



sent to an individual address. Offices and committees will not be able to purchase copies of this commemorative edition, except with the same limitation: only two copies per addressee.

We do not anticipate that the commemorative edition will be delivered from the printer until mid April.

### NEW BUILDING

We are pleased to announce that the World Service Office has expanded our facilities to include an additional building on the same block. This third major building adds 4,500 square feet to our existing facilities, bringing our total building space to approximately 16,000 square feet. The new building is located immediately adjacent to the shipping building.

The building will house two major departments: the *N.A. Way* magazine and its staff, and Support Services, providing resources to the entire staff. The Support Services staff includes Personnel, Accounting, Order Entry and Database Management Departments. These departments are all managed by Anthony Edmondson our Administrative Assistant for Support Services.

The new building also includes a 700 square foot conference room, large enough for meetings of up to thirty-five people. We have needed meeting space of this size for a considerable time in order to save money spent on renting space in the nearby hotel.

The office will retain the space previously occupied by our Accounting Department and the Group Services activities will be assigned to that space. The Group Services Department will have a staff of five, providing assistance to growing and emerging fellowships throughout the world.

The mail address for all activities of the office will remain the same at Post Office Box 9999, Van Nuys, CA. You can continue to reach all staff functions through our centralized switchboard.

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### 1989 WSO CATALOG

The development of the 1989 catalog has been very slow as a result of the substantial workload increase the office has experienced. We have not been able to apply sufficient manpower to this project. Another reason for the delay has been that the Board of Directors needed to give consideration to possible price increases on some items. At the January meeting of the Board of Directors, consent was given to change the price on the following items: medallions, commemorative chips, the #2 I.P. (*The Group*), the #21 I.P. (*The Loner: Staying Clean in Isolation*), and some of the service handbooks.

The new catalog will be arranged quite differently than the previous catalog and will not include public information materials that are used exclusively by service boards and committees. A separate order form for these P.I. materials will be prepared and distributed on a regular basis to public information committees that are registered with the World Service Conference P.I. Committee.

We wish to extend our appreciation to members throughout the fellowship who have offered creative ideas and suggestions on how to improve the catalog and make it more useful. Many of these ideas have been incorporated into the work currently being accomplished.

After the publication of the 1989 catalog, work will begin on two similar catalogs. One will be for use by the United Kingdom Service Office and will list items available through their office, showing the price of literature in English pounds. Additionally, a catalog will be produced for primary use in Canada, which will include French language items in the inventory.

In previous catalogs a large amount of space was devoted to special use publications including large print pamphlets, braille pamphlets, etc. These items will no longer be identified by item number, as so few of them are actually sold. There will be notation of these items and individuals interested in purchasing them should contact the Office directly for inventory item numbers.

The 1987/88 catalog, which is currently in use, was printed in a quantity of approximately 45,000. Those have nearly been exhausted and the new catalog will arrive just in time to be used as the old ones become exhausted. A larger quantity will be produced

and will be made available for area committees and regional committees to distribute with public information materials when there is a need to do so.

All changes in prices discussed above will be reflected in the new catalog. Please see the new catalog when it arrives for additional details.

### **NEW JERSEY OFFICE TO CLOSE**

The Board of Directors at its January meeting thoroughly reviewed the operations at the New Jersey office, its future plans, and its financial impact on the WSO. Although the New Jersey office did not consume an inordinate amount of expense for its general operation, the Board concluded that the funds being expended for the maintenance of this office, as an individual function, could better be used for general operations for the WSO. In addition, it was determined that a great deal of work could continue to be accomplished through the WSO, and eventually our branch office in Europe. As a result of this decision, the New Jersey office will be closing near the middle of March of this year.

It was with great deliberation and reluctance that the decision was reached to close the office, as it has been providing a valuable stream of information utilized by world level public information, as well as outreach efforts by the World Service Office.

All files and materials generated during this year and a half effort will be retained and returned to the Van Nuys office, where work will continue on the projects underway.

We're sad to announce that Willie Lubka, our popular and reliable New Jersey staff member, has elected to remain in the New Jersey/New York area and will not be returning to Van Nuys to resume duties in public information. His presence, detailed knowledge, and experience will be sorely missed.

