NA World Services

Conference Report

31st World Service Conference 2012

It is not an exaggeration to say WSC 2012 will be historic. At every conference, we have much to discuss and decide, but the decisions made at WSC 2012 have the potential to affect our entire system of service delivery. For many, the biggest topic of discussion for this conference has been the service system resolutions, straw polls, and proposal report. It's been a long time since we can remember anything that has generated so much passionate interest, enthusiasm, and controversy heading into a conference.

The theme of this World Service Conference is "Inspired by Our Primary Purpose." Even when we face challenges or disagreements, we know we still stand on common ground. We all want what's best for NA. We share a love for Narcotics Anonymous, A Vision for NA Service, and a desire to carry the message to the addict who still suffers. Those things are stronger than the disagreements we may be facing about the business at hand at this conference. With our unity as our foundation and touchstone, we will discuss and decide on the future of the service system project and so much more.

Even if there were no discussions or decisions about the service system, there would still be much to do at this conference. We have a new book, "Living Clean – The Journey Continues," to vote on; decisions to make about world convention rotation; and potential changes to the operational rules of the *Fellowship Intellectual Property Trust* to consider.

After old business, there are a number of sessions that will be familiar to conference veterans: the NAWS report, a report from the Human Resource Panel, and later in the week, a session on fellowship development and one on public relations. The NAWS Report and the fellowship development and PR sessions explain much of the work of world services this cycle and give participants a chance to ask questions. The session led by the HRP should help prepare us all for elections the next morning.

Every conference we change the schedule in some ways in response to your evaluations and perceptions of how the previous conference went. We try to balance needs, what the WSC seems to value, and time limitations. As always, please let us know what you think by filling out the daily evaluations at the conference.

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If you have been to conferences in the past, you may be wondering about the sessions we used to call "World Board Forums." We used to schedule World Board Forums before the conference business sessions. They served primarily for the board to discuss and give recommendations on motions and amendments, and to answer questions. At the last conference we tried instead to use these sessions for the board to discuss a focused topic—social networking. At this conference, we are not scheduling World Board Forums at all, except for one welcoming session on Saturday before the conference is officially opened. There was no feedback from the last conference that participants missed the board's discussion of motions before business, and scheduling board forums at this conference doesn't seem like the best use of our valuable and limited time.

We have added a full session to the NAWS Report, however, and that should give participants a chance to hear some of the most important news from world services and to ask questions.

Another change in this agenda is that we have scheduled elections a day earlier than usual, and this cycle, we are trying something else new related to elections: in response to results of the delegate survey on elections we are distributing information about the candidates in advance of the conference. As with all of our "experiments," we can discuss how this went during the WSC Processes session on Saturday.

One of the new things we tried at the last conference, the delegate-led session on local issues, was such a success that we will have another at WSC 2012. And we have discussion sessions planned for topics that should be familiar to most of you by now: a double session on Thursday devoted to communications, followed by a session on self-support. Certainly we have talked about both of these topics before, but we still need improvement at every level. On Friday we are planning a session on delegation, accountability, and group conscience, one of the Issue Discussion Topics we are proposing for the upcoming conference cycle.

Another significant new experiment this conference is that we will be discussing regional proposals rather than voting on motions from regions. In fact, the board has decided to extend the conference's decision to discuss regional proposals rather than debate regional motions to cover any new business motions the board might have made as well, except for motions to pass the budget and project plans. As a result, most of our "business" at this conference will happen during discussion sessions. These next steps toward a consensus-based conference are explained in more detail in the descriptions of the orientation and business sessions below.

We have also extended the orientation session, in part to talk together about the proposed process. We will use the Saturday session on WSC processes to talk about the future of regional proposals and consensus-based decision making at the conference. We will also use this session to talk about the future of conference seating.

As we have done in the past, we'll use the Moving Forward session on Saturday to recap the work of the week and talk about the cycle ahead. We'll take straw polls where indicated, including polling ideas stemming from regional proposals that had broad conference support.

You can discuss any of these topics on the conference participant bulletin boards. If you're not involved with the bulletin boards, we encourage you to go online now to connect with other participants: http://disc.na.org/.

This report should give you a good idea of what will be covered during the week. It's a long report, but we encourage you to persevere and read it through because it is one of the best ways you can prepare for the conference week. As you read this report, however, it's important to keep in mind that we are still planning the conference week. We devote the bulk of the *Conference Report* to an overview of the WSC week, but some

aspects of the agenda may change between now and the opening of the conference. Our schedule is always a work-in-progress. We have given our best idea of the schedule and the content of the sessions, but as we continue to plan the week, times may change or some sessions may switch days. We will continue our practice of distributing each day's schedule at the close of business the day before.

You see from the schedule that follows that we will once again try to run the later sessions before dinner and break for the day when we have dinner. We tried this at WSC 2010 in response to suggestions from conference participants and it worked well. Our lunch break generally ends at around 2:00, and most participants aren't ready for dinner until later. Taking a late dinner break makes it more possible to end the day "early" (at 7:30 rather than 9:00 or 9:30).

The *Conference Report* contains more than just an outline of the conference week, however. We include a compilation of all of the regional and zonal reports we receive by the reporting deadline and summarize the regional data to make it easier to reference. Each *Conference Report* also has a list of the project ideas submitted this cycle and the status of those ideas, as well as a list of all the new products made available this cycle.

It's customary for us to include a summary essay on each of the Issue Discussion Topics for the cycle, but we haven't done so this cycle because the nature of these IDTs was a bit different than usual. The Issue Discussion Topics from this past conference cycle are all about raising awareness of some of the resources approved at the 2010 conference—A Vision for NA Service, self-support, and *In Times of Illness*. The sessions for these topics were released later in the cycle than usual due to our efforts to engage the fellowship in a dialogue about the Service System Project, and the sessions are primarily aimed at helping familiarize members with the newly-approved materials. Rather than trying to gather input and material for new tools and resources, our aim has been to encourage local discussion of these new resources and their applications for local services. While there isn't much to be said about the input related to IDTs over this past cycle, we will certainly have no shortage of topics to discuss, including the service system, WSC seating, and literature development, to name just a few.

As the WSC Mission Statement says, The conference is "an event at which . . . the fellowship, through an exchange of experience, strength, and hope, collectively expresses itself on matters affecting Narcotics Anonymous as a whole." The WSC will be an opportunity to gather a conscience on the issues before us and to discuss how to move forward in unity to carry out the decisions of the fellowship, whatever they may be.

A Vision for NA Service speaks of the theme for this conference, "All of the efforts of Narcotics Anonymous are inspired by the primary purpose of our groups. Upon this common ground, we stand committed."

Our purpose—to carry the message to the addict who still suffers—allows room for everyone to serve. When we unite in support of this purpose, our differences need not detract from our common welfare. No matter what conflicts we may experience, we share this common ground, and with our shared vision we can move forward in unity. We look forward to the opportunity at this conference. Together we will accomplish much.

Friday – 27 April 2012

Registration Desk **2:00 – 8:00 pm**

All conference participants should check in at the registration desk before the conference begins on Sunday. The registration desk will be open Friday between 2:00 and 8:00 pm. If you are an international traveler funded by world services, you can pick up expense money starting at 5:00 pm Friday; staff at the registration desk can direct you where to go. Local NA members will be onsite to help those who wish to attend a recovery meeting.

A Vision for NA Service

All of the efforts of Narcotics Anonymous are inspired by the primary purpose of our groups. Upon this common ground we stand committed.

Our vision is that one day:

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

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

Saturday – 28 April 2012

Registration Desk and WSC Office	9 am – noon; 3 – 9:00 pm
World Board Open Forum	10:00 am – noon
WSO Tour and Lunch	12:30 – 2:30 pm
Deadline for World Market Sign Up (to sell merchandise)	4:00 pm
Recovery Workshops	3:00 – 6:00 pm
CAR session for non-English speakers	to be determined
Recovery Meeting	7:30 pm
World Market	to be determined
Dance	10:00 pm – 1:00 am

Registration

While the conference won't officially begin until Sunday, there is still plenty to do on Saturday. The registration desk and onsite office open at 9:00 am, and NAWS-funded participants coming from outside the United States can collect their advance money for expenses from 10:00 am to noon and between 3:00 and 5:00 pm.

World Board Open Forum

Prior to the official beginning of the conference, we have a World Board Forum and welcome session on Saturday morning. Conference participants will have other chances throughout the week to interact with the World Board, but this will be the only board forum at this conference. It's also the only time during the week that *any* NA member—conference participant or not—can ask questions of the board as a body. There will be time for questions and answers during the NAWS Report on Tuesday, but this Saturday morning session is a good opportunity for conference participants to ask any questions they might have of the board. Conference participants are encouraged to ask any board member questions throughout the week as well. With so much going on at NAWS, board members may not have every detail memorized, but they can certainly help you find answers to your questions.

NA World Services Open House

Before each conference begins, we take the opportunity to have an open house at the World Service Office. Beginning at noon, buses will take members (both conference participants and other interested members) back and forth from the hotel to the office. We invite conference participants to tour the building, see where NAWS staff carry out their duties, and view a variety of displays and artwork from around the world. The last stop on the tour is a Mexican buffet lunch in the parking lot, where we will have a chance to visit with one another in a less formal setting than the conference facility. This is usually a great opportunity for conference "veterans" to meet first-timers and for all to help put each other at ease.

Deadlines

The deadline to sign up to sell merchandise at the World Market is 4:00 pm. Sign up in the onsite office.

Get Some Recovery

In preparation for each conference, we plan a Unity Day to bring together conference participants and local members to celebrate NA unity. This celebration includes workshops on recovery topics, a speaker meeting, and then a dance hosted by the local area service committee. The workshops will run from 3:00 to 6:00 pm. After a dinner break, there will be a recovery meeting with speakers from around the world.

Recovery meetings will also be held daily, beginning Sunday, at 7:00 am at the "Urban Oasis," by the hotel pool for the morning people, the jet-lagged, and anyone else hardy enough for such early-morning recovery.

CAR Session for non-English Speakers

We used to take time Saturday to hold a *Conference Agenda Report* review session for non-English speakers who had not yet had the opportunity to attend a NAWS *CAR* workshop. This year, however, we are trying online *CAR* workshops for Spanish-speaking delegates and alternates. We have two such sessions scheduled prior to the conference, so there may not be a need for a *CAR* session on Saturday. Instead, we can all use any extra time on Saturday to go to a meeting, relax, get supplies for the week, and so on.

Shop, Laugh, and Dance

Be sure to save some energy for the evening activities. In addition to the dance hosted by the local area service committee, we will also have a chance to shop for NA items from around the globe at the ever-popular World Market. If you are interested in selling merchandise for your area or region, you will need to register at the onsite office by 4:00 pm. The World Market is a chance for regions to sell their merchandise, and a chance for all of us to pick up some special items from other NA communities. Because we're all eager to get a look at these unique pieces, the market can get crowded and may not be as organized as everyone would like. Still, we hope that we can all show each other mutual respect at all times, at the World Market and at other events throughout the evening.

Sunday – 29 April 2012

Start the week with recovery: *Every morning at 7:00 am, as well as in the evening when the conference adjourns, there is an NA meeting poolside at the "Urban Oasis." We also have rooms available if you want to organize a meeting at the lunch break.*

Registration Desk	**open at 8:00 am**
First Things First: **Conference Opening and Introductions**	**9:00 – 10:30 am**
"Inspired by Our Primary Purpose"— **the 31st World Service Conference**	**11:00 am – 12:30 pm**
Lunch	**12:30 – 2:00 pm**
Navigating the WSC: Orientation	**2:00 – 3:30 pm**
Orientation Part II: Election Issues & **Regional Proposal/CBDM Processes**	**4:00 – 5:30 pm**
Break for the Day	**5:30 pm**
Deadline for Old Business, Nominations, and Resumes	**6:00 pm**

Conference Opening and Introductions

Sunday morning is the official beginning of the conference, and we usually have some type of "conference countdown" to get a sense of who has been to the WSC previously and who is here for their first time. We encourage those who are new to get a good look at who is experienced—and vice versa—so that we can all share in that great NA tradition of benefiting from the experience, strength, and hope of those who were here before us and the fresh perspective of those here for the first time. The session will close with the conference tradition of reciting the Serenity Prayer in each of the languages spoken by conference participants.

"Inspired by our Primary Purpose"—Coming Together for the 31st World Service Conference

With a long week of hard work ahead of us, it helps us all a great deal to take time at the beginning to get in touch with why we are here. The theme for this cycle—"Inspired by Our Primary Purpose"—really helps to put that in perspective. This session will focus on that theme and serve as a community-building exercise for all conference participants.

This session will begin with some introductory discussion as a full group, and then we will transition into small-group exercises at each of the round tables. This will be a time for participants to introduce themselves to one another and to talk about experiences with or hopes for the conference. Only a very small segment of the NA fellowship ever has the chance to attend the World Service Conference, and those who do often find it to be a life-changing experience. This small-group session is a chance for participants to share with each other on a personal level.

As in the past, there will be some sort of writing task during this session that we can share during the week. At WSC 2008 we had participants write a letter home. At WSC 2010 everyone wrote on topics related to the closing chapter of "Living Clean – The Journey Continues." Each time, the process of writing and sharing has been useful for participants, and has created touchstones we return to over the course of the week.

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Navigating the WSC: Orientation

The orientation session provides an overview of the conference with a special focus on nomination and election issues. We've also added a second session to focus on how the move away from motions and toward proposals will affect business.

In the past, the orientation session has been dominated by a somewhat laborious day-by-day walk-through of the week. Many of you let us know on your evaluations that a read-through of those daily agendas isn't a good use of this time, and we agree. While we will still highlight what is significant about some of the sessions and remind everyone of deadlines throughout the week, we now distribute an agenda at the end of each conference day that outlines the sessions for the next day.

We will continue the practice of explaining how business sessions and the discussion sessions that precede business sessions work. We will also give an overview of elections and nominations, two subjects that will be discussed in greater detail in the next session.

The World Board, the WSC Cofacilitators, and members of the Human Resource Panel will be present for the orientation session and will be able to answer questions. We will also have an overview of how to record expenses. If you have questions about expenses or paperwork, staff will be available to answer your questions after the session.

Nominations Issues

It seems at every conference there are aspects of the nominations and elections process that are discussed and refined. One of the things that has changed as a result of conference discussion is that regions, the board, and zones are now able to forward candidates to the Human Resources Panel to consider in their nominating process. These "RBZ" candidates are combined with the HRP candidates who make it through the initial blind screening process, to be interviewed and considered during the HRP's final decisions about who is to be placed on the ballot.

RBZ candidates have been on the ballot for several conferences now, and it may be time to evaluate how the process is working. We do appreciate being able to recommend people for nomination, and we know that some regions and zones do as well. However, it seems there are a few unintended consequences of the RBZ process.

One of the issues we have experienced is that we didn't have the opportunity, or perhaps we simply didn't take the opportunity, to talk about the careful nature of the board's process for forwarding candidates. When it comes time for the board to consider forwarding potential nominees to the HRP, we go through a very deliberate process. We think about and discuss what qualities and skills we need on the board and we select candidates with these sorts of qualifications. For instance, if we feel our discussions as a board could benefit from someone with more business knowledge, or someone who might be able to better bridge the generation gap, or someone with more creativity, we deliberately select candidates we feel will bring those assets to the board.

This cycle, in addition to our normal criteria, we identified the following qualities, experience, or skill sets that we thought should be represented somewhere within the board, not necessarily within each individual member:

- Extensive local service experience
- Strong business or management background
- Long term WSC/NAWS experience (personal historical experience)
- Diversity of race, ethnicity, language, and experience in emerging communities
- Younger people
- Women
- Ability to engage in debate with open mind and ears.

Regions and zones go through a variety of different processes when forwarding names to the HRP for consideration, and some choose not to forward any names at all. Some service bodies, we know, will not forward candidates who have not served on that body. Some zones meet only twice a year. If the timing of their meetings is not synchronized with the timing of our elections, it may be difficult for them to throw their support behind a nominee. Many candidates are reluctant to ask their region or zone for support until they know they have made it through the HRP process and by then, it may be logistically impossible for them to garner an RBZ nomination. In short, RBZ-recommended candidates go through very different processes depending on which service body is doing the recommending.

One of the things we'd like to talk about at this conference is how to minimize the unintended consequences of RBZ nominations being noted on the ballot. When conference participants look at the ballot and see that some candidates have two or three RBZ mentions and others have none, it is easy to draw conclusions that may not be at all accurate.

Not receiving a zonal or regional recommendation for nomination does not necessarily mean that a zone or region considered a candidate and decided not to forward him or her for possible nomination. It may mean that a particular candidate's zone or region doesn't have a process to make RBZ recommendations, or that the candidate doesn't serve at the zone, or perhaps serves at the zone but no longer serves at the region. It may simply mean that the candidate didn't bring up the issue to his or her zone or region. By regarding candidates with more RBZ recommendations as necessarily superior, we are, without meaning to, punishing members who aren't as likely to put themselves forward for consideration. And we all know plenty of people we respect as leaders who fall into that category. That's what we mean by "unintended consequences."

Election Issues

We've also talked quite a bit at past conferences about the consequences of conference participants' voting behavior, and we tried to get more information by sending out an election survey early this cycle. The ongoing dilemma of the HRP and World Board is getting new candidates elected to the board. At the last conference there were nine board seats open; five board members got reelected, and one new candidate was elected. At the 2008 conference, there were four open seats; one board member was reelected and one new candidate was elected. (Page 31 of the HRP Report gives a more detailed breakdown of figures for those two elections.)

It takes a 60% majority to elect someone to the board, and not all conference participants understand that the ballot acts as a yes/no vote. In other words, if you turn in a ballot, you have functionally voted "yes" or "no" for each candidate on that ballot. If you leave a blank space next to a candidate, for the purposes of determining a 60% majority, that counts as a "no" vote. There still seems to be some confusion about these issues, and we want to talk further about the challenge of electing new board members at this conference.

Orientation Part II: Regional Proposal "Experiment"

We decided to extend the opening orientation session at this conference and have a "part two" because there are a couple of subjects that we think need more focused attention. This second orientation session will be specifically focused on issues related to nominations and the "experiment" we are undertaking with regards to regional proposals and consensus-based decision making.

Regional Proposal "Experiment"

At the last WSC, a motion was made and committed to the board: "that the World Board, using WSC participants, develop a plan to implement a Consensus Based Decision Making process that, among other

things, would eliminate the use of motions at the WSC."

At the same conference, participants were straw polled about whether they supported an experiment to discuss ideas from regions rather than regional motions, both in the *CAR* and in new business. There was no opposition to trying such an experiment. You've seen some of the results of the process so far, when you read and discussed the regional proposals in the *CAR*. So far response has been positive overall about the experience of discussing proposals rather than motions in the *CAR* and the prospect of discussing proposals rather than debating motions at the conference.

As we wrote in the *CAR*, we see this as a part of the first stage in changing the process of how we make decisions at the conference. We are taking the next steps toward consensus-based decision making. If you've been to a conference in recent years, you know we have a discussion session before each of the business sessions where we discuss and straw poll each item of business. At this conference, we hope to build on the success of those sessions and make most of our conference decisions in the discussion session.

