilo; Big Island Gathering, P.O. Box 10842, Hilo, HI 96721

IDAHO: Apr. 21-23, 1989; 4th Washington/Northern Idaho Regional Convention; A Resort on the Lake, Coeur d'Alene ID 83814, (206) 765-4000; helpline (509) 458-7767; WNIRCNA-4, P.O. Box 807, Spokane, WA 99210

KANSAS: Feb. 17-19, 1989; Sixth Mid-America Regional Convention; Holiday Inn Holiday Convention Center, Salina, (913) 823-1739; Mid-America Convention, P.O. Box 383, Salina, KS 67401

KENTUCKY: Mar. 24-26, 1989; 3rd Kentuckiana Regional Convention; Hyatt Regency, 320 W. Jefferson St., Louisville KY 40202; KRCNA-3, P.O. Box 35063, Louisville, KY 40232

LOUISIANA: May 27-29, 1989; 7th Louisiana Purchase Regional Convention; Landmark Hotel, 2601 Severn Ave., Metairie LA 70002, (800) 535-8840; LPRCNA-7, P.O. Box 750237, New Orleans, LA 70175-0237

MARYLAND: Mar. 10-12, 1989; 3rd Chesapeake-Potomac Regional Convention; Hyatt Regency Bethesda, 1 Bethesda Metro Center, Bethesda MD 20814, (800) 228-9000; CPRCNA-3, P.O. Box 9145, Silver Spring, MD 20906

MISSISSIPPI: Apr. 14-16, 1989; 7th Mississippi Regional Convention; Royal d'Iberville Hotel, 1980 W. Beach Blvd., Biloxi MS 39531, (800) 647-3955; phonelines (601) 865-0699 or 875-1161; MRCNA-7, P.O. Box 6851, Biloxi, MS 39532

MISSOURI: Jun. 9-11, 1989; 4th Show-Me Regional Convention; Hilton Inn of the Ozarks, 3050 N. Kentwood Ave., Springfield

NEVADA: Jul. 28-30, 1989; 2nd Sierra Sage Regional Convention; John Ascuaga's Nugget, Sparks; phoneline (702) 322-4811; Sierra Sage RSC, P.O. Box 11913, Reno, NV 89510-1913

NEW MEXICO: Apr. 21-23, 1989; 1st New Mexico Regional Convention; Hilton Inn, Albuquerque; NMRC-1, P.O. Box 4522, Albuquerque, NM 87196

NEW YORK: Apr. 28-30, 1989; 5th Grtr. New York Regional Convention; Concord Resort Hotel, Kiamesha Lake NY 12751, (800) 431-3850; GNYRC-5, P.O. Box 1944, Peter Stuyvesant Station, New York, NY 10009

2) Jun. 23-25, 1989; 10th East Coast Convention; University of Buffalo, Amherst Campus; ECCNA-10, P.O. Box 141, Buffalo, NY 14216-0141

NORTH CAROLINA: Mar. 10-12, 1989; 2nd Capital Area Convention; Sheraton Imperial, Exit 282 off I-40, between Raleigh and Durham, (919) 941-5050; phoneline (919) 755-5391

PENNSYLVANIA: Feb. 16-18, 1989; 7th Grtr. Phila. Regional Convention; Adams Mark Hotel, City Line & Monument Rd., Phila. PA 19131, (800) 231-5858; GPRCNA-7, P.O. Box 42628, Philadelphia, PA 19101-2628

2) Feb. 24-26, 1989; 5th Mid-Atlantic Regional Learning Conference; Sheraton Four Star

Resort and Conference Center, Lancaster;
phoneline (717) 393-4546; Convergence 5, P.O.
Box 7651, Lancaster, PA 17604

QUEBEC: Mar. 31-Apr. 2, 1989; 5th French N.A.
Convention; P.Q. Community Centre, 253 3rd
Street, Shawinigan; L'Envol 5, C.P. 841,
Shawinigan, PQ G9N 6W2

SOUTH CAROLINA: Feb. 3-5, 1989; 9th Upper
South Carolina Convention; Ramada Inn, 1001 S.
Church St., Greenville; USCAC-9, P.O. Box 4407,
Greenville, SC 29608

TEXAS: Feb. 17-19, 1989; Texas Unity Convention;
Whitney

2) Feb. 18-19, 1989; 5th Texarkana Area
Convention; Sheraton Texarkana, I-30 and State
Line Ave., Texarkana TX 75501

3) Mar. 24-26, 1989; 4th Lone Star Regional
Convention; Hyatt Regency Riverwalk, 123 Losoya,
San Antonio 78205, (512) 222-1234; LSRCNA-4,
2186 Jackson Keller, Suite 327, San Antonio, TX
78213

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