Because of the complex variety of special needs that the office is currently experiencing, we will not be able to immediately fill the position Willie is vacating. By this notice, we hope that possible applicants for this position will not immediately forward their resumes, as the position will not be filled until notification is given at a later date.

The New Jersey office was successful in helping us gain information about the conditions which new and emerging fellowships

in third world countries will face. This type of background information will help world services to respond more adequately to the needs of our members in these new fellowships.

The New Jersey office was also very instrumental in providing access to international organizations interested in addiction and recovery who were not familiar with our fellowship. The strength of these new relationships has been very positive. Initial efforts will encourage new meetings to start, and help professionals to become familiar with N.A. as a resource in their work.

### **TABLE-TOP P.I. DISPLAY MATERIALS**

At the request of the World Public Information Committee, the office had obtained some table-top display units similar to the ones that have been used by the World Service Office/World Service Conference P.I. Committee. These display boards have been used very successfully in a variety of non-N.A. public information events. The office only ordered fifteen of these displays. We will keep a small quantity on hand for other area or regional committees interested in these display boards. Committees should communicate directly with the Order Entry Department and ask for Vida, for further information on the details of these boards.

These table-top display boards are very useful for public information committees who make presentations at non-N.A. events and community health fairs or service gatherings to help carry the message of Narcotics Anonymous to the community.

### **AGENDA REPORT REMINDER**

The World Service Office has shipped out over 2,500 copies of the 1989 Conference Agenda Report. This report contains the items that are currently slated for consideration at the World Service Conference meeting in April. The Agenda Report includes the handbooks that are being proposed for consideration in their entirety. Consequently, the agenda report costs more this year than in previous years. The price for the Conference Agenda Report this year is \$11.00.

The report is rather lengthy and takes considerable time for study and evaluation. As we have a supply of these on hand and can respond very quickly to orders, area committees or individuals interested in

obtaining copies should do so at the earliest possible moment.

### NEW STAFF ASSIGNMENTS

We are pleased to announce that Hollie Arnold, formerly the RSR from the Volunteer Region, has been selected by the Board of Directors to become the project coordinator who will serve the needs of the Board of Trustees.

During the last four years, the amount of energy and staff time required to meet the needs of the Board of Trustees has been increasing considerably. For several years, the work was done by the individual assigned as project coordinator for Group Services. However, with reassignments and staff changes during the last year, the burden of providing assistance to the Board of Trustees has become too large for the Group Services Coordinator to handle.

An interim decision was made to have the Executive Director and the Executive Secretary handle the work of the Board of Trustees. While this has sustained the work of the Board of Trustees, it has not been the most satisfactory arrangement. Consequently, the Board of Directors at its January meeting authorized selection of an individual for this position. Hollie Arnold, who had applied for the position of project coordinator in Group Services, was selected for this position.

We are also pleased to announce the selection of Vandy Anderson as the new project coordinator for Group Services. Vandy, who will be moving from the Washington/N. Idaho Region, was very active in her region as chairperson of the region and in convention activities. She brings to her new task experience in business and industry as a supervisor in a major communications company.

The Group Services Department has been expanding rather rapidly because of the growth of the fellowship and the constant increase in communications. As noted elsewhere, the Group Services Department will be functioning in a separate building, supervised by Vandy.

In previous *Newslines* we have discussed many of the difficulties we've encountered in literature production in our pre-production graphic arts area. This was a result of not filling the position of production supervisor last spring when it was vacated. Having not filled that position left much of the supervising,

assembly and artistic work to other staff members who had many other tasks as well.

As a result, changes in literature items this year have been achieved slowly and with less certainty. Because we are primarily a publishing company for the fellowship, it is imperative that we now fill this position. Accordingly, we are by this notice informing interested individuals that they may apply for this position. Responsibilities will include preparation of printed materials that the office produces; pamphlets, handbooks and larger publications, as well as overseeing the production of periodicals such as the *Newsline*, *Reaching Out*, the *Loner Group Meeting By Mail* and the *P.I. News*. Individuals interested in this job should have experience in the printing industry and the graphic arts industry, and a knowledge of technical terms and specifications for type sizes and styles is imperative. This position is not a project coordinator but is supervisory in nature and will be responsible to a project coordinator. Job duties will require the individual to have artistic values and judgments and the ability to supervise other employees. Interested individuals should contact Anthony E. in Support Services at the office.