The Process at this Conference

The first order of business in Old Business will be a motion to adopt this experimental process for the duration of the 2012 conference. We will have an opportunity to explain the process to participants face-to-face during this Orientation Part II session, discuss it together, and answer any questions.

Explained briefly, here's the process we are proposing: There will be no new main motions or amendments at this conference.

The only motions that will be decided in formal business are the *CAR* motions and resolutions (which are a form of motion), and the new business motions related to the budget and project plans. Those motions will be introduced into business as amended through discussion if there is conference support for an idea that would change the motion.

The only other formal business will be elections. Everything else—new proposals and ideas for changing motions—will be handled in the discussion sessions.

Instead of submitting motions and amendments by the Sunday (old business) and Wednesday (new business) deadlines, participants will observe the same deadlines but will submit proposals and ideas for changing motions/resolutions/proposals. The board is trying this experiment, too. Except for the motions to approve the budget and project plans, any business that needs to be decided, like regional seating or the future of proposals and CBDM at the conference, will be decided through discussion and straw polls, not new motions.

The description of new business in *A Guide to World Services in NA* now seems to apply to both old and new business.

> The discussion on these items typically requires a much more fluid process than items in old business. Ideas are discussed and are often adapted and changed as the discussion begins to frame the will of the body. This is especially true for items being considered for the future or still in some stage of development. This can seem uncomfortable or strange to those of us only familiar with more formal processes. Straw polls and questions are used frequently to try to mold and frame the ideas being considered. Often the conference chooses not to hold any discussion on those items it does not wish to entertain.
>
> CBDM can be a very creative process that captures the ideas present in such a way that the result is something different and better than the original proposal. It is more time-consuming but ultimately a more effective process than simply voting.
>
> *GWSNA,*
> "Consensus-Based Decision Making"

It has become our practice at the conference to consider and shape ideas in a discussion session that allows the conference to share

thoughts and ideas outside of a parliamentary session. At this conference, we are also trying to make more decisions in the discussion session through use of straw polls rather than ratifying decisions in a formal business session.

We will continue to use the closing session of the conference to straw poll ideas and gain consensus on moving forward.

The details of each of the business and discussion sessions—old and new business—are described later in this *Conference Report.*

We are excited to try this experiment. It moves us much closer to a being a truly discussion- and consensus-based decision making body.

Deadlines

The old business deadline is at 6:00 pm. This is also the deadline for nominations and resumes.

Zonal forums who wish to meet should sign up at the WSO onsite office by the end of the day Sunday for meeting space on Tuesday night.

(The word "consensus" derives from the Latin cum, meaning "with" or "together with," and sentire, meaning to "think" or "feel." The root of "consensus," therefore, means to think or feel together.) Consensus is based on the belief that each person has some part of the truth and no one person has all of it (no matter how tempting it is to believe that we ourselves really know best!). The consensus process is what a group goes through to reach an agreement. It is how we manifest the idea "together we can do what we cannot do alone" in a service setting.

This foundation is the very essence of what the conference is about. As stated above "the conference is a vehicle for fellowship communication and unity: a forum where our common welfare is itself the business of the meeting."

GWSNA,
"Consensus-Based Decision Making"

Monday – 30 April 2012

The Lie is Dead: *NA meetings are held poolside at 7:00 am, as well as in the evening when the conference adjourns, each and every day!*

Service System/Delegate Survey Results	**9:00 am – 10:30 pm**
Old Business Discussion	**11:00 – 12:30 pm**
Lunch	**12:30 – 2:00 pm**
Old Business Discussion and Decisions	**2:00 – 6:00 pm**
Dinner	**to be determined**

Service System

The Service System Project has already taught us a lot, but perhaps nothing has been brought into focus more clearly than the fact that our communication methods do not work well enough. The Service System Project was a long time coming before it was ever formally introduced, and we've been actively working on the project and proposals for four years now. We have been using all available methods to try to keep interested members informed, yet many are just now "tuning in."

We have repeatedly been asked the question "where did this come from?" The service system webpage www.na.org/servicesystem contains a number of background documents giving the history of the project and of our reporting about the project. This is a great place to refer members in your regions who have questions about the project or its history. As we prepare to make decisions related to the project, it may be helpful for us to review the history again here. At this conference we will collectively decide how to move forward, and knowing where we've come from may help us make those decisions.

Where Did the Project Come From?

2004

After hearing year after year about the same struggles to provide services on a local level—at worldwide workshops and zonal forums, in emails and calls to world services, and through input on related topics—in 2004 we offered an Issue Discussion Topic on "Infrastructure." The *Conference Agenda Report* from that year describes it this way:

> There is a direct connection between the strength of local services and our fellowship's overall ability to carry the message. The growth and continuation of our program of recovery depends on each level of service to provide specific, ongoing support. But, of course, local service committees sometimes struggle to meet the challenges before them. We know that the development of resource material is part of the solution, and we are dedicated to that effort, but what more can we do? How can we all move closer to the fulfillment of our vision . . . ? The work we do together will determine how accessible we are to addicts, the impression we make on society, and how well we carry our message. We look forward to discussing these issues at the conference.
>
> 2004 *Conference Agenda Report,* page 8

For two years, the fellowship talked about "infrastructure" and at the end of that time, it seemed clear to most of us involved in that discussion that things weren't working as well as they could. We needed to take a broad look at what we were then calling our service "structure"—what we are now calling our service "system"—rather than continuing to make piecemeal improvements. It was time to examine the system as a whole and talk together about how it could be improved.

2006

The 2006 *CAR* explains:

> Our service structure was originally designed to meet the needs of a much different fellowship. At the time when our service structure was first being developed, NA was smaller, more homogenous, and less geographically far-flung, to point to just a few of the ways in which we've changed over the decades. Although the principles that motivate our service remain, and will always remain, the same, it seems time that we reexamine what we do and how we do it and see if what we have meets our needs. This is another instance where form should follow function but often does not. There is no perfect structure that will address all of our needs, but what we have heard from these discussions is that there certainly could be improvement.
>
> 2006 *Conference Agenda Report*, page 22

That *CAR* included several questions for discussion about infrastructure. The second question in the *CAR* asked:

"What about the current structure could be better suited to carrying the message?"

Most answers fell under one of the following broad topics.

- **Communication**—better coordination, use of technology, accurate meeting information; more effective communication across language barriers
- **Training/Education**—education about service structure and principles, better information given to new meetings, mentorship, service workshops, clearer expectations of trusted servants
- **Money**—meetings having trouble paying rent; trusted servants not consistently funded
- **Involvement**—more interested, skilled, and committed members in service; better fit of talent to task; more involvement of groups in area, areas in region; more attractive service; more PI work; more H&I work
- **ASC structure and ASC meeting itself**—better focus in area meeting perhaps incorporate workshop approach, better coordination of efforts, better communication, need to take area (or regional) inventory, some said their area has just the right amount of subcommittees, others said there are perhaps too many
- **Unity**—need more unity within and between areas; stronger home groups; several regions experienced challenges from areas that have split, dissolved, or somehow broken from the region
- **Attitude**—several responses talked about needing to be more positive or open-minded
- **Recovery meetings**—need more meetings or more diverse meetings, more varied formats, also, many wrote about improving the atmosphere of recovery in meetings

The answers to those *CAR* questions affirmed our sense that the problems we were facing in delivering services locally were systemic. That is, they were not just about the service structure or some piece of the structure; they had to do with all elements of the service system: structure, processes, people, and resources.

Again we realized we needed to continue talking about the issues. In the 2006 *Conference Report* we explained:

> Although we had a project plan approved at WSC 2004 to define the roles of the service structure, we now believe that we need to have these more basic discussions first. The next step in having a "holistic discussion" means talking not only about the ways in which the various "levels" of service (groups, areas, regions, and zones) relate to each other, but also about the ways in which subcommittees operate within an area and the ways in which neighboring areas communicate and cooperate with each other.
>
> 2006 *Conference Report*, page 34

At the 2006 World Service Conference we had a session on infrastructure and talked about continuing the momentum of the discussions by introducing a related Issue Discussion Topic for the cycle ahead.

2006-2008

In the 2006–2008 cycle, then, one of the topics was "Our Service System." We included an insert on the IDTs in *The NA Way Magazine* that said:

> This is where the topic of Our Service System came from. There seemed to be a need to have a "holistic discussion" about how the various "levels" of service (groups, areas, regions, and zones) relate to each other, the ways in which subcommittees operate within an area, and how neighboring areas communicate and cooperate with each other. The Area Planning Tool, presented with the *Public Relations Handbook*, is one way world services has tried to help areas address this need for more effective planning and coordination of services. Yet, this tool cannot be useful without local discussions about how we can better work together to carry NA's message.

Again, we spent two years discussing the service system as a whole and how it could be improved. At the end of that two years, we reported on the implications of that discussion in the *Conference Agenda Report*:

> Repeatedly over the course of these four years, we have heard that we need better communication, less duplication of efforts, more training, and more effective delegation, among many other responses. We need to find a way to make service more attractive, more accessible, and more supportive. Interestingly enough, these are all observations that were repeatedly made about world services in the 1980s and early 1990s. Many of you will remember that we ceased all but essential services to devote our attention to an inventory, and the results of that inventory led to a restructuring of world services, including the adoption of our vision statement in 1996 and the creation of the World Board in 1998. Almost immediately, we began to see improvements, and we continued to suggest smaller improvements to the structure (e.g., reducing the size of the board). While, of course, things aren't perfect in world services today, they are greatly improved on every front.
>
> But while we made huge structural changes to world services, little has changed on the local level. We're not suggesting that local service bodies should cease all but essential services for a years-long inventory process, but we are thinking that we need to reexamine our service structure in a broad sense. Perhaps some of our chronic problems mentioned above can be alleviated through restructuring local services in some way.
>
> *2008 Conference Agenda Report,* page 13

At that conference we presented a plan for the Service System Project and the conference passed it by unanimous consent.

We offer this detailed history to provide some context for the project and the material that the fellowship is being asked to consider in the 2012 *CAR*. It may be helpful at this conference to think back to some of those discussions in 2004, 2006, and 2008, and consider where we are now. Are we struggling with the same issues? Do we feel things have improved?

Where We Are Now

Since 2008, the Service System Project has been a considerable focus of World Services. From the beginning we have said that we know that the project cannot be successful without the broad-based support of the fellowship and, with that in mind, we have used every method available to us to spread the word and gather input about what was going well locally and what members felt needed improvement. We even held five workshops in the US solely devoted to the subject to help explain the first draft Service System Proposals. We had never devoted workshops to a single subject like this before, but we wanted to use all the tools available to us to inform members about the project.

There has been a great deal of discussion and debate about the ideas in the proposals. Some communities have already made some structural or procedural changes inspired by the project. For instance, some places have formed neighborhood-sized informal meetings to discuss group needs. Some are trying to implement and develop guidelines for a local service board and a quarterly planning assembly. Other places are discussing how the boundaries of their area or region might be affected by a transition to a new service system.

At the same time, some other communities are upset by the ideas in the resolutions and/or proposals. They are anxious about the possibility of losing their "voice" at the conference, or about reuniting with neighboring areas or regions, or about losing the ability to be self-determining. We have talked with members at *CAR* workshops and through email or phone calls, and tried to explain the reasoning behind the proposals and resolutions. Some specific concerns we've heard at *CAR* workshops are discussed below, and of course, we will all get an opportunity to talk further at the WSC.

Unfortunately, it seems like some members have determined to reject the project as a whole rather than giving specific concerns or ideas about what they would like to see. That position makes it difficult to have a conversation about how to move forward. This project originated because we heard so often that so many aspects of our service delivery in NA could be improved. The Service System Project is devoted to generating ideas for better service delivery and yet we've had a difficult time getting members to engage with specific ideas for improvement.

Sadly, perhaps the majority of our members are just hearing about the Service System Project for the first time in the last few months. We opened this section lamenting our dysfunctional communication system, and one of the consequences of that lack of communication can be confusion or ill will. Though we have been doing our best to keep people informed, it's easy for those who are just learning about the project to feel as though there has been secret or clandestine planning going on behind their backs and that "world services is trying to tell us what to do." Addicts are not, by nature, trusting people. When we think information has been kept from us, we have a tendency to assume the worst.

WSC 2012

Hopefully this conference will be a watershed and we can move forward together dealing with the *reality* of the ideas for change. Some of you may object to some of those ideas or be skeptical about whether they will be effective. You may be carrying a conscience from your region about the notion of quarterly planning assemblies, for instance, or how geographic boundaries may or may not function well where you live and serve. Those are the sorts of ideas that can effectively be discussed at the conference, and if we are to proceed with the project, these are details we will want to address in a transition plan. We hope to be able to use the results of the delegate survey to help frame some of these discussions.

Resolutions, Straw Polls, and Proposals

Admittedly there has been some confusion about the different types of materials related to the Service System Project that are in this year's *CAR.*

Resolutions are asking, "Do you support these ideas *in principle*?" Straw polls ask, "Do you support *these specific ways* that those general principles may be put into practice?" (The proposal report gives more detail about the specifics measured in the straw polls.)

Here's a metaphorical example:

Resolution = We need to raise our own chickens.

Straw Poll = We should keep the chickens in coops.

Motion = Here are the blueprints for a coop. Do you want to build a coop like this?

If there is support for all of the resolutions and the plan for the Service System Project passes during new business, then the board will, over the course of the next cycle, develop a "better description and definition of components of the proposed system as well as a transition plan that describes ways to get from where we are to this new system—one that is accomplished in stages to allow for continuity of services" (from the Service System Project Plan in the 2012 CAT). At the end of that cycle, the board will present related motions for the 2014 conference.

One line of questioning that has come up repeatedly at *CAR* workshops is "What happens if the resolutions don't pass, or if some of them pass and others don't, or if they pass and the project plan does not?" In all of these cases, we will probably need to have a discussion at the conference to determine how the fellowship wants to proceed.

As to the question, "How do we stop the project?" As with any project, the simplest way to stop it is to vote against the project plan when it's offered. Of course, we hope it will not come to that.

To be frank, we think some of the opposition to the project stems from misunderstanding. Here are some of the things we have heard at *CAR* workshops:

Resolution Two

We've heard some complain that this resolution separates group services and group voice from the rest of the service structure. We believe there may be a misunderstanding about what this resolution actually says about the group's relation to the overall service system. First, it says that the service system is group-focused. Then it says there will be a body devoted solely to group needs. Groups can still send a trusted servant to the body that conducts service locally, just as they do now to the ASC. In fact the Service System Proposals describe just such a structure: the "two-track" model that is the preferred option in the proposals. In short, nothing is being taken away from the groups; the resolution measures support for the idea that the service system is group-focused and includes a place where group concerns are specifically addressed.

Resolution Seven

Some people seem to think that this resolution "violates" the Ninth Tradition, that making decisions "at the next level of service" is in conflict with the idea that boards or committees are "directly responsible to those they serve." The resolution actually calls for "a collaborative planning process and agreement with other affected service bodies **at** [not **by**] the next level of service." What is being described here is not a mandate handed down to a local service body by a state, nation, or province, but rather a collaborative discussion about boundaries and responsibilities of service bodies, and a joint agreement among those local service bodies as to where to draw the lines. That collaboration would most logically take place at the next level of service.

Resolution Eight

We've heard concern from some about losing their regional vote or "voice" at the conference. Interestingly, other regions have told us that they look forward to reconnecting with the region they split off

from, regardless of the overall effect on their conference seat(s).

We must, as a conference, deal with the issue of seating regardless of what happens to Resolution Eight and the Service System Project as a whole. Making decisions about seating is going to require us all to think about the good of NA and the future of the conference as a whole, above and beyond any of our individual concerns. This affects everyone, but discussion has become focused on the US because most US regions were seated before there were any conference seating criteria.

We don't want to minimize the concern some regions have expressed that their region's voice is unique and distinct compared to its neighboring region in the same state. That's actually a logic that could extend to an infinite number of communities in states, provinces, and countries worldwide. Urban communities differ from rural ones, southern from northern, mountain from valley; but many of those vastly different places manage to share a regional seat at the conference presently. We need to find a fair way to think about seating for the future of the conference.

The WSC cannot continue to grow unchecked, and we have to continue to make room at the table for new communities. Using state, national, or provincial boundaries is a relatively objective way to begin to describe criteria for seating, but if the conference rejects that as a premise, we still need to develop a set of criteria for future seating.

Delegate Survey Results

Another thing we hope to accomplish in this session is reporting on the delegate survey results and talking about how they compare with what we said in the *Conference Report* and *Conference Agenda Report* in 2004 and 2006.

Before the conference, we surveyed delegates and alternates and asked them a series of questions about the functioning of the region and areas, how well RD and AD roles are defined, and whether there is a mechanism for RCM training. We also asked which of the service system foundational principles the RSC seems to be strongest in realizing and which needs the most help. This session will summarize some of the results of that survey and use that information to begin a discussion about where we might best focus efforts in the cycles ahead.

Old Business/Discussion Session

We heard from a number of you that the 2012 *Conference Agenda Report* was a bit overwhelming. This *CAR* has a number of different kinds of items it asks members to consider.

World Board motions and resolutions, which are a form of motion, will be the only *CAR* items voted on in formal business. As such, the decisions on these items will be binding. Some regions, we know, have ideas for modifying the motions or resolutions. Normally, those ideas would be submitted as amendments, discussed and straw polled in the discussion session of old business, and then introduced again during formal business. At this conference, we are hoping we can extend the "regional proposal experiment" to apply to amendments as well—whether made by delegates or board members—and discuss and decide on ideas for modifying motions during the discussion portion of the Old Business session. If so, motions, including resolutions, will be introduced to formal business as amended—if there is support for an idea to change a motion.

The other items in the *CAR* will all be discussed and straw polled but, as straw polls and proposals, are not intended to be items for formal business. The service system straw polls are intended for informational purposes—to give the board a better idea of the level of support for specific parts of the service system proposals. If the conference decides to move forward with the project, this information will be essential.

Regional proposals, as we mention above in the description of the orientation session, are an experiment this year. For more than a

decade now, the conference has been evolving from a body dominated by debate and parliamentary procedure to a more discussion- and consensus-based body. Asking regions to submit ideas in the form of proposals rather than motions, in both the *CAR* and new business, is the next step in this evolution. The proposals in the *CAR* will be discussed and straw polled during the Old Business Discussion session. Conference participants can submit ideas for changing proposals, and those ideas will also be discussed and straw polled. If there is support for an idea to change a proposal, the proposal will be changed during the discussion session and then discussed and straw polled as changed. Proposals with the most support will be presented again in the closing session of the conference to straw poll and gain consensus about how to move forward.

Formal business will begin with a motion to adopt the consensus-based process we have described in this *Conference Report* and will be discussed in the orientation session. The next order of business will be to adopt the minutes from WSC 2010, a draft of which is included with this mailing to conference participants. Throughout the business session, our parliamentarian, Don Cameron, will be available to assist Jack H and Marc G, our cofacilitators.

FIPT Motions

We wanted to take a moment here to comment on the feedback we've heard about the *FIPT* motions at *CAR* workshops we've attended. Many people have asked how much advance notice we would give if we were to bundle items or produce an enhanced version of a text. Some people have said that they would be comfortable with a 90-day period and we wouldn't object to that. In fact, in an international fellowship of our scope, it's hard to imagine advance notice consisting of much less than 90 days.