### SERVICE COMMITTEE INFORMATION REGISTRATION AND UPDATE

Contact information about regional and area service committees has been maintained by the World Service Office since 1986. This information has been extremely valuable to the World Service Conference, WSO, and to new N.A. groups seeking communication and support.

In order to continue providing reliable service to the fellowship, we need to continually update the information which is on file. WSO is aware of at least 539 area service committees in existence. However, our records show only 323 such committee addresses. For the remainder, we have some information (i.e., a trusted servant's address or phone number) on file which may or may not be current. We can provide much better service if we have information which includes the committee address, phonenumber, and contact information for all trusted servants of each area and regional service committee. Information for chairpersons of each subcommittee is also most helpful.

The form included in this Newsline can be copied and used to update our records or register new committees. Each time there is a change in information, please fill out the appropriate section and send the entire form to WSO. For a new committee, or if you are uncertain about the registration status of a committee, please send a form as soon as possible.

Fellowship cooperation in this project is most appreciated. It helps all committees to receive current and accurate information about the ongoing developments in Narcotics Anonymous. Also, new or existing groups can then be linked more easily to the service committees and trusted servants in their geographical areas.

### **VIDEOTAPING OF SERVICE EVENTS: ENTHUSIASM VS. CAUTION**

The popularity, decreased cost, and improved technology associated with videotaping has led to heightened enthusiasm amongst N.A. members and service committees. In many cases, proposals are made to videotape service events and/or simulated service events, to pave the way for the development of visual aids as service material.

While there has been no strong objection to the concept of visual aids, including videotapes, there has been considerable discussion and concern at all levels of service about the inherent problems of videotaping N.A. members in any setting. Discussions will continue until clear guidance emerges. In the meantime, the WSC P.I. Chairperson is making a strong recommendation that all service committees avoid videotaping of N.A. members, meetings, and service events. The following points have arisen from discussions of this subject and comprise the foundation for this recommendation.

1. When N.A. members are photographed under any circumstances, personal anonymity is always in jeopardy.
2. A member's status is affected when he is seen on visual medium.
3. It is not possible to control the distribution of a videotape.
4. Ownership of the rights to a videotape becomes an extremely important consideration. Signed copyright release forms from every person who appears in any way must be obtained, even when there are attempts to protect visual

identity. Ownership must be assigned to an element of Narcotics Anonymous, never to an individual or private enterprise.

5. Technical expertise in protecting identification does not always work. Profiles, shadows, distortion, disguise methods usually still allow easy identification. Also, these methods can contribute to a negative portrayal or render to the videotape a status of questionable value.

Any questions, comments, or experience in this regard can be sent to W.S.C. P.I., c/o WSO.

### **REACHING OUT**

The WSC H&I newsletter, *Reaching Out*, has undergone major format changes during recent months. One of the new features is a section designed to help H&I subcommittees gain a world-wide perspective of H&I activity. This section will reflect input received from H&I subcommittees and may address specific issues of interest to members in their H&I efforts, as well as personal experiences obtained while carrying the N.A. message of recovery to addicts who are unable to attend regular meetings.

Additionally, as a result of recent editorial changes, we are printing original artwork submitted by our readers. The artwork centers around various H&I themes.

We are in need of input for both these new sections. Therefore we are requesting members and H&I subcommittees to submit input for these new sections to the H&I Coordinator at the WSO.

### **N.A. AND T.A. GROW IN BRAZIL**

The growth of Narcotics Anonymous in Brazil has been marked by a significant problem that is illustrative of difficulties the fellowship faces in the development of Narcotics Anonymous world-wide.

N.A. was first introduced into Brazil in 1971, but it wasn't until several years later that meetings began to take hold. Although there was very little communication between the members that started the meetings there and the World Service Office, the Brazilians did obtain copies of N.A. literature. They began slowly to translate the literature into the Brazilian derivation of Portuguese,

unbeknownst to the World Service Office until it had proceeded to a rather finished state.

In late 1987 we were informed through a series of communications that the Brazilians had indeed translated, printed, and were distributing material to their members throughout Brazil.

We also learned that there was conflict developing among the recovering addicts in Brazil over their name and identity. At this point they began requesting our help to resolve the issue, and more regular communications began to take place between Brazil and the office.

We discovered that the fellowship in Brazil was not calling itself Narcotics Anonymous, but rather T.A. (for Toxicomanos Anonimos), a name they had been using for some time. The decision by the Brazilian members to identify themselves as a fellowship with a different name caused immediate concern. In the spring of 1988, a member of our WSO staff and several other N.A. members visited Brazil to discuss this issue. Extensive reports of this meeting were made at the 1988 World Service Conference, and it has been the subject of several other reports since the World Service Conference.

The issue remains largely unresolved, but since it concerns the fellowship at large, it deserves comment at this time.

The Brazilians have essentially divided themselves into two fellowships, both with the same purpose, utilizing the same principles. One group remains identified as Toxicomanos Anonimos while the other has elected to identify itself as Narcoticos Anonimos, part of the world-wide fellowship of Narcotics Anonymous.

The office brought the issue of translating our name to the attention of the Conference in 1987 and again in 1988. The Conference agreed that consistency should be maintained in the utilization of the name when and where possible, and supported a policy to use the English name along with the specific translation of the name in other languages, on the cover of our literature.

Admittedly, this can cause some complication because differences in languages exist, where the literal translation of our name means something completely different than it does in the English language. The early Brazilian fellowship, in choosing to call itself Toxicomanos Anonimos, did so, in part, in recognition of this type of problem.

In the Brazilian/Portuguese dialect, the name Narcoticos Anonimos, much like we have experienced in the English language, was understood as limited to "hard" drug users only. Consequently, the members, when forming the fellowship in Brazil, chose the name that would be more consistent with the understanding that N.A. is for all drug addicts.

As understandable as this is, the policy matter is complicated, as it affects the future use of the name Narcotics Anonymous in other languages that may have similar problems. While some flexibility may be necessary it has not been the conscience of the World Service Conference to encourage the use of other names, except the direct translation.

This issue in Brazil is more complex from the standpoint that there now exist two distinct fellowships. The Brazilian members identifying themselves as Narcoticos Anonimos have now begun to obtain their literature from the World Service Office. However, Toxicomanos Anonimos continues to publish and print its own materials.

In 1988, the leadership of the Toxicomanos Anonimos movement requested authority from the World Service Office to use adapted/translated versions of N.A. materials and print them with the name of Toxicomanos Anonimos, and in those places where the name Narcotics Anonymous would be placed, the name Toxicomanos Anonimos would appear.

The fellowship as a whole has agreed that obtaining literature from the WSO supports the continuing growth of N.A. worldwide, and encourages strength and unity. Accordingly, we have attempted to discourage the development of independent publishing efforts, regardless of language or locale. While this has been successful generally, it has not been universally successful. Efforts to establish a fellowship in Brazil have succeeded through local efforts at printing and adapting our literature, rather than through any assistance from world services.

This matter has received continuing discussion among the World Service Office Board of Directors and also with the World Service Board of Trustees. The consensus of both boards is that while the fellowship should be conscious of and supportive of other addicts desiring to recover from addiction, even if they are not part of Narcotics Anonymous, it does not seem appropriate to grant authority to another organization to print verbatim Narcotics Anonymous materials. A

comprehensive memorandum on this subject was recently sent to the T.A. fellowship providing a gentle understanding of the problems created by the continued publication of literature by Toxicomanos Anonimos, and the reasons why the fellowship of Narcotics Anonymous finds itself in a difficult position.

We will keep the fellowship at large informed of this discussion, as it is an important example of the difficulties arising as the fellowship grows in new countries.