We cannot, however, support the idea of a *review* period for the texts to which this motion refers. Releasing review versions of enhanced electronic versions of texts would be both expensive and logistically challenging, and we don't think it's a worthwhile use of resources. Similarly, copyediting or bundling decisions should not require release of a full review version of a text for us to communicate intentions. If your region requires a review period of the final material to support the motion, then you should vote against it.

All of these *FIPT* motions are in response to repeated requests from members. We offer them in that spirit. We certainly do not want controversy about our recovery literature. If members support these ideas, we will be pleased to move forward with them. If not, we will continue to produce literature as we have done in the past.

Tuesday – 1 May 2012

Together We Can: NA meetings are held poolside at 7:00 am, as well as in the evening when the conference adjourns, each and every day!

NA World Services Report	**9:00 am – 12:30 pm**
Deadline for Challenges to Nominations	**noon**
Lunch / Women's Luncheon	**12:30 – 2:30 pm**
NAWS Report Continues	**2:30 – 4:00 pm**
HRP Report	**4:30 – 6:00 pm**
Zonal Forum Meetings	**rooms available from 6:00 pm**

NAWS Report

We are always pressed to cover everything during the NAWS Report session, despite having a large block of time. It is tough to compress two years' worth of activity into a single presentation, and to talk about the work in front of us for the cycle ahead. So this conference, we have added an extra session to the NAWS Report. We'll devote most of the day Tuesday to the NAWS Report, starting in the morning and continuing after the lunch break. We plan to focus the NAWS Report at the conference on essential services—the majority of NAWS activity—and the strategic plan, which outlines our goals and objectives related to improvements or new ideas. We try to cover as much information as we can here in the *Conference Report* so that we can use as much of our face-to-face time as possible for questions and answers.

NAWS Strategic Plan

In the past, we've had an entire session at the conference devoted to presenting the NAWS Strategic Plan, which is revised each conference cycle. But the plan contains a great deal of information in a format that may not be intuitive to those who have never seen it—and it is difficult for people to absorb so much during one session. Nonetheless, the plan is the foundation of so much of what we do at world services, that it seems important to talk about it during the NAWS Report. Those of you interested in the strategic plan and how planning shapes our conference-related work might also want to take an extra look at the *Annual Report* this year, as we've tried to frame the information there in terms of the strategic plan and environmental scan. We include the strategic plan in the Conference Approval Track material each cycle. It outlines our long-term goals and objectives and gives rise to the project plans that we vote on at each conference.

Since we've started using a strategic planning process at world services, we have been able to make more deliberate, informed decisions about how to use resources and what to prioritize for a given cycle. Those of you who have started using *Planning Basics* on a local level may have experienced something similar at your ASCs.

Every two years we perform an "environmental scan" where we collect information on the most significant factors, internal and external, that may affect world services or NA as a whole. We consider those factors or trends when revising the plan each cycle and making decisions about what work to prioritize for the two years ahead.

During the NAWS Report at the conference we will talk further about the strategic plan and use it as a way to frame the work that relates to change at NAWS for the cycle ahead. Most of what we do, however, falls

under the category of "essential services" and that will be another focus of the NAWS report.

2010-2012 NAWS Budget and Finances

Perhaps the most crucial ongoing subject is that of NAWS' finances. NA is first and foremost a spiritual organization, and we have faith that ultimately there will always be "enough," but that is not to say that the past few conference cycles have been easy. We continue to struggle to meet the needs of a growing fellowship with a diminishing pool of resources. As an article in the April *NA Way* quotes, "Recovery is free, but the rent isn't."

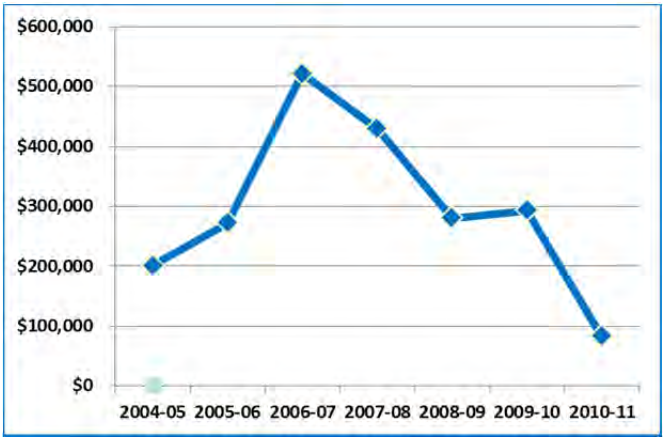
This calendar year actually started with a couple of months where our literature sales exceeded our budgeted amount for the first time in over six months. Literature sales for January were almost $200K better than December and $100K higher than our previous six-month average. February sales were slightly higher and again above budget. March sales were more modest and despite record sales at the World Service Office in Europe, were under budget.

Contributions for the same three months were under budget. They did not even reach $30K in January, the lowest they've been in 18 months. Contributions improved in February, but remained under budget. In March, at just over $38K, they were down again—40% under budget.

Despite promising literature sales for January and February of this year, our fiscal picture is not pretty. This is the second *Conference Report* in a row where we have fairly gloomy financial news to report. Our income is forecast to continue to decline this year, and we have already cut costs and reduced expenses in many ways. We have reduced staff by 15%, primarily by not replacing most staff people who have left. We have held fewer workshops, reduced travel teams, canceled a board meeting this cycle, and attended fewer public relations events, to name just some of the measures we've taken to cope with the economic climate.

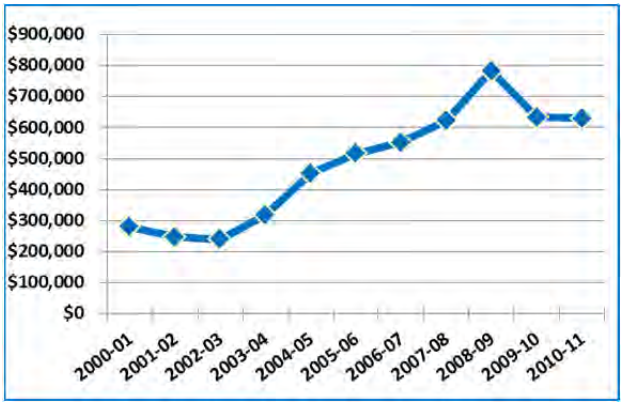
The chart in the next column shows the amount we have spent on workshops and fellowship support since the 2004–2005 fiscal year. We have had to reduce the resources we allocate to workshops and fellowship support almost every year for the last four years.

Workshop & Fellowship Support



NA is not like an ordinary business, however. While an economic downturn can affect us just as critically, our response is shaped by the nature of our organization. Some businesses have the liberty to reduce expenses across the board. We are different: Some of our biggest expenses are linked directly to our primary purpose. We continue to supply translations and free or subsidized literature to new and struggling NA communities. We continue to offer literature to incarcerated addicts free of charge.

Free & Subsidized Literature



The graph above charts the amount of literature we have given away or subsidized since the 2000–2001 fiscal year.

The amount we allocate to free and subsidized literature increased an average of 11.5% every year from 2002–2003 until the fiscal year ending 2010. It is worth noting that the figures for 2008–2009 are artificially inflated because we gave away so many Fifth Edition Basic Texts when we began publishing the Sixth Edition. Making allowance for that bump in free or subsidized literature, it's fair to say we have been able to maintain a fairly consistent level of support even through our financial challenges, primarily through printing literature in different locations.

Despite tough economic times, we are committed to fellowship development. The number of translated pieces of literature we publish has risen more than 5% each year for the last three years. We are rapidly approaching 700 translated titles.

NAWS Translated Literature Totals by Fiscal Year 1993-2011

Year	Total	% Change from prior
1992-93	125	
1993-94	150	20%
1994-95	181	21%
1995-96	207	14%
1996-97	220	6%
1997-98	246	12%
1998-99	264	7%
1999-00	289	9%
2000-01	316	9%
2001-02	323	2%
2002-03	331	2%
2003-04	367	11%
2004-05	425	16%
2005-06	504	19%
2006-07	527	5%
2007-08	573	9%
2008-09	610	6%
2009-10	670	10%
2010-11	747	11%

At the same time that demand is growing, we've needed an increasing amount of paid professional help to assist with these efforts.

Each community and language is unique, but fewer and fewer communities have the resources to undertake book-length translations or to provide proofing and checking for consistent use of language in pieces that are being translated. We look for the most reasonable resources available, but this is a growing challenge for us.

We have members in more than 130 countries speaking 72 languages, and some of the communities that are most in need of support are least able to contribute financially to world services. We have a vision that "One day every addict in the world has the chance to experience our message in his or her own language and culture." We must continue to try to reach that vision even in a time of scarcity. Our challenge as an organization—all of us—is to meet the needs of an ever-growing fellowship with a diminishing pool of resources.

Thankfully, addicts are resourceful. Together we can survive the worst times in our economy. We will continue to forward self-support as an Issue Discussion Topic, and continue to talk about NAWS finances with conference participants and other interested members. We hope that we can make progress as a fellowship and increase funding levels, so that we can in turn increase the resources we use to support our fellowship.

Workshops and the Role of Zones

As we mention above, one of the biggest effects of reduced income has been reduced resources available for workshops and fellowship support. We continue to travel to zonal forums regularly, and one of the things we would like to discuss during the NAWS Report is how to better capitalize on our time together at zonal forums.

We don't have the financial resources to hold separate worldwide workshops, but how can we better collaborate with zones to create workshops?

One of the approaches in the *2012–2014 NAWS Strategic Plan* is

> Approach 2.1 B: Create a new model for developing and delivering workshops that are more affordable, more accessible to the fellowship, more relevant to local needs and issues, more collaborative in delivery, better promoted resulting in greater awareness by the general member, and that continue to provide for direct contact between NAWS and the fellowship at large.

We have $310,000 budgeted for workshops this cycle, and although that may sound like a lot, we can't do much more with that amount of money than travel to zones. At the height of worldwide workshops we spent $580,000 in one year; now we have less than 60% of that budgeted for the cycle, a radically reduced amount of money.

We have a collective need to take better advantage of resources. We already go to zonal meetings, so collaboration with zones in putting on workshops seems like a good way to leverage the resources available to us.

How can we make the best possible use of this opportunity? We have limited resources, but we remain committed to our mission. How can we work together to help achieve that mission?

WCNA 34

As you know, we are proposing a change in WCNA rotation. The *Conference Agenda Report* contains more detail about that issue. In brief, we are hoping that holding the world convention less frequently will make the event more special to members and increase registration.

We had just over 13,000 people registered for WCNA 34 in San Diego, including 900 newcomer packages. Merchandise and speaker CDs or MP3s are still available from the convention: www.na.org/wcna.

We are still finalizing the figures from the world convention; we are in negotiation with a couple of hotels where we did not meet our room block. However, as the preliminary (not final) figures below show, the event was a financial success.

INCOME	
Registrations	$1,135,156
Special Events	483,270
Other Income	71,680
Merchandise Income	617,584
TOTAL INCOME	$2,307,690
EXPENSE	
Administration	$209,902
Facilities Expenses	174,732
Merchandise	551,010
Program	285,490
Registration	372,022
Special Events	420,732
Support Workgroup	11,225
TOTAL EXPENSE	$2,025,113
WCNA 34 NET REVENUE	$282,577

(Detailed financial figures will be contained in the *2011–2012 NAWS Annual Report*.)

Realizing a profit is not our primary aim at the world convention, but we cannot afford to hold an event that consistently loses money. Requiring registration did help us plan a convention that realized a profit. Nonetheless, registration numbers at WCNA 34 were not significantly different from WCNA 30, eight years earlier in the same location. We are hoping that changes in rotation will increase registrations.

Meanwhile, we are busy planning the next world convention, WCNA 35, which will be in Philadelphia. We hope to see you all there!

NAWS Publications

We currently publish three quarterly periodicals, as well as two biennial conference publications, and the *NAWS Annual Report* every fiscal year.

NAWS News

NAWS News is published after each board meeting. It summarizes the board's discussions as well as the work of world services since the last issue. A paper copy is mailed to conference participants and world-level trusted servants, and it is available to any interested member through electronic subscription.

Our "campaign" to encourage electronic subscriptions to *The NA Way Magazine* has been quite successful, and we are similarly trying to get the word out to members who want to keep up with conference- and project-related news that they can subscribe

for free to the electronic version of *NAWS News*. A *NN* e-sub is probably the easiest way to stay informed about what's going on at world services.

NAWS News distribution: 1,082 paper mailing and 9,612 e-subs (of the e-subs, 8,655 are English, 115 French, 77 German, 388 Portuguese, 377 Spanish, and 39 Swedish).

Close to 8,300 people downloaded the April 2011 issue of *NAWS News* (7,629 in English, 84 in French, 33 in German, 281 in Portuguese, and 270 in Spanish.)

Reaching Out

Reaching Out is a quarterly publication intended to help incarcerated addicts connect to NA. The magazine is available for free to members who are incarcerated for six months or more, and multiple-copy subscriptions are distributed for free to areas for their H&I efforts.

This cycle we have made *Reaching Out* available through electronic subscriptions or via download from na.org, and as a result, its distribution has almost doubled. Also this year, we learned that members in Brazil are translating *RO* into Portuguese.

Reaching Out distribution: 11,482 paper mailing and 5,221 online

The NA Way Magazine

The NA Way Magazine has the largest distribution of any of our periodicals. It's a broad-based magazine with content ranging from members' personal sharing to updates from world services. The magazine is published in English, Farsi, French, German, Portuguese, Russian, Spanish, and most recently, Japanese (translation and typesetting costs are paid for by the Japan Region).

Following a discussion, motion, and straw poll at the conference, we have changed the way *NA Way Magazine* subscriptions are handled, purging our print database and encouraging members who want to get the magazine to subscribe electronically. Print subscriptions are still available for free to anyone who requests them, but the numbers of electronic subscribers have increased and paper subscribers have decreased, saving us more than $100,000 per year. Go team! We continue to enhance the electronic version of *The NA Way* through links to related content, additional articles, images, and features.

NA Way distribution: 6,575 paper mailing (5,583 in English, 305 French, 31 German, 275 Portuguese, and 381 Spanish) and 15,468 electronic subscriptions (13,926 in English, 188 French, 108 German, 519 Portuguese, 194 Russian, and 727 Spanish).

More than 8,100 people downloaded the April 2011 issue of *The NA Way* (6,260 in English, 133 in French, 95 in German, 700 in Portuguese, 194 in Russian, and 755 in Spanish).

Also, the World Service Office in Iran sold 25,000 copies of the April 2011 copy of *The NA Way* in Farsi. [*The NA Way* is a paid subscription in Iran.]

Women's Luncheon

This event has become a tradition for many of the women participants at the conference. This is a ticketed event, and you can purchase tickets at the onsite office.

2012 *Conference Agenda Report*

The *Conference Agenda Report* outlines some of the issues that will be discussed and decided at the World Service Conference. It is published in English 150 days before the conference, and translated versions are published 120 days before WSC.

This conference cycle (November through February) we sold 3,391 *Conference Agenda Reports* (36 of which were Spanish) and distributed 573 for free (489 in English, 8 in French, 5 German, 18 Portuguese, 48 Spanish, and 5 Swedish).

The volume of *CAR* downloads has been increasing each month: November 1,565, December 2,053, January 3,517 (2,982 English, 42 French, 8 German, 222 Portuguese, 205 Spanish, and 58 Swedish),

February 3,613 (3,337 English, 26 French, 7 German, 104 Portuguese, 94 Spanish, and 45 Swedish). That's 14,712 *CAR*s distributed or downloaded.

We also distribute the *Conference Report* once each cycle and the *NAWS Annual Report* once each year.

Living Clean Project

This project was adopted at WSC 2008 and reaffirmed through unanimous consent at WSC 2010. During the first month of publication online with the *CAR*, there were more than 4,400 downloads of the approval draft, and there has been an average of 1,000 copies downloaded each month since then. More than 8,000 hard copies of the approval draft have been distributed as of 31 March 2012, and we have distributed 3,800 copies within the *CAR*. With more than 20,000 drafts distributed since the text went into approval form, we are pleased both with the breadth of distribution and with the responses we've received from members.

In development, the text received input from thousands of members from across the fellowship through surveys, electronic bulletin boards, and workshops as well as "old fashioned" workshops and review and input sessions. The strong response to the text both in development and as an approval form draft indicates that some of our communications strategies are working, and we look forward to building on those successes as we consider our approaches to communication this cycle.

Service System Project

This project was adopted unanimously at WSC 2008 and reaffirmed through unanimous consent at WSC 2010. The 2012 *Conference Agenda Report* has a series of resolutions and straw polls related to the project as well as the third draft of the proposals. The Conference Approval Track material contains a project plan for the Service System for the 2012–2014 cycle.

We have revamped the Service System Project webpage: www.na.org/servicesystem making it easier to navigate. We moved older, archival content off the front page and updated the material on the front page as well. The webpage contains links to everything we have published about the project, including compilations of all of the articles about the Service System Project that have been published in *The NA Way Magazine* and *NAWS News*.

WSC Seating

As is our practice, we have included a seating report with the Conference Approval Track material, and we encourage interested members to read that report for more information. In short: at this conference we must begin to make some decisions about the future of WSC seating.

The 2000 World Service Conference established a policy for seating participants, and it seems we have been discussing the issue ever since. As has been reported conference after conference, the seating criteria established in 2000 never seemed to fully address the concerns of the workgroup, board, or conference related to seating. The *CAR* essay that introduced the motion to approve the seating policy in 2000 talked about the desire to stem the proliferation of US regions, for instance, but there was nothing in the policy to reflect that desire.

The conference has in several cases made decisions to seat participants that didn't meet the criteria that were in place. And then in 2008, the conference passed a moratorium on seating new regions resulting from a split. At the 2010 conference, the board offered a motion to expand that moratorium to extend to all regions, not just those resulting from a split. The motion failed, but it was only one vote shy of the two-thirds required to pass. As the seating memo in the Conference Approval Track material explains, we are not recommending any regions for seating at this conference. It feels irresponsible to do so until we make some broader decisions as a conference about the future of seating.

At the close of WSC 2012, the moratorium on seating regions resulting from a split expires, and we must decide what kind of seating policy we would like to see in place at the conference. The results of Resolution Eight in old business may help begin to clarify a direction for a future seating policy.

If Resolution Eight passes, the conference will have decided in favor of a policy that uses state, nation, or province boundaries as its primary criterion. There are still a number of questions to be resolved: What about large countries or states? What about very small ones? What other criteria should be considered when deciding about seating? And so on. These are the sorts of questions we can further discuss in the cycle ahead; these discussions will help us to develop policy proposals to put before the 2014 conference.

If, on the other hand, the conference does not support Resolution Eight, we will have to talk further together during the conference week about what direction to take in resolving this difficult question. Regardless, we will be recommending that no regions get seated for this cycle while we develop a seating policy to put before the 2014 conference.