## WORLD CONVENTION NEWS

The Florida Host Committee has continued to meet and is well organized. The experience gained by the Florida fellowship in hosting their own, very sizeable conventions has paid generous dividends in the ability to be organized at an early date.

The Host Committee has continued to work with representatives of the Convention Corporation and the task force assigned to that particular event. The Program Committee is currently considering potential speakers for that event, and individuals who have not submitted tapes in previous years for consideration as potential world convention speakers are encouraged to send their tapes, if they have those handy, to the World Service Office addressed to the Convention coordinating staff.

The special events for the Orlando World Convention include a banquet. The banquet this year will have a special mechanism for seating, which will be described in the following paragraph.

For a couple of years now, the Florida Regional Convention has been using a seating system to help facilitate Banquet seating. That system, based on the time at which you purchase your ticket, calls for the use of a color coded ticket that allows members holding a particular color ticket to sit in a specific area of the Banquet Hall. The Convention Corporation will be initiating this same system at the world convention this year. It will primarily benefit the members who purchase their Banquet tickets early, because the first tickets sold are the seats closest to the podium. Subsequent tickets will be in designated areas that are to the rear of the primary color. For example: if the first section was red, then all persons holding red tickets would be admitted at 5:15 p.m. and would be seated in the first 875 seats. This process would continue until

all of the color sections are full. This will hopefully allow for a more orderly entrance into the Banquet hall. **It is important to note that if someone wishes to sit with you at the Banquet and does not have the same color ticket as you do, they will not be able to sit in your section.**

We realize that this process may seem complicated and difficult; however, it is extremely important that we have an orderly entrance into the Banquet Hall. For those members who purchase Banquet tickets when you preregister, your confirmation will specify the section in which you will be located. Based on our preliminary discussions, there will be approximately four sections of 875 each in Orlando. More specific information will be provided in a later *Newsline*.

Registration for the World Convention is only \$20.00. Registration will be a key element in the success of this convention, as the funds raised by registration alone constitute a major portion of the funds generated from the World Convention as a whole.

At this convention it will also become necessary to provide bus transportation between hotels and the facilities where most of the events are going to be held. The Orange County Florida Convention Facilities in Orlando will be the site of most major events. Because of the considerable distance between the convention site and the different hotel facilities, the host committee has arranged for bus transportation that will require our members to purchase a \$5.00 pass. Because the buses are expensive, only those people who purchase a pass will be able to use the bus. It will be important, therefore, for members to either provide their own transportation, or to obtain the bus pass when they register. In order to properly accommodate the large number of people expected at this convention, it will be imperative to get an accurate count, through pre-registration and bus pass fees, of people who plan to use the bus system. Accordingly, we are urging members who anticipate using this system to register early and to include the bus pass registration fee also.

The registration flyers for the World Convention have recently been distributed. It will be important to note for the fellowship at large that the hotel being used as the headquarters for this event has a relatively small number of rooms. Many of the hotels in

the Orlando area have total room accommodations smaller than in previous convention sites. Accordingly, it will be necessary for you to register early if you intend to find space in the headquarters hotel.

The other hotels being used for this world convention will meet our needs quite satisfactorily, so if you are unable to find accommodations at the headquarters hotel, we know that you will be excellently provided for in the other facilities.

### FROM BOB STONE

In the last Newsline I began a series on N.A. finances. This section will concentrate on literature sales.

It would be nice if somehow it was possible to simply give away all the literature. That is, it would be nice if all anyone had to do is request literature and it would be sent free. We get requests for free literature all the time and many of the requests are reasonable, justifiable requests by someone wanting to be able to share with others our message of recovery.

It is hard to say no to that intent. We all want addicts to get the message, and many get it first from a pamphlet or white book. So we would like to be able to respond to each such request with a reasonable supply of free literature. Unfortunately, we are unable to do so.

The fundamental expense in the production and distribution of literature by the WSO is fairly small. We run a conservative printing and shipping business for N.A. We use the minimum number of employees possible, but all the work does get done.