New Material this Cycle

A complete listing of new products published during this cycle is included at the end of this report. Some of the highlights include the revised *In Times of Illness* booklet and the two new self-support IPs—IP #24, *Money Matters: Self Support in NA* and IP #28*, Funding NA Services*—all three of which were approved at WSC 2010. We also published several "basics" guides. The first, *PR Basics* was designed to give members a quick guide to some of the PR essentials that are elaborated on in the *PR Handbook*. We got such positive feedback about it that we decided to release *Planning Basics* and *H&I Basics* as well. These *Basics* guides seem to be a relatively easy way to address some of our most urgent service needs in a time of scarce resources.

Another new tool we published recently is the service pamphlet *Social Media and Our Guiding Principles,* which collects some ideas about how to uphold our traditions while using social media: http://www.na.org/?ID=servicemat-svc-pamphlets.

IDTs for 2010-2012

As most conference participants already know, materials for the IDTs identified in 2010 were rolled out much later in the cycle than usual. These IDTs—A Vision for NA Service, Self-Support, and *In Times of Illness*—all related back to materials approved at WSC 2010.

Two of these topics—A Vision for NA Service and Self-Support—merit further discussion in the cycle ahead. The Vision topic is closely tied to the ongoing work of the Service System Project, and regardless of the outcomes of the service system discussions and decisions at this conference, A Vision for NA Service remains a reference point that all NA groups and service bodies can use to guide their work. Our vision is tied to our primary purpose and helps focus us in our efforts to carry the message.

Self-support is one of those topics that never seems to fall off our radar. In the coming cycle we would like to continue to evolve that discussion. Fulfilling our vision requires an investment of our resources—time and money—and that's a message we feel bears further emphasis in the cycle ahead. Our hope is that through ongoing discussions on these topics, we can continue to encourage service and giving in NA that is "Inspired by Our Primary Purpose."

We also have talked about new Issue Discussion Topics. As part of our discussions surrounding the Service System Project, the need for clarity around some of the principles in our Traditions and Concepts has become apparent. In particular, many members seem to be confused about the principles of group conscience and delegation—even to the degree that some

claim the principles are in conflict with each another.

The Second Tradition essay in our Basic Text points out, "True spiritual principles are never in conflict; they complement each other." Our hope is that by discussing these principles together as a fellowship, we can begin to resolve some of the perceived oppositions. By illustrating the ways in which group conscience and delegation complement one another, we may help to strengthen the trust and participation of members who may not currently see how their voice matters to NA as a whole.

The other new IDT we are proposing for this cycle is related: Collaboration and Principles before Personalities. So often in NA we say "together we can" or "it's a 'we' program" without really stopping to think about what that means. In order to be effective, we have to collaborate to provide services and carry the message. Who we are as individuals can certainly enrich our meetings and service bodies, but our best contributions can only be made when we work collaboratively—when our individual personalities come together in service to the collective good.

In the coming cycle, we hope to provide additional workshop resources to help you to conduct your own local sessions to prompt discussion among members and gather input. Depending on the conference discussions about the Service System Project, we may also develop materials to encourage local discussion about the future of NA's local service delivery.

Travel Summary

The Fellowship Development section of this report gives a quick overview of some of the places we have traveled over the course of the last conference cycle. At the WSC, we will be providing a complete trip summary for 2010–2012.

IT at NAWS

As we stated in the *2011 NAWS Annual Report*, technology underlies most everything we do. Even our face-to-face meetings now often occur via the web, Skype, or other forms of technology. We are indeed deep into the digital age and are quickly learning that without adequate planning and resources, our efforts often end up being a poor representation of our vibrant, growing, worldwide fellowship. This is true at the local and world level alike.

Rather than rehash the information presented in the Annual Report, let's take a look at where we are heading and some of the challenges we face. The 2011 NAWS Strategic Plan (included in the 2012 Conference Approval Track material), includes "key result areas" (KRAs) focusing on internal and external communication, fellowship support, trusted servant development and support, and resources.

It's easy to see the role technology plays in the projects proposed for this next cycle. Every plan has a technology component, ranging from something as simple as utilizing our database and email, to developing new and more effective ways to establish meaningful dialogue between world services and the fellowship.

The needs of the projects proposed for the cycle are, of course, over and above the "routine" tasks of managing a website that receives over half a million different visitors every month, making sure that the over-50,000 subscribers to the daily JFT emails receive their meditations without a hitch, that our meeting locator database has current information, etc., etc.

Making our website oversight more challenging is the fact that our existing website has become so large that navigation has become unwieldy, while more and more of our members use smartphones and tablets and want information in more user-friendly formats. We are moving forward with a redesign to make our website more user-friendly, and are working on a variety of digital apps and tools, but this is far from enough. We must look forward.

Some Questions to Think About

First and foremost, we at NAWS recognize that we will do what can and must to accomplish the tasks set for this next cycle. But there are some questions we must consider as we look forward and begin planning for the long term:

- How can we best communicate with the fellowship? Talking heads and static pages are not acceptable answers. Our communication must be a meaningful dialogue allowing for participation from a wide segment of our membership. Our failure to reach so many members despite such an extensive effort to inform people and gather input on the Service System Project is a good example of our current struggles.
- How can we best ensure that information about our fellowship, local and worldwide, is easily accessible and up to date?
- How can we best develop tools to help local NA service communities train and mentor new trusted servants so that they, too, can experience the spiritual benefits of service in NA?
- How do we make NA material widely available, yet keep the fellowship's copyrights safe?
- How do we make NA material highly affordable without having to cut the services so necessary to increased fellowship growth and development?

These questions are only a beginning. As we think about some of the challenges facing us as we move forward, we could list pages and pages of questions like these. This *Conference Report* is not the place, nor the time, to pose all of them or to try to arrive at answers. But we do need to be thinking about these and similar issues as we consider how best to carry the message in a changing technological environment.

We must continue to work deliberately and over time utilizing involvement from not only within world services but also some of our most experienced, technologically-savvy trusted servants throughout the fellowship. As we have done in so many other areas, we must make the transition from being reactive to being proactive.

We Must Plan to Plan

Over this next cycle we must begin to examine the digital environment critically, similar to what we do in the strategic planning cycle with the environmental scan. We must learn not only about the current state of technology, but also where it seems most likely to be heading over the next three to five years. That may be hard to do, particularly considering that technology undergoes pretty major transformations every year to 18 months, but waiting and reacting has not and does not serve us well. We must engage with webmasters, programmers, and other members of our fellowship who can help us to see our way forward.

This project can be accomplished using digital means, not necessarily requiring in-person, face-to-face meetings. It will need to be carried out while maintaining all existing tasks and those approved as new projects by the conference. It must be done while we continue to work on the website redesign, web and mobile applications, etc. Often the most critical resource we have is time, not money. However, we must find a way to do this planning or face the truth of the simple statement, if we do nothing new, nothing will change. Given that there is a technological component to most of what we do, our IT efforts directly and indirectly affect our efforts to reach the still-suffering addict. We must try to improve.

There may be more discussion about this at the conference, but certainly we will be reaching out to many of you after the conference to help us find some of your best and brightest tech-minded members, and engage them in a discussion. Until then, please consider this food for thought.

Database

One area where we've had increasing success collaborating with local trusted servants is keeping our database current. There has been more and more local

participation in maintaining the NAWS database. We are now up to a pretty consistent 50% rate, meaning that half of the data entry in our database is being done by local volunteers. This has two advantages. First, it is the best way to get accurate information in a timely fashion. And second, it reduces the staff time needed to keep our information up to date, requiring NAWS staff only for an edit for grammar and punctuation.

Emeetings

We have also improved our use of technology to bring us together for focused meetings. This cycle we hosted four electronic meetings for regional service offices and one electronic meeting focused on step-writing for inmates. We hope to hold more emeetings on these and other topics in the cycle ahead.

Eblast messages

One way we have experienced great success using technology to improve communication is by sending regular NAWS updates to members via email. We took all of our email subscription lists and combined them to form one huge list of more than 80,000 subscribers. None of those subscribers opted out of receiving NAWS Updates, and now we have the ability to reach tens of thousands of interested members and keep them informed about the latest news from world services.

This is perhaps the single most successful thing we have done to improve communication with members and service bodies, and it costs little to nothing in either time or money. The success of this experiment with eblast subscriptions is part of what motivates our desire to revisit the issue of a NAWS Facebook page.

A NAWS Facebook Page?

Of course one of the most common ways people use technology to come together now is Facebook. NAWS is once again considering the creation of a Facebook page. Two years ago we tried a brief (48-hour) experiment with Facebook. That experience helped frame discussions at the 2010 World Service Conference where a number of concerns were raised. When straw polled, the conference did not support going ahead with a Facebook page at that time, so we did not.

The concerns expressed about Facebook can be grouped into two general categories. The first was the fact that the face and name of every person who joined our page were automatically visible to the public, which raised fundamental questions about whether we could have a page in a way that would be consistent with our tradition of anonymity. In fact, when we realized that we would not be able to hide the identities of members, we simply took down the page.

The second category of concern was that the medium itself was growing in use within the fellowship, and there was no real guidance for members regarding how to participate in social media in a way that would protect the anonymity of those members and other people with whom they associated. This second concern was not specific to a NAWS Facebook page, but was a large enough theme in these discussions that participants felt that we should provide that guidance first, before NAWS began to use this medium.

We now believe that both of those concerns have been addressed sufficiently to once again go forward with a NAWS Facebook page.

Very shortly after our conference in 2010, Facebook introduced a set of enhancements to security settings that addressed our first concern. We will not discuss all the changes in detail here, but the significant change for our purposes is that we can now hide the member list from view, so joining a NAWS page would no longer automatically constitute an anonymity break. Also, Facebook added the ability for members to remove the mention of the pages they have "liked" (which replaced the "fan" method of joining a page) from their own page and their own profile. These changes by Facebook address the first and most

significant concern. Members could now join a NAWS page and maintain their anonymity.

To address the second concern, the World Board produced a service pamphlet, *Social Media and Our Guiding Principles*, to provide guidance to the fellowship on some best practices in the use of social media.

So that brings us to two questions: why does NAWS want to have a Facebook page, and how would we use it? Our sole motivation is to improve communication between world services and NA members. Poor communication has been a seemingly intractable problem in our fellowship for as far back as any of us can remember. We have *The NA Way*, *NAWS News*, our website, our trips to zonal forums and workshops, and now an email list of more than 80,000 addresses (which has helped a lot), yet by all accounts, our communications are not effectively reaching the group level.

Our intent with Facebook is simply to create a page that our members can "like." At that point, anything posted on the NAWS page will be included in their news feed (which is not visible to others viewing their profile). Because of the overwhelming popularity of Facebook, we believe we can use this service to dramatically improve our communication with members and groups. Not everyone has Facebook or checks it regularly, but enough do that we believe that if we use this resource well, we can get messages to at least some members in most communities and most groups around the world.

Since our page will be publicly viewable, it is not our intent at this time to use Facebook as a forum for interactive discussions. It would serve only to send information to those who are interested. Just as we do now in our publications and eblasts, we might post information about a project or question about which we are seeking input. The post would then direct members to links or other methods to provide input or have discussions. For example, a post might provide a link to a bulletin board where a discussion is taking place. If we are asking for an email response, the post would provide that email address, etc. If there is new literature or other resources available on our website, we would provide a link to that.

We believe this would be a simple, clean way to make use of Facebook and direct members to other online resources without creating any significant anonymity or public relations issues. And we would reserve the ability to take it down at any point without notice if it seemed that having the page ran afoul of our traditions in some way we hadn't anticipated.

Our intention at this time is to create a Facebook page sometime shortly after WSC 2012. We are waiting until after WSC to give the conference the opportunity to raise concerns if members do not agree that the major issues have been addressed during this conference cycle. Otherwise, you may expect to see a NAWS Facebook page in the late spring or early summer of 2012.

NAWS Staff

We always take time during the NAWS Report to give you a glimpse of NAWS staff. World services couldn't possibly be successful without the efforts of the staff at the Chatsworth headquarters as well as the branch offices in Canada, Europe, Iran, and India. Most of you have had occasion to email with them or talk to them on the phone. We hope you'll have the opportunity to say hello face to face during the WSO open house or during the conference week.

Deadlines

The deadline for challenges to nominations is 12:00 noon.

HRP Report

Greetings from the Human Resource Panel. We hope this report finds everyone well. Like you, we are busy preparing for the upcoming WSC. We are looking forward to seeing everyone there. As a reminder, open positions for consideration at the upcoming WSC include ten World Board positions, two Human Resource Panel positions, and two Cofacilitator positions. In our nominations process we consider the wide range of skills, abilities, and experience that our collective experience has shown is needed to successfully fulfill each position. Below is our list of nominees for your consideration.

World Board		
Name	**Region**	**RBZ Source, if any**
Tana A	Greater NY Region	World Board
Paul C	Canada Atlantic Region	World Board, Canadian Assembly, Canada Atlantic Region
Irene C	Ireland Region	Ireland Region
Paul F	Egypt Region	
Pierrot G	Quebec Region	Canadian Assembly, Quebec Region
Bob G	Florida Region	World Board, Florida Region
Arne H-G	British Columbia Region	World Board
Mark H	Wisconsin Region	World Board
Franney J	Washington/N. Idaho Region	World Board
Sue L	Northern California Region	
Tali M	Hawaii Region	Hawaii Region
Tonia N	Greece Region	World Board
MaryEllen P	Central California Region	Central California Region
Laura R	Costa Rica Region	World Board
Matt S	Northern California Region	World Board

Human Resource Panel		
Name	Region	RBZ Source, if any
Lib E	Aotearoa New Zealand	
David J	UK Region	
Ahmed M	Egypt Region	
Tim S	Australian Region	

Cofacilitators		
Name	Region	RBZ Source, if any
Dickie D	Louisiana Region	Southern Zonal Forum
Marc G	Wisconsin Region	
Andrey G	Western Russia Region	

Election Outcomes at the WSC

We'd like to take this opportunity to begin a discussion about the outcome of elections over recent years, particularly WSC 2008 and 2010. We intend to talk more about this at WSC 2012, mostly during the orientation session on the first day of the conference, and we wanted to offer some information in preparation for that discussion.

Since the HRP was formed, the conference has repeatedly expressed frustration with not filling the board. And, in fact, the board has never been filled since its inception in 1998. At the last WSC, participants conveyed support for the HRP's process and, in turn, the nominees offered for election. But again, for the second cycle in a row, only one new board member was seated. While five standing board members were also reseated, three seats were left vacant.

With that considered, we intend to discuss voting patterns and election statistics as a part of our presentation at WSC 2012. In preparation for that discussion, here are some data from WSC 2008 and 2010 that may be of interest:

WSC 2008 (four vacant World Board seats; two nominees were elected, leaving two vacant seats)

- **33** participants voted for **fewer than** 4 nominees
- 54 participants voted for 4 nominees
- 30 participants voted for more than 4 nominees

Of those nominees not seated, 2 received 50% or more of the vote, but not the 60% needed to be seated.

WSC 2010 (9 vacant World Board seats; 6 nominees were elected, leaving 3 vacant seats)

- **60** participants voted for **fewer than** 9 nominees
- 24 participants voted for 9 nominees
- 41 participants voted for more than 9 nominees

Of those nominees not seated, 3 received 50% or more of the vote, but not the 60% needed to be seated.

In looking at these voting patterns, there are two noteworthy points:

- Most participants vote for the number of vacant seats or fewer.
- If all participants vote for at least the number of vacant seats, we would likely fill the board.

In both years, if a few more participants voted for the number of vacant seats, we would have likely filled the board with a combined total of five new members.

If conference participants are interested in bringing on new members and seating a full board, we encourage everyone to identify 10 World Board nominees from the list above to vote for, no fewer.

Again, we look forward to talking with you more about this as a part of our presentation at the WSC.

CPR Packets

As reported earlier, the Human Resource Panel and the World Board have agreed to send conference participants the Candidate Profile Reports (CPRs) for the 2012 HRP nominees. For the first time, and as an experiment, this information is being distributed prior to the WSC so that everyone has ample time to consider each nominee.

We cannot overstate these next points. *You are being trusted with confidential information*. The CPRs include personal and professional information, along with opinions and thoughts from the

nominees that are intended for use only by conference participants to evaluate the nominee's ability to serve. This is not information that is intended for distribution beyond conference participants. And since some of the information is sensitive, any such distribution, especially over the internet, could create long-term problems for the nominees. Each nominee has placed in your hands the trust that you will maintain their privacy and anonymity. Please honor that trust.

Do not distribute, digitize, or otherwise duplicate any of the materials included in the packet. If there is any distribution or duplication by conference participants, we will recommend against making CPRs available prior to the WSC again. Return the CPR packet in its entirety to the HRP at the WSC upon the close of the election session on Wednesday, 2 May 2012. If you receive a CPR packet and are unable to attend the WSC for any reason, please contact Roberta at roberta@na.org or (818) 773-9999 x 121 for instructions on returning the packet of CPRs back to us.

The HRP Nominating Process

We understand that there is always interest in the details of our process, and as in the past, we will conduct a presentation at WSC 2012. We will provide all participants with a complete picture of nominations, including questions, scoring, and the evaluation process. In this way, we hope that participants will have the highest level of confidence when selecting nominees forwarded by the HRP.

It is important to remember that we will not make details of any individual's scores available. As we have said in the past, we believe there is no reasonable way to do that and still maintain the confidentiality required for a successful nominations process. We hope all interested conference participants will attend the HRP session.

RBZ Rationales and Local Committee Questionnaires

Over the past three conference cycles, we have been working on gaining a local perspective on each candidate in our process. We believe that such a perspective can add value for the HRP and also the WSC in choosing the best nominees. We ask a few questions of each region, zone, and the World Board after receiving their RBZ recommendations. This has proven helpful for us. We have a few more details to refine, but we are hopeful that we can include this information in the Candidate Profile Report for the next WSC in 2014.

For the first time we also attempted to contact local service committees regarding candidates from the World Pool. This effort had mixed success. We did receive information on most of the candidates, but not all. And some committees sent multiple responses from different trusted servants. We will continue to work on this idea, looking for ways to improve it. We want to thank those RDs who participated in our attempts to collect this information.

The World Pool

There are currently 867 members in the World Pool. Guided by the policy published in *A Guide to World Services*, we contacted all World Pool members whose information was three years old or more, asking them to update their information with us. Any members who did not respond were removed from the pool.

Nominations from Conference Participants

Independent of the HRP's process and in accordance with procedures contained in *A Guide to World Services*, conference participants can make nominations at the World Service Conference. Anyone considering making a nomination must submit a completed World Pool Information Form (WPIF) at the WSC along with a conference participant nomination form signed by the nominee. Nominees also have the ability to respond to the same questions that the HRP nominees answered, which will be included in each nominee's Candidate Profile Report. Those

forms are available by contacting us at hrp@na.org or 818-773-9999 x121. Please note all forms must be completed and submitted to the HRP by Sunday, 29 April in order to be prepared for distribution to conference participants.

In Closing

We are devoted to coordinating the HRP process in a way that maintains its integrity and ensures the highest level of confidence of the WSC. We welcome any thoughts you have and encourage you to forward them to the HRP at hrp@na.org or by mail c/o NAWS. We look forward to seeing everyone at the World Service Conference.

Zonal Forum Meetings

In the evening, rooms will be available for zonal forums that wish to hold meetings. If you are planning to meet, or plan to give a report, please sign up at the WSC onsite office by Sunday so that we can make sure you have a room.

Wednesday – 2 May 2012

Our Gratitude Speaks: NA meetings are held poolside at 7:00 am, as well as in the evening when the conference adjourns, each and every day!

Elections and Presentation of Budget	**9:00 – 11:00 am**
Public Relations	**11:00 am – 12:30 pm**
Offsite Lunch and Recovery Meeting	**12:30 – 5:00 pm**
Deadline for New Business Proposals	**6:00 pm**

Elections, Presentation of Budget, and Project Plans

After WSC 2010 we surveyed delegates about election practices, and in response to the results of that survey, we tried something new for the 2010–2012 conference cycle: Information about candidates is being distributed in advance of the conference. Once again we want to reinforce that the information in these CPRs is confidential and you are being asked to respect the privacy and anonymity of the candidates. (See the HRP Report for more information on advance distribution of CPRs.) This morning begins with the elections themselves as well as the presentation of the budget and project plans, which will be voted on during Friday's New Business session.

Those of you who have been to previous conferences will recognize the election process. This session will start with the distribution of ballots to conference participants. When participants finish their ballots, they will turn them back in to the HRP, who will give a five-minute warning before ballots are due. Those who finish early can take a break.

When all the ballots are turned in, we will take a short break and then move to the budget presentation part of the session.

We are only presenting six projects for the 2012-2014 cycle because financial and human resources continue to be a challenge for us. It is important to keep in mind that we always present more projects than we think we will be able to work on just in case more financial and human resources are freed up during the cycle. Two of the project plans we are presenting are categorized as "essential" or carryover: Fellowship Issue Discussions and Service System. Priority ranking projects include a plan for PR work that we offered in 2008 and 2010 but have been unable to undertake because we have lacked the resources. We are also offering two new priority-ranked plans: one that would put the service pamphlet, *An Introduction to NA Meetings*, through the process to become an IP, and another two-cycle project to draft a traditions book. The sixth and final project, Trusted Servant Support and Development, would, resources permitting, allow us to begin producing tools including more "basics" like *PR* and *Planning Basics*, geared toward trusted servant training and support.

After we talk through the proposed projects for the cycle, we will discuss the 2012–2014 NA World Services budget, which will be voted on Friday. Election results are announced at the end of this session.

Public Relations

> The principle of service, critical to application of our Eleventh Tradition, is not a passive principle. To be of maximum service to the still-suffering addict, we must energetically seek to carry our message throughout our cities, towns, and villages. . . . We must take vigorous steps to make our program widely known. The better and broader our public relations, the better we will be able to serve.
>
> "Tradition Eleven," *It Works: How and Why*

The public relations session will feature several aspects of public relations efforts taking place in local communities and at NAWS. Part of this will involve highlighting some local NA community PR efforts, from creating audio and video PSAs to holding professional days at regional conventions. Trusted servants are enthusiastic in their efforts to reach still-suffering addicts in their communities. Regional reports indicate that 91 communities have active PR/PI subcommittees. In the 2006 regional reports, there were 37 active PR/PI subcommittees. During the last six years, members have become increasingly energetic in their efforts to make the public—including potential members and professionals who work with addicts—aware that NA offers addicts an opportunity to experience freedom from active addiction. These efforts by PR/PI trusted servants are helping NA thrive in communities around the world.

WCNA 34—San Diego

We held two professional workshop panels at WCNA 34. One panel was oriented toward drug courts, with two judges offering their perspectives and passion for helping addicts who choose drug court. Members in attendance were able to interact with these judges—asking questions and describing the challenges they face interacting with drug courts in their local service efforts. The second panel was focused on criminal justice and included two directors of rehabilitation services from the largest prisons systems in the United States: Texas and California. The director from the California Department of Corrections Rehabilitation had formed strong cooperative and collaborative relationships with the H&I and PR committees of Northern California. As a result of this cooperative relationship, the California DOC Rehabilitation Director was able to have *all* 33 California institutions on the Unity Day call. This effort made it possible for more than 8,000 incarcerated addicts to hear a message of recovery. Some of those inmates were so inspired by the call and the chance to connect with the worldwide NA Fellowship that they wrote a thank-you letter to the California Department of Corrections executives. That letter will appear in the April 2012 issue of *Reaching Out*.

NAWS Professional Events

While we were able to attend a few professional events this fiscal year, we may need to strive for more consistency in our attendance if we hope to enhance NA's reputation as a viable, stable, and credible program of recovery. The addiction professionals who attend these events are human, after all, and are therefore susceptible to the "out of sight, out of mind" attitude. When other twelve-step fellowships along with a host of pharmaceutical companies are present at conferences these professionals attend, but NA is absent, they are less likely to think of NA when they think of viable programs of recovery. Also, NA misses the opportunity to interact and inform professionals that we are an abstinence-based community resource for addicts. When NAWS attended the American Society of Addiction Medicine conference, some physicians were dismayed that there were so many pharmaceutical companies and so few drug-free alternatives available for their patients. They thanked us for our presence.

At the International Society of Addiction Medicine conference, which was held in Oslo, Norway, in September 2011, we were able to interact with professionals including the Director of the National Institute of Drug Abuse in Washington, DC and the Executive Director of the World Federation of Therapeutic Communities from New York. Dialogue with these professionals did not happen by chance; we were introduced by a medical researcher who is a past president of ISAM and with whom we partnered to conduct a member survey at the group level. Additionally, we attended an abstinence-based treatment workshop at ISAM. We partnered with NA trusted servants from Oslo who also met professionals from that city. One of these

professionals worked for a drug replacement treatment center; however, a few of their clients requested abstinence and this prompted the professional to ask Oslo members for a presentation.

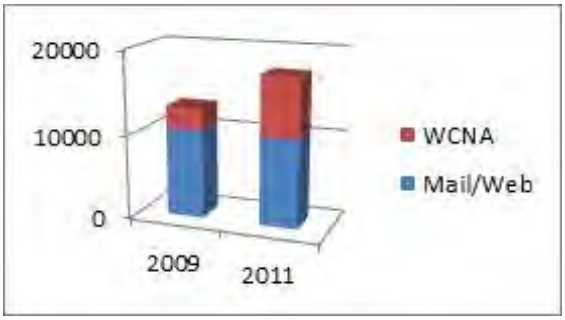
The NAWS Executive Director was invited to present information about NA to delegates attending the International Federation of Non-Governmental Organizations, which was held in Malaysia in November 2011. This conference attracted prime ministers, police personnel, and treatment professionals from Southeast Asia, Australia, and the United Kingdom. There were so many requests for NA literature from these attendees that we ran out and needed to fill requests by mail after the fact. We received a thank-you note from a prime minister in Thailand who wants to learn more and offered NAWS a meeting with the president of that country.

From each and every conference attended, there are interactions with professionals who learn more about NA and become willing to refer their addict clients and patients to NA. NAWS' efforts may mirror the outcomes of local NA members who attend health fairs and provide presentations. These efforts help the still suffering addict find recovery in NA.

2011 Membership Survey

We will be highlighting the 2011 membership survey in the PR session at the WSC. We received a total 17,492 responses, which is 33% more than the 2009 survey.

Survey Responses Collected



The predominant difference was the WCNA respondents. This year, 6,972 responses came from WCNA 34, and 10,520 online/mail/fax responses were collected. In contrast, we received 2,588 surveys from WCNA 33 in Barcelona, Spain. Institutionalized members also increased their participation; in 2009 we received 54 surveys and in 2011 we received 153 surveys from members. We are grateful for the members who participated and helped us realize 5,570 more survey returns, which is the most we have ever received. Thank you!

As those of you who submitted surveys might recall, we continued to ask questions centered on quality of life before recovery; 48% indicated that they were unable to maintain employment, residence, and family relationships. Conversely, 95% indicated family relationships improved, 76% noted improvement with employment, and 80% had stable housing after coming to NA. Many professionals have expressed interest in the connection between recovery in NA and improvement in overall quality of life. We look forward to illustrating the 2011 survey results for you at the conference.

NAWS Member Survey—Cooperative Effort with Researcher

At the 2010 International Society of Addiction Medicine Conference in Italy, NAWS was introduced to a past American Society of Addiction Medicine and ISAM President, who is a physician and medical researcher with New York University. This physician proposed a survey of NA members because there has not been an independent research survey conducted about NA, and professional peers tend to listen to each other's research more carefully than research from outside their community. The aims of the survey were to address the nature of long-term membership in Narcotics Anonymous and the nature of spiritual experience and mutual support within NA. The survey and proposal were presented to the World Board, and in the spirit of cooperation, we decided to move forward. A paragraph in the *Public Relations Handbook* references this type of cooperation. "Another aspect of cooperation is when an organization outside of NA wants to research the effectiveness of our program. NA members

may decide to cooperate in outside research projects."

There were NA member coordinators in three states: California, Florida, and Pennsylvania. Ten NA groups participated in a question-based survey that mirrored the NAWS Membership Survey. The surveys were anonymous and open to any member with a day clean. Members were free to opt out, and the surveys were completed either at the close of the meeting or before the meeting started. Prior to participating, each group made a decision as to whether to complete the survey, and ample notice was given about the due date of the survey. If an attendee had responded to the questionnaire at one meeting, he or she was instructed not to complete the same questionnaire if they were present at another meeting where the exercise was carried out.

The researcher has preliminary results, but we are still waiting to receive a final report, which may or may not be completed by WSC 2012.

Meanwhile, Back at the Ranch

At the past several conferences, we have designated Wednesday afternoon as a time to take a break from conference business and enjoy some fresh air and fun at Calamigos Ranch. This opportunity for off-site recreation provides everyone with a chance to relax and recharge, coming back to the conference Thursday ready to go forward with our work. While the cost of this excursion is a topic that has been discussed by the conference as a whole, a straw poll at WSC 2010 indicated that the conference finds value in the mid-week respite.

A half-dozen buses, each "hosted" by a board member, will take all conference participants and alternate delegates to Calamigos Ranch, where we will have a buffet-style barbeque lunch. Funded conference participants have already had $25 deducted from their advances for the cost of this lunch. We are asking alternate delegates to contribute $25 toward the cost as well.

After lunch, at 2:30, the ranch will be open to all who want to attend, regardless of whether they are conference participants.

Bring a camera, some sunscreen and sneakers, and get ready for some fresh air and sunshine. And football (soccer), if that's your thing.

Deadlines

The deadline for new business is at 6:00 pm upon our return from Calamigos Ranch.

Free Evening

Tonight is one of those rare occasions during conference week: free time. Rest up, because we have a lot to get through in the next couple of days.

Thursday – 3 May 2012

Living the Program: NA meetings are held poolside at 7:00 am, as well as in the evening when the conference adjourns, each and every day!

Communications	**9:00 am – 12:30 pm**
Lunch	**1:00 – 2:30 pm**
Delegation/ Accountability/ Group Conscience	**2:30 – 4:00 pm**
Delegates Sharing on Local Issues	**4:30 – 6:30 pm**

Communications

Communication in NA service is another topic of ongoing concern. As our Eighth Concept states, "Our service structure depends on the integrity and effectiveness of our communications." As we mentioned earlier in this report, an excellent example of our challenges with communication can be found in some of the responses to the Service System Project late in this conference cycle. NA World Services made use of every communication tool we have to make information available throughout the life of this project: articles in *NAWS News* and *The NA Way Magazine*, a series of workshops throughout the US, a page on the na.org site devoted to the project, information in the 2008 and 2010 *CAR*, and so on. Still, many members reacted to the *CAR* material as though they had never heard of the project.

We know there are many members who are not interested in hearing about *everything* that is happening at NA World Services. Our challenge is to find effective, reliable ways to reach those who do want to know more. Eblasts are one recent innovation that seems to be helping. We also know that we are not the only level of service in NA facing the challenge of communicating effectively with interested members. This session, led by Jim Delizia, a professional who works with NAWS on our strategic planning process, will help delegates and alternates develop strategies to communicate more effectively with members in their regions, with an emphasis on collaboration and principles before personalities, IDT topics for the upcoming cycle.

The First Tradition reminds us that "NA unity should come first," but as individuals suffering from self-centeredness, we may be tempted to act as if the autonomy spoken of in the Fourth Tradition supersedes the unity in the First. Collaboration is an essential trait of a healthy service system; the autonomy we enjoy extends only so far as it affects "other groups or NA as a whole." All elements of the system must work together if we are to get closer to achieving our vision.

This session will focus on some of the ways in which the principles of communication and collaboration help us better carry the message.

Delegation/ Accountability/ Group Conscience

After the lunch break, we will return to have more discussions about issues related to the application of our principles in our service efforts. This session also touches on a concern that we have heard as part of our discussions around the Service System Project. That is, some members appear to be having a difficult time reconciling the principles of group conscience and delegation in NA service. There seems to be a need for more clarity and consistency through our fellowship on what these principles mean when put into practice. This session will provide an opportunity to begin discussing what we mean when we talk about group conscience, and how our service bodies remain accountable when we

delegate work to them. We plan to focus an IDT on this topic for the 2012-2014 cycle, and the results of this session should help us to frame that fellowshipwide discussion.

Delegates Sharing on Local Issues

After hearing from conference participants that a delegate-led session focused on local issues would be of value, we gave the idea a trial run at WSC 2010. The experiment went over quite well, providing conference participants a chance to share their experience, strength, and hope on the issues of communication and apathy. It was also a good opportunity for conference participants to network with one another in order to continue sharing solutions once the conference was concluded.

Given the warm reception this session received at WSC 2010, it makes sense to offer it again this year. In your conference evaluations you let us know you liked this session, but you thought it could have been a bit better organized. The session will again be led by RDs, and will focus on issues commonly identified in regional reports that are not being addressed in other sessions. This conference, we decided to focus on just one issue rather than two, in part because we think that may make organization a bit easier, and in part because the issue in question—planning—is all-encompassing enough to cover plenty of ground—environmental scanning, developing a strategic plan, evaluating results, communicating, etc. Your regional reports indicate that some of you have made great progress related to planning and others are still struggling to incorporate planning into your processes.

As we mentioned when offering this forum for delegate-led discussion at the previous conference, we do not expect that a 90-minute session is sufficient to achieve major breakthroughs on planning issues. This session is simply a discussion that belongs to the conference participants. The 90 minutes you spend sharing with one another on your successes and challenges related to planning will help you to get a better sense of the experiences other communities have had, and how you may be able to help each other and try new solutions.

We would encourage all delegates to look through the regional reports in the addenda to this report, which can give you a glimpse into what is happening within other regions around the world. Seek out the delegates who share some of the same challenges that occur in your region or, better yet, those who have found solutions!

In the past we have closed this evening with zonal reports, but a straw poll at the end of the last conference showed that only about a third of the body wanted to keep a zonal report session so we are not scheduling one for WSC 2012.

Friday – 4 May 2012

What Can I Do? NA meetings are held poolside at 7:00 am, as well as in the evening when the conference adjourns, each and every day!

Fellowship Development	**9:00 – 10:30 am**
Self-support	**11:00 am – 12:30 pm**
Lunch	**12:30 – 2:00 pm**
WSC 2010 New Business Discussion & Decisions	**2:00 – 6:00 pm**
Dinner	**to be determined**

Fellowship Development

The Fellowship Development session, for many who attend the conference, stands out as the high point of the week. This session is an opportunity to hear about some of the work that NA World Services is doing on behalf of us all to achieve our vision and make NA available to addicts seeking recovery all around the globe.

> … every addict in the world has the chance to experience our message in his or her own language…

Though our financial picture for the past few years has been rather bleak, by cutting our expenses wherever possible we have been able to keep afloat. Unfortunately, one of the areas where we have had to rein in expenses is closely connected to our vision and our primary purpose: fellowship development. Still, we remain committed to working with as many communities as possible, and we strive to use our resources as strategically as we are able.

As the 2010–2011 *NAWS Annual Report* illustrates, our environmental scan data indicate that this year our expenditure for direct fellowship interaction is lower than it has been in a decade. At the same time, other trends indicated by the environmental scan show continued growth of NA outside the US.

Early in the cycle, a great deal of our workshop and fellowship interaction activity was focused on the Service System Project. Based on the response to the first draft of the proposals at WSC 2010, we knew it was necessary to hold workshops to explain the ideas to interested members so that we could gather informed input. Following the series of workshops held throughout the US in late 2010, we reduced our level of participation with US zones in the first half of the conference cycle. We remain committed to attending meetings of the non-US zones, as these provide unique chances to interact directly with members and trusted servants from many different communities in a single setting.

Our level of activity this cycle is far lower than it was even in the previous conference cycle. One area in which our travel has been most sharply affected has been public relations. We have declined participation at a number of professional conferences and events in order to save money.

All this talk of reducing expenses, however, should not be taken to mean that we have not been able to provide any support for fellowship development during this conference cycle. Since WSC 2010, we were able to participate in more than fifty fellowship events (including the five service system workshops held around the US in the early part of the cycle), and we were able to conduct almost a dozen public relations trips. Among the fellowship events, we provided workshops for NA communities in Panama, Mexico, Israel, Italy, Honduras, Belgium, India, the Netherlands, Canada, Bahrain, Malta, Puerto Rico, New

Zealand, Sweden, Guatemala, Russia, Kuwait, Nepal, Bangladesh, and Turkey. Within the US, we facilitated workshops in Texas, Michigan, California, Maryland, Florida, New Mexico, Pennsylvania, Oregon, Idaho, New Hampshire, Virginia, Louisiana, Georgia, Iowa, and Ohio.

While this may sound like a fair amount of activity, we were also placed in the uncomfortable position of having to decline participation at events both in the US and around the world due to financial constraints. Where possible, we encourage communities to reach out to their more experienced neighboring communities for support, and we also strive to continue providing high levels of free and subsidized literature for developing NA communities. This is a fundamental part of who we are as a fellowship, and with your support, we continue to do our best to make the NA message more widely available.

Self-support

Self-support is a topic that remains critical to achieving our vision, and even with the new IPs approved at WSC 2010, there is an ongoing need to encourage a shift in our culture of giving in NA. We have begun to see a gradual shift with regard to members and groups contributing directly to NA World Services, but the bulk of our revenue still comes from literature sales. In light of our vision, our principle of self-support sometimes really means "supporting each other;" the "self" we are supporting is sometimes NA. We know that many local service committees around the world also continue to struggle with funding the services that help them to reach addicts in their own communities. We are continuing to forward self-support as an Issue Discussion Topic because we still have such a long way to go.

Over the course of this conference cycle, we published a series of articles in *The NA Way Magazine* on the topic of "Invest in Our Vision." This series highlights some of the ways that freely-given contributions fund NA services, including those carried out by NA World Services and those that take place on a local level. This is just one of the methods we have tried to reinforce the message that achieving our vision is not possible without involvement at the level of NA group and individual member.

As we mentioned in the previous *Conference Report*, we seem to have two main challenges as an organization when it comes to self-support. First, members do not seem to see a clear connection between putting money in the basket in a meeting and paying for the services our fellowship provides. Second, the funds that do reach our service system get caught in bottlenecks at various levels of service, failing to adequately fund the services carried out at all levels.

During this session, we will have small group discussions about self-support that should help frame the fellowshipwide discussions for the 2012-2014 conference cycle.