The largest share of the income generated from literature sales goes to expenditures related to non-literature sales activities of the Office. The largest single area of expense is in support services to the World Service Conference and the service boards and committees at area and regional level. Our project coordinators help world level committees with their work and provide assistance to members, groups, areas and regions in matters of P.I., H&I, literature and other special concerns.

These non-literature-related expenditures are a necessary expense for a growing fellowship. In twenty or thirty years, the percentage of funds currently devoted to these

activities will probably be reduced. By then, N.A. should have most of its publications on the table i.e., books on steps, books on traditions, books on service, and other useful tools for recovery. But until all those tools are developed and available, the WSO will still need to expend large numbers of dollars supporting these services.

The point to be raised here is that the price set for each item in the inventory takes into consideration the actual production and distribution costs and the expenditure level for these other services that are currently necessary. Certainly these other services could be discontinued. The ability of the fellowship to effectively carry on a world-wide effort at carrying the message would also be curtailed. So, few people have seriously argued for that.

The lesson here is that literature sales is an effective, efficient way to generate funds to finance things other than simply literature distribution. We will come back to this point again later.

It became obvious several years ago (1984) that the WSO was going to need a much larger shipping and receiving department to handle the large volume of orders that were coming in. The number of members, groups and areas ordering literature was increasing at a rate such that a staff of ten or fifteen shippers was realistic. There was an alternative solution and one that offered other dividends. Rather than keeping a centralized single source for literature, a series of locally operated and managed literature sales offices could be developed as an alternative.

This was discussed for more than a year before serious effort was made to encourage this prospect. There were a number of important side benefits of this proposal:

1. A large number of regional or area committees would learn how to properly handle N.A. affairs in the areas of taxes, insurance, legal agreements, etc.
2. These committees would gain experience in handling literature distribution, and develop a more positive relationship with the WSO.
3. Literature availability would increase at the local level, and the WSO would have a less dominant effect on literature distribution.
4. Local offices would be the focal point of supplementary administrative services needed by area and regional committees.

5. By shifting some of the work of distribution to these offices, the need to drastically increase WSO shipping staff could be avoided. These are but a few of the benefits of area and regional literature sales offices.

In order to facilitate this system, a discount policy was developed that promoted the success of offices. Unfortunately, it was not possible for the WSO to pass along a large enough share of money in the discount policy to make each of these offices self-sufficient on literature sales alone.

This required the offices to increase the cost of literature above the WSO price, and induced many offices to offer other merchandise items and engage in fund raising activities such as dances.

This was made even more complex by the nature of many autonomous offices, each with its own priorities and special projects. Some offices became involved in help-line work, others provided meeting space, and some supported area or regional special events. Even the choice of building location affected the financial success of offices. The WSO provided direct assistance to these offices whenever possible and began a series of workshops. The workshops help bring together volunteers and the few special workers to share their experience.

A common thread evident in all these office matters is the point developed earlier: literature sales is an effective, efficient way to generate funds to finance things other than simply literature distribution. Unfortunately, literature sales does not provide sufficient income for all the needs that are felt at the area or regional office level.

This means that additional income has to be generated in other ways so that the office can survive and function. This then gets us to the relevant point of this article: In the overall financial problem facing N.A., how big a part do offices play?

There are a long list of important and related questions concerning offices, their practices, propriety, and purpose that need to be included in the discussion of finances in N.A. Some sample questions are: When is it appropriate to have an area or regional office? How much money is it reasonable to divert from other purposes, to its operation? Should we really engage in merchandise sales or other fund raising activities to support an office? Should we really have an office if it is not

reasonably self sufficient based on literature sales?

We do not have the answers to these questions. We do not even have a clear picture of the success of the anticipated side benefits that were expected. The only things we are sure of are:

1. The WSO has been able to avoid a dramatic increase in shipping staff in spite of the growth in total sales from \$839,000 in 1984 to over \$4,100,000 in 1988.
2. Many of the area and regional offices are in significant financial trouble and some have unresolved legal problems.
3. The operation of these offices continues to require increasing amounts of manpower and money that might possibly be used for other purposes.

It is not time to rip up the pieces and start over. But it is important, when looking at the complete picture of finances within N.A., to give consideration to the status and operation of offices as a factor.