New Business

Jack H and Marc G will facilitate our New Business session, which will run as late as it needs to.

The new business session is organized similarly to the Old Business session with a discussion period first. Because at this conference the only formal motions will be those to approve the budget and project plans, most of the time this afternoon will be spent in our New Business discussion session. Proposals will be grouped by topic and discussed by the body. Sometimes, as a result of those discussions, motions will be amended before they are offered in a formal business session. If a straw poll indicates little to no support for a motion, it may not be offered in business at all. We would expect proposals to be similar. They may get modified in some way after discussion, but instead of being offered during formal business, they will simply be straw polled at the end of discussion.

As with the regional proposals that are included in the *CAR*, New Business

proposals that have wide support of the body will be brought up again in the Moving Forward session Saturday to ensure that we all share an understanding of the future of these ideas.

During formal business, projects will be approved one-by-one, as they have been in the past, and a straw poll will be taken to determine what priority the body would give each project. These priorities are not binding, as the order of work depends on what resources are available at any given time. It does, however, help world services a great deal to have a sense of what the conference considers most pressing or important, and what is less so. After projects are voted on, the conference will consider a motion to approve the budget.

Saturday — 5 May 2012

Keep Coming Back: The last poolside meeting of the conference will be held at 7:00 am.

WSC Processes	**9:00 – 10:30 am**
Moving Forward with a Common Vision	**11:00 am – 12:30 pm**
Lunch	**12:30 – 2:00 pm**
Good-byes, Certificates, and Expenses	**2:00 – 3:30 pm**
Recovery Meeting	**7:30 – 9:30 pm**
World Market and Coffee House	**10:00 pm**

WSC Processes

At the last conference, we began our closing Saturday with a session on WSC processes, and that session was successful enough that we want to continue the practice. This is a particularly good conference to devote a session to our processes, since we will be able to talk together about how our "experiments" seemed to go. Do we want to distribute CPRs in advance again? Do we want to continue discussing regional proposals rather than motions? Are there further steps we can take to move toward a discussion- and consensus-based conference?

Throughout the conference week many of us get ideas about how the WSC could be more effective and run more smoothly. This session gives us an opportunity to share those ideas. If you have ideas about how we can communicate better between conferences we'd love to hear them. We are concerned that many interested and concerned members only tune in to what's going on in world services through their *CAR* votes every two years. How can we keep them better informed about conference-related work?

There are two things in particular that we know we want to talk about during this session. First is the more discussion-based way of doing business that we tried this conference. We were calling this the experiment with regional proposals but the more we talked about it in board meetings, the more it made sense to us to agree not to make any new business motions as a board aside from those to pass the project plans and budget. So we came to think of it not just in terms of *regional* motions, but really almost all new business motions and amendments in both old and new business. At this conference, providing participants agree to try the "experiment" we describe in the orientation session, we will move much closer to a consensus-based body. We'd like to take some time discussing how that went and how we can improve that process.

The other thing we know we would like to talk about is seating at the conference.

As we explain in the NAWS Report, we would like to recommend taking two more years, one more cycle, to seat no new regions at the conference. That will give us time to get a better idea of the direction the conference wishes to go in terms of future seating and to craft a new seating policy to be voted on at WSC 2014. Once we have a better idea whether the fellowship likes the idea of state/nation/province seating, we can begin discussing and crafting some of the other criteria for seating and talk about some of the exceptional cases, such as large and densely populated states and countries. You can expect to hear more about this topic through *NAWS News* in the cycle ahead as we further discuss seating criteria. We welcome your input during this session or at any point in the coming cycle. We would like to take time in this session to

summarize the results of our discussions earlier in the week related to seating—during the NAWS Report and the outcome of the resolutions.

In addition to those specific topics, during this session we will discuss our experience at the conference and how we can continue to improve.

Moving Forward with a Common Vision

The last session of the morning has become a very effective way to summarize some of the week's discussions and make sure we have agreement on some of the key things we focused on during WSC 2012. This session functions as a sort of turning point—the conclusion of this cycle and a look forward to the cycle in front of us.

We will straw poll a number of topics in this session. We'll try to summarize and gain consensus on how to move forward with regional proposals that have broad conference support.

No doubt in the course of the conference week we will think of more topics that could benefit from straw polling during this closing session. The issues straw polled here will be included in the Summary of Decisions, as they were at the last two conferences.

Goodbyes, Certificates, and Expenses

At the 2010 conference, we switched from a closing lunch to an open lunch break followed by a closing session in the rounds. This worked well, so again this year we will gather after lunch to say our goodbyes, turn in our expenses, and receive our certificates for participation. This will also be the time for acknowledging those world service trusted servants (World Board, Human Resources Panel, and Cofacilitators) whose terms conclude with this conference. Bring tissues!

Evening Activities

After a long week of challenging work, we have all done more than our share to earn another evening celebrating NA unity. Following a long afternoon break, we will hold a closing speaker meeting followed by another World Market and coffee house featuring local musical talent. To sell merchandise at the market, be sure to register in the on-site office by Friday.

NAWS 2010-2012 Product Update

Arabic

- Basic Text (5th Edition)
- Group Reading (7-Card Set)

Bengali

- IP No. 1, *Who, What, How, & Why, Revised*
- IP No. 6, *Recovery & Relapse*
- IP No. 8, *Just for Today*
- Keytags, Revised: Welcome – Multiple Years

Brazilian

- *Sponsorship*
- *Membership Survey*

Bulgarian

- Basic Text (5th Edition)
- IP No. 22, *Welcome to* NA

Croatian

- *An Introductory Guide to* NA
- IP No. 2, *The Group*
- IP No. 6, 8, 14, & 23

Danish

- *Just for Today*
- *In Times of Illness*
- IP No. 2, *The Group*
- IP No. 10, *Working Step Four in* NA
- IP No. 13, *By Young Addicts, For Young Addicts*
- IP No. 24, *Money Matters: Self-Support in* NA
- IP No. 28, *Funding* NA *Services*
- IP No. 20, H&I *Service & the* NA *Member*
- Group Reading Cards

English

- Sixth Edition Basic Text, Large-Print Edition
- *It Works*, Numbered Gift Edition
- *Miracles Happen*, Softcover Edition with Audio CD
- *In Times of Illness, Revised*
- IP No. 24, *Money Matters: Self-Support in* NA
- IP No. 28, *Funding* NA *Services*
- PR *Basics*
- H&I *Basics*
- *Planning Basics*
- *Social Media & Our Guiding Principles* (SP)
- Bronze Medallions: 51 – 55 Years

- Tri-plate Medallions: Black, Pink, Green, Gold, Violet, & Orange
- Wallet Cards (*Added* "We Do Recover" & "Just for Today" readings)
- *Just for Today*, Daily Meditation Cards
- Heat Sensitive Mug
- Vinyl Posters & Banners: 12 Steps, 12 Traditions, 12 Concepts, A Vision for NA Service, World Regional Meetings Map, & Lit Timeline

Farsi

- IP No. 2, *The Group*
- IP No. 13, *By Young Addicts, For Young Addicts*
- IP No. 24, *Money Matters: Self-Support in* NA
- IP No. 27, *For the Parents or Guardians of Young People in* NA
- IP No. 28, *Funding* NA *Services*
- H&I *Basics*
- *Planning Basics*
- *An Introduction to* NA *Meetings* (SP)
- *Group Business Meeting* (SP)
- *Group Trusted Servants: Roles & Responsibilities* (SP)
- *Disruptive & Violent Behavior* (SP)
- NA *Groups & Medication* (SP)
- *Principles & Leadership in* NA *Service* (SP)
- *Social Media & Our Guiding Principles*

Finnish

- *An Introductory Guide to* NA, *Revised*
- IP No. 13, *By Young Addicts, For Young Addicts*
- IP No. 11, *Sponsorship, Revised*
- *Disruptive & Violent Behavior* (SP)

Filipino

- *An Introductory Guide to* NA
- IP No. 5, 8, & 19

German

- IP #13, *By Young Addicts, For Young Addicts*
- IP No. 27, *For the Parents or Guardians of Young People in* NA
- *Membership Survey*
- H&I *Basics*
- *Information about* NA

Greek

- *An Introductory Guide to* NA

Hawaiian

- Welcome Keytag

Hebrew

- *The* NA *Step Working Guides*
- *Group Business Meeting* (SP)

Hindi

- *It Works: How & Why*

Hungarian

- IP No. 6, *Recovery & Relapse*
- IP No. 9, *Living the Program*
- *Information about* NA

Indonesian

- IP No. 17, *For Those in Treatment*

Italian

- *Just for Today*
- *Twelve Concepts for NA Service*
- IP No. 13, *By Young Addicts, For Young Addicts*
- IP No. 27, *For the Parents or Guardians of Young People in NA*
- IP No. 24, *Money Matters: Self-Support in NA*
- IP No. 28, *Funding NA Services*
- *Treasurer's Handbook*
- *An Introduction to NA Meetings* (SP)
- *Group Business Meeting* (SP)
- *Group Trusted Servants: Roles & Responsibilities* (SP)
- *Disruptive & Violent Behavior* (SP)
- *NA Groups & Medication* (SP)
- *Principles & Leadership in NA Service* (SP)
- *Membership Survey*
- *Information about NA*

Japanese

- *It Works: How & Why*

Latvian

- IP No. 5, *Another Look*
- IP No. 7, *Am I an Addict?*
- IP No. 8, *Just for Today*
- IP No. 11, *Sponsorship*
- IP No. 12, *The Triangle of Self-Obsession*
- IP No. 19, *Self-Acceptance*
- IP No. 20, *H&I Service & the NA Member*
- IP No. 22, *Welcome to NA*

Lithuanian

- Posters Set (7)

Maltese

- NA White Booklet

Nederlands

- IP No. 15, *PI & the NA Member*
- *An Introduction to NA Meetings* (SP)

Norwegian

- *Just for Today*
- IP No. 24, *Money Matters: Self-Support in NA*
- IP No. 28, *Funding NA Services*
- IP No. 26, *Accessibility for Those with Additional Needs*
- *An Introduction to NA Meetings* (SP)
- *Group Business Meetings* (SP)
- *Group Trusted Servants: Roles & Responsibilities* (SP)
- *Disruptive & Violent Behavior* (SP)
- *Principles & Leadership in NA Service* (SP)
- *Information about NA*

Polish

- Basic Text (5th Edition)
- IP No. 12, *The Triangle of Self-Obsession*
- IP No. 19, *Self-Acceptance*

Portuguese

- *It Works: How & Why*, Softcover Edition
- *Disruptive & Violent Behavior* (SP)
- *NA Groups & Medication* (SP)

Punjabi

- IP No. 1, *Who, What, How, & Why*

Russian

- IP No. 1, *Who, What, How, & Why, Revised*
- IP No. 9, *Living the Program*
- *An Introduction to NA Meetings* (SP)
- Group Reading Cards, Revised

Spanish

- Basic Text, Sixth Edition
- 20th Anniversary Commemorative Basic Text
- *In Times of Illness, Revised*
- IP No. 24, *Money Matters: Self-Support in NA*
- IP No. 28, *Funding NA Services*
- IP No. 26, *Accessibility for Those with Additional Needs*
- *Principles & Leadership in NA Service* (SP)

Swedish

- Basic Text, Sixth Edition

Turkish

- NA White Booklet

Urdu

- IP No. 1, *Who, What, How, & Why*

Status of Project Ideas Submitted

Submitted by	Idea Submitted	Decision
Service Material All ideas and material submitted for service and recovery material are kept on file. They are used both for ideas and as a resource if and when the topic is prioritized.		
Dustin V	Literature Review Process Handbook	All handbooks are on our priority list, but we are unable to devote resources at this time.
Martorelli	Traditions Guide	The World Board is currently working on creating a project plan for this. This material will be kept for consideration.
Diego L	Document related to the use of logos, literature, and anonymity on the internet	In hopes of helping with internet and social media a bulletin "Social Media" created. Agree this issue is much bigger and may need to be further addressed in the future.
Recovery Literature and related Idea **As stated above all ideas of recovery literature are kept for future consideration**		
Baruck P	Our Thoughts, Dreams, Signs, and enlightenment book	Encouraged to participate in the Fellowship Literature survey.
Houlton	Spiritual Principles IP	Encouraged to participate in the Fellowship Literature survey
Mike P	To divide the English Basic Text into 2 books, e.g. Book 1 and stories be Book 2	Conference dealt with the issue in 2008 stating the Basic Text is one book
Ben H	10 Frequent Objections to NA	Idea supported. It will be added to items kept on file for future projects.
Miscellaneous		
Marcelo L	Children's Anti-Drug Comic	This was an interesting concept, however development dependent on WSC priority and resources.
Maron C	NA Flag	Although WCNA flags are seen, we decided not to pursue at this time.
Mickey R	Colored wristbands	Idea supported and will be looked into further.

Regional Reports

Data Overview and Summary

Regional Reports Data Overview

The information in this summary was taken directly from the regional reports submitted online and extracted from the reports submitted in formats other than the online form. Some of the numbers are delegates' estimations. In addition, dollar amounts may not be completely accurate in every case because they may have been estimated or converted from other currencies. Because of these estimations and because data was not submitted by every region (though we did get reports from 112 regions!), this summary is simply meant to provide a cursory overview of what's occurring in many regions throughout the fellowship. Each entry should be considered with the qualification that it is a result of the data provided by the participating regions. We hope you find this information helpful and of interest.

Summary of Data from Regional Reports

Total number of regions submitting reports **112**

Total number of seated regions submitting reports **104**

Number of delegates who have attended a WSC before **81**

Number of alternate delegates who have attended a WSC before **42**

Number of areas according to reports submitted **994**

Number of groups according to reports submitted **27,237**

Number of groups not including Iran **23,324**

Number of groups from the SAME regions (not including Iran) according to NAWS database **24,752***

Meetings per week according to reports submitted **54,442**

Number of meetings not including Iran **36,247**

Number of meetings from the SAME regions (not including Iran) according to NAWS database **37,813***

Number of H & I panels per week **5,204**

* The difference between the reported figures and the NAWS database figures from the same regions appears to indicate that our database contains many groups and meetings that are no longer active or are duplicates.

Contributions and Expenses

Annual contributions from groups and areas to reporting regions in 2011 ..... **$1,395,943.28**

Total annual expenses for all reporting regions in 2011 ..... **$1,717,182.56**

Annual contributions from reporting regions to zonal forums in 2011 ..... **$85,400.50**

Regional Services, Activities, and Growth

Number of regional service offices **46**

Number of regions incorporated or with legal status as a part of regional structure **77**

Regional corporations that paid taxes or duties **41**

Regions with tax-exempt or duty-free status **66**

Regions with insurance **49**

Regions that have any type of helpline **79**

Regions with areas that have their own helplines **69**

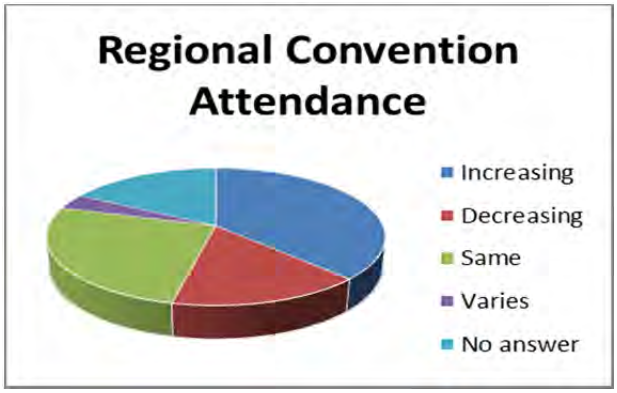
Number of area helplines in reporting regions **444**

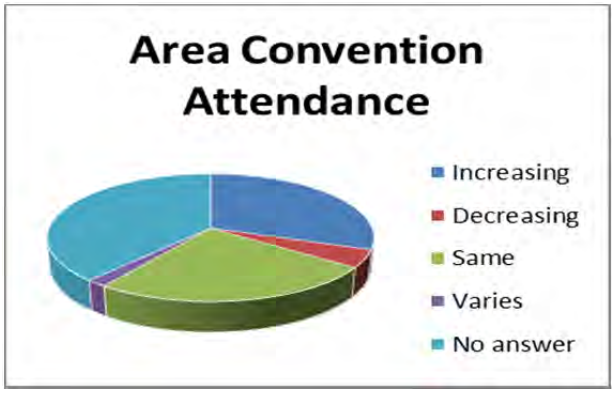
Regions that have their own websites **105**

Number of regional conventions **98**
Number of area conventions **279**
Regions that participated in any public relations efforts **96**
Regions that hosted service workshops or discussions **108**
Number of regions that hosted *CAR* workshops..... **91**
Regions whose membership is growing **83**
Regions whose membership is staying the same **15**
Regions whose membership is decreasing **7**

Many of these fellowshipwide numbers have remained close to what was reported in the 2010 *Conference Report*, although there are some variations. For example, at this WSC we are expecting 42 of the alternate delegates to have conference experience, up from 23 in 2010.

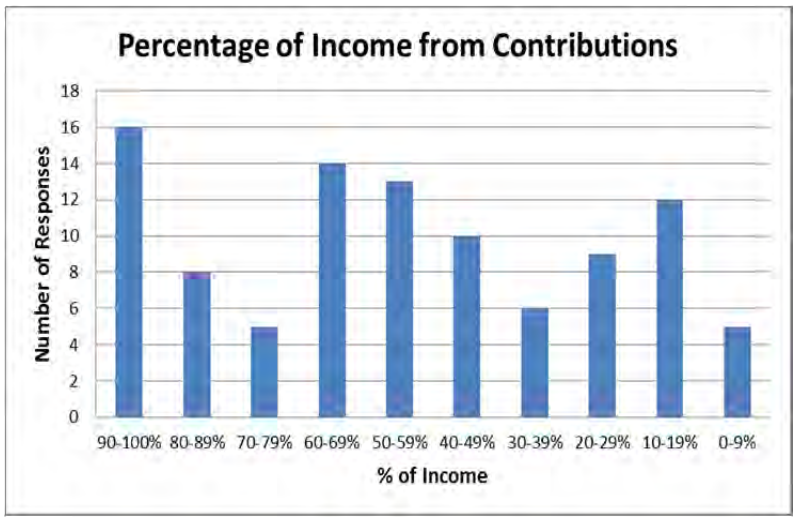
- The average number of 327 meetings per region (not including the figures from Iran) is almost identical to the 328 reported in 2010. Overall the number of meetings continued to increase.
- H&I panels per region decreased slightly with an average of 56 panels per region reported in 2010, and 46 reported in 2012.
- The total annual financial contributions from groups and areas to regions were reported as $1,395,943.28 in 2011, approximately 4% less than the 2009 figures. In 2009 contributions were an average of $12,957 per region; in 2011, that figure dropped to $12,464 per region. The figures for 2009 represented a 12% drop from the 2007 figures, so while contributions are still dropping, the rate at which they are decreasing seems to be slowing down. Reported regional expenses decreased sharply from an average of $19,204 per region in 2009 to $15,332 in 2011, continuing the downward trend seen at the last WSC.
- The number of regional conventions increased from 90 to 98, with all but ten of these reported to be profitable. Of the regions reporting, 87.5% have a regional convention, which is similar to the previous WSC.
- The number of area conventions increased slightly to 279 from the 250 reported in 2010. However, 355 conventions were reported in 2008 and 89 were reported in 2006 so this figure continues to fluctuate and may be affected by the way we are reporting rather than the actual number of conventions. Some of the reports included events such as campouts and unity days as well as regular area conventions in their figures, while others did not.
- We asked whether attendance at regional and area conventions was increasing, decreasing, or staying the same. The pie charts below illustrate the range of responses.

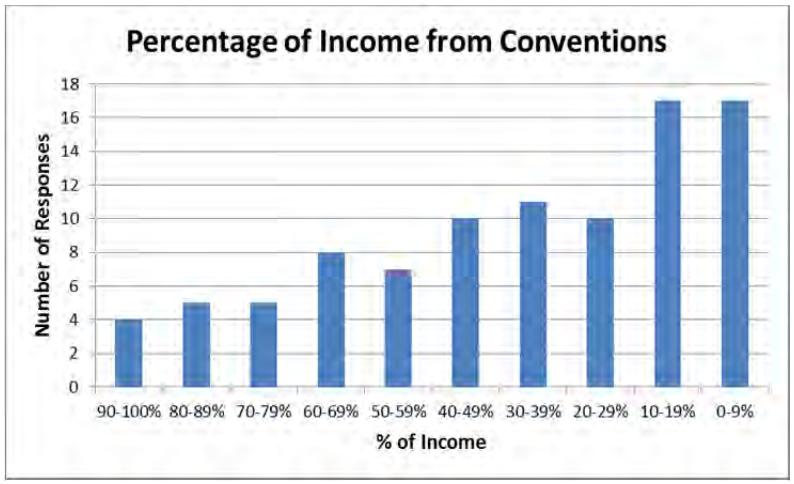


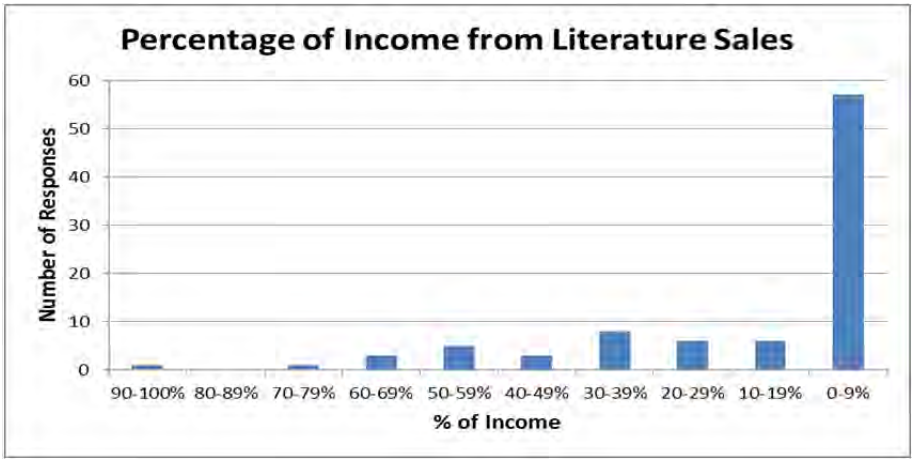


- Services like helplines and public relations continue to be provided at similar levels to what we saw at the last WSC. The percentage of regions providing a helpline rose from 65% to 70%, and the figures for PR decreased slightly from 89% to 86%.
- As in 2010, we asked if regions had a regional website. This figure has stayed the same with 95% of regions reporting that they have a website.

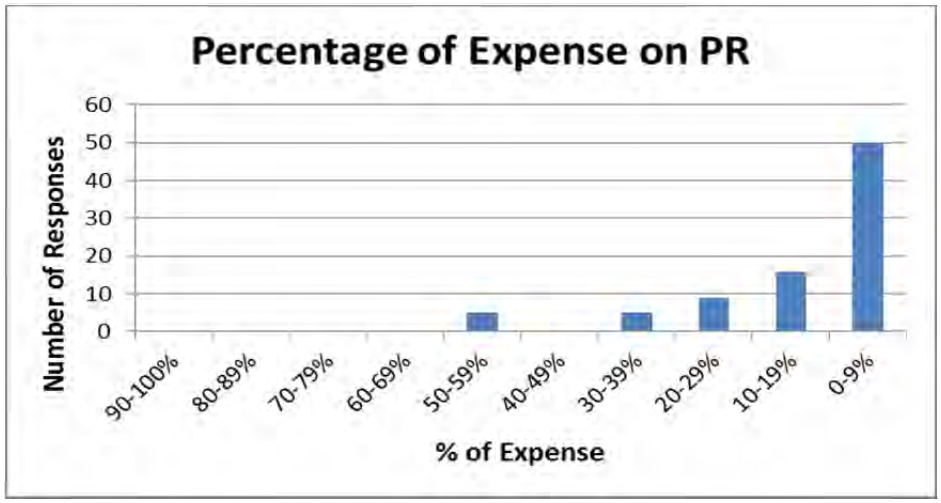
We asked where the RSC received its annual budget from and received the responses charted below. The percentage figure for each source of income is presented in a series of ranges along the horizontal axis. The number of responses for each range of percentages is denoted by the vertical axis. Essentially they appear to demonstrate that there is a wide range of funding practices throughout NA, with the only clear trend being that less than half of our regions rely on literature sales to generate funds.

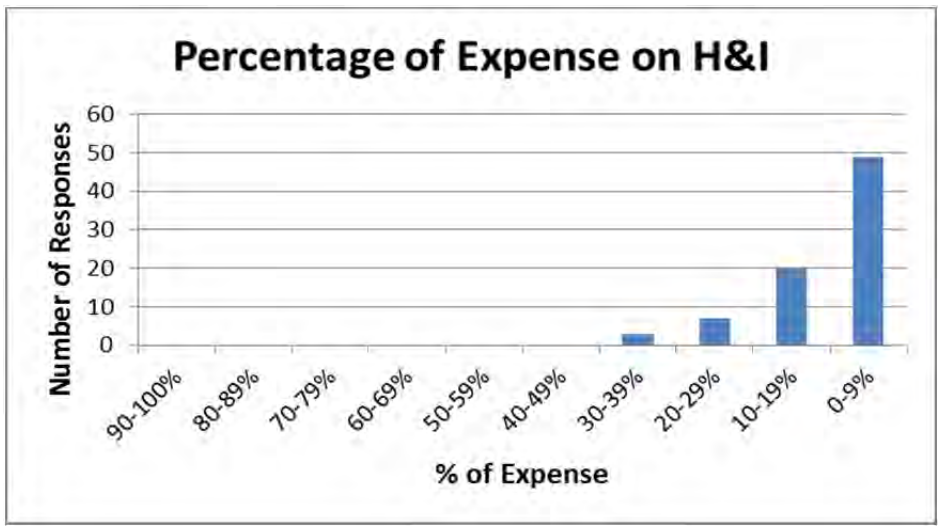




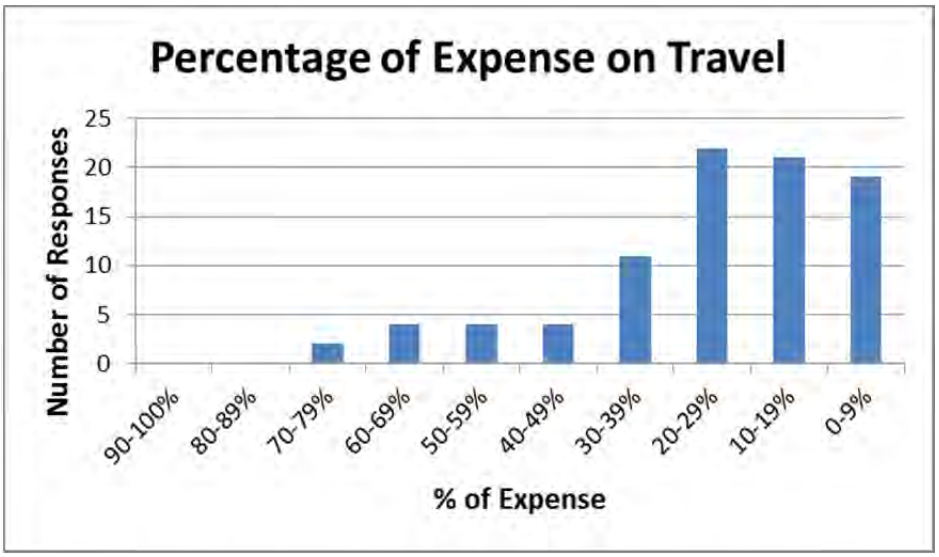


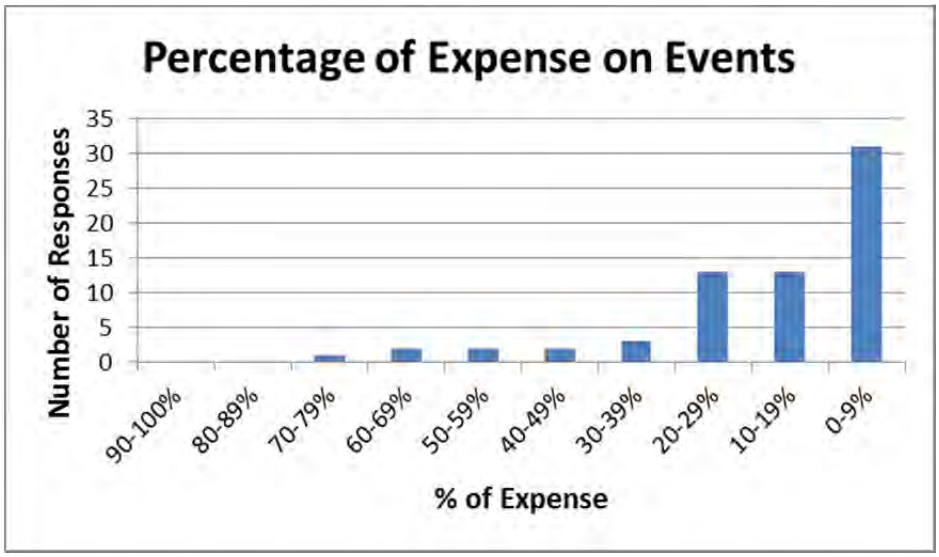
We also asked how each region's annual expenses were broken down and again received a wide range of responses.





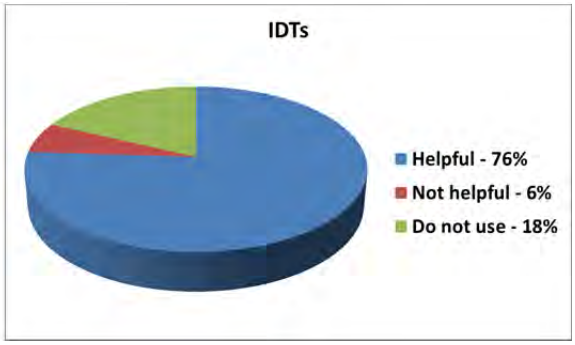
Percentage of Expense on Workshops
Number of Responses
35
30
25
20
15
10
5
0
90-100%
80-89%
70-79%
60-69%
50-59%
40-49%
30-39%
20-29%
10-19%
0-9%
% of Expense

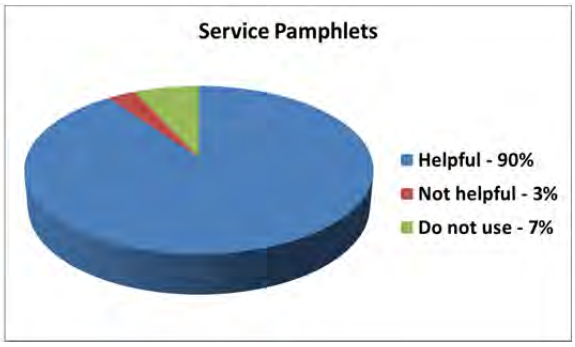

Percentage of Expense on Travel
Number of Responses
25
20
15
10
5
0
90-100%
80-89%
70-79%
60-69%
50-59%
40-49%
30-39%
20-29%
10-19%
0-9%
% of Expense


Percentage of Expense on Events
Number of Responses
35
30
25
20
15
10
5
0
90-100%
80-89%
70-79%
60-69%
50-59%
40-49%
30-39%
20-29%
10-19%
0-9%
% of Expense

When we asked about other expenses we mostly heard about regional phonelines, insurance policies, administrative expenses, and in some cases the running costs of an RSO.

We also asked whether a number of service tools were helpful, not helpful, or not used. The pie charts below illustrate the number of responses to each. Generally most communities reported these tools to be helpful, with 79% expressing this for *H&I Basics*, 76% for the IDTS, 66% for *Planning Basics*, 80% for *PR Basics*, and 90% for the service pamphlets.





Regional Reports Summary – WSC 2012

The Twelfth Tradition essay in *It Works: How and Why* offers these well-known lines on the nature of our fellowship and its diverse communities:

We pray that Narcotics Anonymous never becomes a gray, faceless collection of addicts without personalities. We enjoy the color, the compassion, the initiative, the rough-and-tumble liveliness that arises from the diverse personalities of our members. In fact, our diversity is our strength.

This liveliness and strength continues to be reflected in the regional reports offered to this cycle's World Service Conference. Our hope is that our spiritual foundation of anonymity will continue to be reinforced by the opportunity to learn from the diverse experience contained in these reports.

As in previous years, we have attempted to summarize some of the main themes in the following pages. The bullet points have been extracted from the reports and have not been edited.

The Service System Project

The Service System Project featured in many of the responses to several of the questions and appears to have been the predominant topic of conversation throughout the fellowship over the last conference cycle. Nearly two-thirds of the regions who reported holding service workshops held some of them on the service system. In most cases there were multiple events in each region, making a total of hundreds of service system workshops throughout NA. In addition, when we asked what subject generated the most discussion over the past cycle over two-thirds of regions responded with "the Service System Project."

The project also featured in the challenges that some regions reported; mainly in the form of conveying the information and involving members. Regions reported challenges such as:

- Getting full fellowship participation in the service system project before any action is attempted with regards to changes in the current service structure

However we also heard from some regions who reported successes related to the project, both in trying out some of the structural ideas such as group support units, and using some of the process ideas such as consensus-based decision-making and planning.

- Planning facilitates things in our community, this is a common practice in our RSC and almost all areas are starting to use planning. This is a success.
- We don't have sub-committees... we have multiple projects that are plan driven, we utilize a Human Resource Panel to better involve our manpower and develop trusted servants and use a form of CBDM.

Service Delivery and Best Practices

Along with service system workshops we heard about a range of other workshop topics. PR/PI and H&I were the most frequently referenced, but we also heard about quite a few focused on self-support, along with the steps, traditions and concepts.

Training and Mentoring

Regions report a range of training and mentoring efforts. The most common one was some form of workshop or learning day with topics like PR, H&I, or helpline service. Many of these were held as part of an existing event or service meeting. We also heard about several service conferences and assemblies designed specifically to offer service training. About twenty regions

reported orientation sessions at regional and area levels, while others reported having alternates for service positions or overlapping service terms. Another popular approach was one-on-one training efforts such as buddy systems, sponsors, and experienced trusted servants helping newer members.

- We have also just created a Regional Fellowship Development Subcommittee whose purpose it is to learn, understand, teach & train on Service Related Material (such as SPs & Basics Booklets) and practices. More will be revealed!
- PR has just held the first training day. Three persons from each area participated.
- We just changed regional policy so that some of the officers and subcommittee chairs attend the next RSC after their term ends to give an outgoing report and transition to new servant better.

Planning

When we asked about planning we heard mostly about area and regional inventories, and creating budgets. We also heard about several communities trying out some of the service system project ideas such as holding annual planning assemblies, forming projects, and utilizing a planning cycle as outlined in *Planning Basics*. A few communities focus their planning efforts on a particular area of service, such as PR.

- We are in the process of our first regional planning session and using Planning Basics
- [Our region contains] an Area that collects Area inventories from home groups at the Jan ASC and then plans the year based on that inventory of needs.
- The Regional Service Committee has been engaged in planning for 3 years now. The RSC identifies goals, projects/tasks, and these are funded by discretionary funds once routine "fixed" expense obligations have been met. We're still refining our planning process and tweaking it each cycle.

Some regions reported difficulties with the process.

- We have been using the APT, and we had difficulties maintaining the continuity of the established projects.
- We have done a RPT [Regional Planning Tool] and made a calendar complete with workgroups, however this fizzled out and we are anxious to identify why and what best practices will address this issue.

Communication

The question about communication successes were mostly answered with examples of web-based technologies such as Skype, Yahoo or Google groups, webinars, WebEx, discussion boards, e-blasts, Facebook, and the use of email addresses specific to a service position rather than an individual's email address.

- In the last two years the RSC has focused in communications and the use of the webpage has increased, but we still need a lot more.
- Our success in this area involves use of internet technologies, googlegroups.com, website based video conference and chat room capabilities, internet discussion boards and e-blasts, every regional trusted servant has an e-mail address.

We also heard some examples of the importance of face-to-face communication.

- At our regional convention in Bakersfield, our PR/H&I subcommittee chairperson organized a professional's workshop with representatives from CDCR, VATF (volunteer advisory task force) and the probation department. The preparation of this workshop opened communication efforts between our region and neighboring regions to better serve the jails and fire camps in California. The PR/H&I chair communicates with members from two neighboring regions and is a participant on a state phone call. Our chairperson has extended an invitation to any other region in California who would like to participate in this ongoing effort to improve and maintain communication with the CDCR and probation offices throughout the state of California.

Public Relations

PR efforts mostly centered on attendance at a wide range of events, both local and national/statewide.

- [Our efforts include the] Cutting Edge (drug & alcohol professionals) conference, Drug Court, probation services, prison service, displays at festivals, advertisements in local newspapers, phoneline service, regional website.
- One of the highlights of this cycle was our participation at the NKD (Drug Control Department) Conference, which took place at the Parliament. We had our info booth there. Many contacts were established there.

Cooperative relationships with professionals continue to be productive in some regions.

- One area in our region has worked collaboratively with the region's work group and NAWS PR manager in developing a presentation which has become a part of the Montana Spine and Pain Center's pain school regular offerings.

Our UK PI subcommittee has conducted several presentations at medical symposiums and has also made presentations to the National Treatment Agency and as a result the NTA have produced a leaflet on self-help groups giving in-depth information about NA. Poster drives, literature racks, and PSAs also continue to feature in our PR efforts, with over 30 communities reporting the use of PSAs in particular.

Helplines

Several regional helplines reported that they were creating a central resource that directed calls to local areas.

- WRSC provides a phoneline to each of our 16 Areas, a central hub for the Region, the WRSO, free of charge.

Area helplines seem to provide a wide range of types of service. Recorded lists, answering services, a phone that is rotated among members, web-based systems, and live addicts are some of the examples. In addition some areas share helplines between them.

- Each area with a phoneline utilizes their own type of phoneline. We have answering service, cell phone, phone tree, local only phone number and 800 number access.

CAR Workshops & Conscience on WSC Matters

We asked regions to describe any *CAR* workshops they may have hosted and heard about over 300 workshops held by areas and regions. Attendance at these varied from 1 member to over 400.

- We hold a Regional Assembly every February (CAR workshop on conference years). Attendance improved this year, aprx. 30. Was 12 last year.

When we asked about how regions reached a conscience on WSC matters we received a range of responses. Many responses consisted of "through NAWS NEWS and the CAR and other information" or something similar, or simply "We reach our conscience through consensus;" these responses weren't a great help in gathering information about the actual process used. However over 60 regions responded with more specific answers. Most of these were evenly divided between a group tally, a regional assembly of some form, and an area tally, with the last option being slightly less popular.

- This will be our 2nd [regional assembly to take a vote on the] CAR that will be based on CBDM. We plan to use 3 simple colored cards: Green (means go ahead), Yellow (means-caution-need more information or discussion) and Red (means stop or to block with the understanding that they can only block once in their lifetime so pick your battles wisely). We didn't use these last year but the visual makes it easier for GSRs to participate easier with a prop. This is also simple and less confusing. It's an amazing feat just to get 130 home groups at the assembly.

Challenges

Financial and human resources remain the challenges that are mentioned most often. We hear of a general level of apathy as well as a shortage of trusted servants with specific skills and experience.

- Our donations from the 4 areas have significantly decreased, and this has been progressively becoming more of a challenge.
- A continued atmosphere of apathy in service with very few new members becoming involved. A persistent lack of interest from the fellowship in general.

We also heard of challenges with communication, working together in a spirit of unity, geographic distances, and the consistent maintenance of parts of the service infrastructure we have created. Four regions also reported the misappropriation of funds at the regional level.

For some regions the challenge can be to find new ways to deliver services they have been providing for many years, while for other regions the challenge can be to take on the new responsibilities that come with growth. Planning seems to be helping with some of these challenges:

- In another prison our servants were not showing up as they promised or did not have proper documents. There were also cases of using H&I service just to enter the prison for personal purposes. We had letters from prisons that got unanswered. We had to really start planning and learning to do region-wide effective H&I. We started to use the Planning Basics and APT and are still learning.

Innovations

Reported successes offered some more encouraging news. In addition to the successes related to the Service System Project we also read about successes in public relations.

- Television PSAs increasing number of calls to our helpline.
- Switching to PR at region has also been a source of success. At the PR committee (only), we have implemented the use of CBDM and color cards for discussing and consenting. People really like the color cards! Also have created an annual planning session at PR and utilize workgroups.

Conventions were one of the other main areas of success.

- The local convention is experiencing a lot more participation in the planning and execution and therefore the quality of the event has improved greatly. This is reflected in the profits.
- The convention improved interest in service and activities in the area that hosted the Regional convention.

Growth and an increase in participation were also reported by several regions, whether this was the result of fellowship development efforts, or an improvement in unity and the atmosphere of recovery in service meetings.

- We became sponsor country to Iceland and donated money to help them get their Basic Text.
- All positions filled, a real family feel to our service body, and a real sense of working towards a common goal.

Some regions also reported success with H&I.

- We have an H&I coordinator at the regional level that is outstanding. He has done H&I work for years around the region and has created great relationships with NM Corrections. He was instrumental, along with another member, in creating and maintaining relationships through changes in management, and NM continues to be the only place we know of where a group of Level 1 inmates are brought in as speakers to our annual regional convention to do a workshop on NA behind the walls. Our regional H&I chair has been invited to states in the west to mentor other regions.

Several regions also told of successes related to the use of new technology.

- We have an Information Technology (IT) workgroup that, amongst other tasks, has developed in conjunction with NAWS, a new interactive website for the Australian Region. This will include a smart phone 'app' for locating meetings.

Conference Input

When we asked if there was anything delegates particularly wanted to discuss at the WSC we heard a wide range of topics ranging from local issues to our roles as part of a global fellowship. Only one issue came up over and over: not surprisingly it was the Service System Project. The majority of reports said they just wanted to discuss it more, but some focused on how the proposals would affect areas like apathy, communication, and local service; how we transition to a new system and the timeframe for this; and WSC seating. No other issue produced more than two or three suggestions.

Delegate Experience

When we asked what worked well and what challenges were encountered by delegates, we once again heard a broad range of responses. The most often-mentioned success consisted of meeting other members face to face, whether this was at areas or homegroups, or at zonal forums, meetings, and workshops. The responses offered the idea that this contact improved communications, helped to increase our skills as trusted servants, and bred trust. Having the delegate and alternate delegate work together as a team continues to be mentioned as successful.

- What has worked well is maintaining complete honesty and transparency with the RSC. Our Regional Delegate team enjoys a high level of trust and respect with the Regional Service Committee.

- Workshops and learning days have gone well, but communication between levels of service is still lacking.

Challenges continue to be the same we have heard about at previous conferences: primarily difficulty with disseminating information, particularly beyond the RCMs. The information related to the Service System Project was particularly mentioned a number of times. We also heard that the workload could be daunting for some delegates, and that their communities still struggle to attract enough members to service.

- Challenges - * Geographic, culture difference, different interpretation of service & recovery. * Not having recovery base service.
- The challenges are do the informations arrive to groups and GSR´s, because sometimes the information stops in RCM´s.

Regional and Zonal Reports

A

ABCD
Alabama/Northwest Florida
Alaska
AlSask
Aotearoa New Zealand
Arizona
Arkansas
Australia

B

Baja Son
Best Little
Brazil
British Columbia
Buckeye
Bulgaria

C

California Inland
California Mid-State
Carolina
Central Atlantic
Central California
Chesapeake and Potomac
Chicagoland
Chile
Colombia
Colorado
Connecticut
Costa Rica

D

Denmark

E

Eastern Pennsylvania
Ecuador
Egypt

F

Finnish
Florida
France
Free State
French Speaking Switzerland

G

Georgia
Germanspeaking
Greater Illinois
Greater New York
Greater Philadelphia
Greece
Guatemala

H

Hawaii
HOW Brazil

I

Iceland
Indiana
Iowa
Iran
Ireland
Israel
Italy

J

Japan

L

Le Nordet
Lithuanian
Lone Star
Louisiana

M

Malta
Metro Detroit
Michigan
Mid-America
Mid-Atlantic
Minnesota
Mississippi
Montana
Mountaineer

N

Nebraska
Nepal
New England
New Jersey
Nicaragua
North Eastern Regional Forum
Northern California
Northern New England
Northern New Jersey
Norway

O

Ohio
OK
Ontario

P

Panama
Paraguay
Peru
Philippines
Polish
Portugal

Q

Quebec

R

Region 51
Region del Coquí
Rio Grande do Sul
Rio Grande

S

San Diego Imperial
Show-Me
Sierra Sage
South Africa
South Dakota
Southern Brazil
Southern California
Southern Idaho
Spain
Sweden

T

Tejas Bluebonnet
Tri-State
Turkey

U

UK
Upper Midwest
Upper Rocky Mountain
Uruguay

V

Venezuela
Volunteer

W

Washington/Northern Idaho
Western New York
Western Russia
Wisconsin

Zonal Forum

Asia Pacific Forum
European Delegates Meeting
Latin American Zonal Forum
Midwest Zonal Forum
Plains States Zonal Forum

Facts about ABCD Region

Regional Delegate ..... **Michael V**
Have you attended a WSC before? How many? ..... **No**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate .....
Have you attended a WSC before? How many? ..... **No**
How many areas are in the region? **5**
How many groups are in the region? **192**
How many meetings take place each week in the region? **170**
How many H&I panels take place each week in the region? **35**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$7,317.94**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **90**
- Conventions and events? **10**
- Literature sales? **0**

What were the total annual expenses for your regional service committee in 2011? **$6,600.00**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **0%**
- H&I? **0%**
- Holding workshops and service meetings? **7%**
- Traveling to service meetings and workshops? **35%**
- Holding events? **0%**
- Any other expenses? ..... **helpline 14%**

Total money contributed by the region to your zonal forum ..... **no account**

Your Regional Service Structure

Does your region have a regional office? ..... **No**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **staying the same**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? **2**
- Is attendance increasing, decreasing, or staying the same? ..... **staying the same**

Is there a corporation or an entity with legal status that is a part of your regional structure? **No**
- What is the type of legal registration? .....
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **No**

Is your region insured? ..... **No**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

We held 3 presentations last year on the SSP, and 5 Presentations on the CAR. I hesitate to call these workshops, as we did not break into groups, do any straw polls, or have any activities that define a workshop. Average attendance is difficult to gauge because most were held at the areas.

What kind of training and mentoring efforts take place in your region and its areas?

Trial by fire.

Describe what kind of planning activities your region and its areas utilize.

We have agendas for our Service body meetings.

Successes with communication in your region or its areas

Please describe PR efforts carried out in your region.

The region does not have a PI/PR subcommittee

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.

we utilize an automated service with a meeting list directory, and an option to forward to a messaging center.

How many areas have their own phoneline or helpline? **2**

Please describe your area phoneline/helpline experience.

Do you have a regional website? ..... **Yes**

abcdrna.org

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

previously discussed

How does your region reach a conscience about WSC matters?

by tallying votes and hearing the conscience of the groups expressed, in order to inform decisions that are left to the RD.

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**
Issue Discussion Topics ..... **Do not use**
Planning Basics ..... **Do not use**
PR Basics ..... **Helpful**
Service Pamphlets ..... **Not helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **growing**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

SSP, and the USSC.

Some questions truncated to save space

Please describe the most significant challenge your region has faced since WSC 2010.

upholding the 12th tradition.

Please describe some highlights or successes your region has experienced since WSC 2010.

We have incorporated two more areas to our region.

What additional information would you like to share with other conference participants?

Conference Input

Is there anything in particular you want to discuss at the conference?

I would like to discuss amending the project plan for the SSP, in the CAT, to remove line B, to allow for further discussion and feedback before implementation. I would also like to discuss the idea of the WB consolidating their vote to a single collective conscience for the purposes of voting.

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

I believe that in my limited tenure as RD, what has worked best is, taking the time to go to each of the areas in my region to give a presentation and discussion session for the CAR. Based on my previous experiences in regional service, I believed this to be the best way to ensure attendance from the most GSRs. My greatest challenge is surely, having taken on the RD position in DEC 2011, without having the experience of attending the conference as an RDA first. I look forward to the experience and have great faith in the loving power greater than ourselves that has carried us this far.

Some questions truncated to save space

Facts about Alabama Northwest Florida Region

Regional Delegate ..... **Jason W**
Have you attended a WSC before? How many? ..... **Yes, 1**
Is your region planning to send an Alternate Delegate? ..... **No**
Alternate Delegate .....
Have you attended a WSC before? How many? ..... **Yes**
How many areas are in the region? **11**
How many groups are in the region? **143**
How many meetings take place each week in the region? **486**
How many H&I panels take place each week in the region? **60**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$7,586.00**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **51**
- Conventions and events? **49**
- Literature sales? **0**

What were the total annual expenses for your regional service committee in 2011? **$11,691.00**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **6%**
- H&I? **1%**
- Holding workshops and service meetings? **7%**
- Traveling to service meetings and workshops? **14%**
- Holding events? **68%**
- Any other expenses? **4%**

Total money contributed by the region to your zonal forum **0**

Your Regional Service Structure

Does your region have a regional office? ..... **No**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **About the same**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? **6**
- Is attendance increasing, decreasing, or staying the same? ..... **About the same**

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? ..... **Non-profit**
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **No**

Is your region insured? ..... **No**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

Primarily, we covered the Service System Project, and had very little time to cover anything else.

What kind of training and mentoring efforts take place in your region and its areas?

Trusted Servant Training is provided by the Delegate Team at the request of Areas.

Describe what kind of planning activities your region and its areas utilize.

We utilize CBDM in all of our decision making, but do not currently have a planning meeting each year.

Successes with communication in your region or its areas

Communication is always difficult.

Please describe PR efforts carried out in your region.

We do our best to attend statewide PR functions.

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.

We utilize a phoneline that provides access to our Area phonelines. It also provides a means of contacting people within each Area via the RSC phoneline.

How many areas have their own phoneline or helpline? **All - Due to the use of the Regional Service.**

Please describe your area phoneline/helpline experience.

We continue to coordinate with our Areas to improve our phoneline services.

Do you have a regional website? ..... **Yes**

www.alnwfl.org

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

We hold 2 per year, with an average attendance of between 50 and 100 participants.

How does your region reach a conscience about WSC matters?

We do so by taking a vote at each individual homegroup.

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Do not use**
Issue Discussion Topics ..... **Do not use**
Planning Basics ..... **Do not use**
PR Basics ..... **Do not use**
Service Pamphlets ..... **Do not use**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **Growing**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

Service System Project.

Some questions truncated to save space

Please describe the most significant challenge your region has faced since WSC 2010.

Acceptance of the Service System Project.

Please describe some highlights or successes your region has experienced since WSC 2010.

Greater communication throughout the fellowship in our Region.

What additional information would you like to share with other conference participants?

Nothing

Conference Input

Is there anything in particular you want to discuss at the conference?

No.

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

Doing workshops in person throughout the Region has the most success.

Some questions truncated to save space

Facts about Alaska Region

Regional Delegate ..... **Robert G**
Have you attended a WSC before? How many? ..... **Yes, 2**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Doug P**
Have you attended a WSC before? How many? ..... **No**
How many areas are in the region? **4**
How many groups are in the region? **88**
How many meetings take place each week in the region? **110**
How many H&I panels take place each week in the region? **1**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **0**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? .....
- Conventions and events? **100**
- Literature sales? .....

What were the total annual expenses for your regional service committee in 2011? **$5,000.00**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **10%**
- H&I? **5%**
- Holding workshops and service meetings? **10%**
- Traveling to service meetings and workshops? **30%**
- Holding events? **25%**
- Any other expenses? ..... **Phone line 20%**

Total money contributed by the region to your zonal forum **0**

Your Regional Service Structure

Does your region have a regional office? ..... **No**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **increasing**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **No**
- How many per year? .....
- Is attendance increasing, decreasing, or staying the same? .....

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? .....
- Did your regional corporation have to pay any taxes or duties last year? ..... **Yes**
- Do you have tax-exempt or duty-free status? ..... **No**

Is your region insured? ..... **No**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

• GSR Assembly • Regional vision and direction Arear workshops • CAR/CAT GSR Assembly -- CAR/CAT vote

What kind of training and mentoring efforts take place in your region and its areas?

Describe what kind of planning activities your region and its areas utilize.

Successes with communication in your region or its areas

Please describe PR efforts carried out in your region.

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.

Recently consolidated area phonelines into Regional phoneline

How many areas have their own phoneline or helpline? .....

Please describe your area phoneline/helpline experience.

Do you have a regional website? ..... **Yes**

akna.org

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

three upcoming

How does your region reach a conscience about WSC matters?

Prior years group voting, This year GSR assembly

Which of the following tools have you made use of and do you find them helpful?

H&I Basics .....

Issue Discussion Topics .....

Planning Basics .....

PR Basics .....

Service Pamphlets .....

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **growing slightly**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

How do we improve service to groups by the region

Please describe the most significant challenge your region has faced since WSC 2010.

adequate persons doing service at the regional level

Please describe some highlights or successes your region has experienced since WSC 2010.

What additional information would you like to share with other conference participants?

Conference Input

Is there anything in particular you want to discuss at the conference?

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

Some questions truncated to save space

Facts about AlSask Region

Regional Delegate ..... **Richard B**
Have you attended a WSC before? How many? ..... **Yes, 5**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Ken M**
Have you attended a WSC before? How many? ..... **No**
How many areas are in the region? **7**
How many groups are in the region? **203**
How many meetings take place each week in the region? **220**
How many H&I panels take place each week in the region? **30**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$18,212.00**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **65**
- Conventions and events? **35**
- Literature sales? **0**

What were the total annual expenses for your regional service committee in 2011? **$22,259.00**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **50%**
- H&I? ..... **%**
- Holding workshops and service meetings? **10%**
- Traveling to service meetings and workshops? **20%**
- Holding events? **20%**
- Any other expenses? .....

Total money contributed by the region to your zonal forum **$2,226.00**

Your Regional Service Structure

Does your region have a regional office? ..... **No**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **same**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? **4**
- Is attendance increasing, decreasing, or staying the same? ..... **same**

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? ..... **non profit society in 1 area**
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **Yes**

Is your region insured? ..... **No**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

Consensus based service. Car. Information about Region Planning tools

What kind of training and mentoring efforts take place in your region and its areas?

Rd-Rd Alt Rcm-Rcm Alt Fellowship development committee

Describe what kind of planning activities your region and its areas utilize.

Regional planning tool

Successes with communication in your region or its areas

We have developed a fellowship development committee to share information and ideas between areas

Please describe PR efforts carried out in your region.

see above

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.

We have a regional phoneline number. A 1-800 number

How many areas have their own phoneline or helpline? **5**

Please describe your area phoneline/helpline experience.

4 have access to a live addict and 1 has a meeting list an you can leave a message

Do you have a regional website? ..... **No**

Do you keep your meeting information updated here? ..... **No**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

2 so far one had only 5 addicts and the other had 35 addicts

How does your region reach a conscience about WSC matters?

Not all areas have been workshopped yet

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Do not use**
Issue Discussion Topics ..... **Do not use**
Planning Basics ..... **Helpful**
PR Basics ..... **Helpful**
Service Pamphlets ..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **growing**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

Consensus based decision making

Please describe the most significant challenge your region has faced since WSC 2010.

Added 1 more area

Please describe some highlights or successes your region has experienced since WSC 2010.

Are using a regional planning tool

Some questions truncated to save space

What additional information would you like to share with other conference participants?

Conference Input

Is there anything in particular you want to discuss at the conference?

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

What has worked well is a strong Regional Service body with alot of experience.

Some questions truncated to save space

Facts about Aotearoa New Zealand Region

Regional Delegate ..... **Roger S**
Have you attended a WSC before? How many? ..... **No**
Is your region planning to send an Alternate Delegate? ..... **No**
Alternate Delegate .....
Have you attended a WSC before? How many? ..... **No**
How many areas are in the region? **3**
How many groups are in the region? **101**
How many meetings take place each week in the region? **101**
How many H&I panels take place each week in the region? **10**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$8,805.00**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **55**
- Conventions and events? **45**
- Literature sales? **0**

What were the total annual expenses for your regional service committee in 2011? **$11,687.00**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? ..... **including H&I - 2.5%**
- H&I? ..... **%**
- Holding workshops and service meetings? **13%**
- Traveling to service meetings and workshops? **8%**
- Holding events? **15%**
- Any other expenses? ..... **Travel to APF 17%**

Total money contributed by the region to your zonal forum **$750.00**

Your Regional Service Structure

Does your region have a regional office? ..... **Yes**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **Small increase**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **No**
- How many per year? .....
- Is attendance increasing, decreasing, or staying the same? ..... **Slight increase**

Is there a corporation or an entity with legal status that is a part of your regional structure? **No**
- What is the type of legal registration? .....
- Did your regional corporation have to pay any taxes or duties last year? ..... **Yes**
- Do you have tax-exempt or duty-free status? ..... **No**

Is your region insured? ..... **No**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

3 Service System workshops in 2 Areas, various workshops at the annual Regional Gathering (Assembly), planning sessions, and "In Times Of Illness" session.

What kind of training and mentoring efforts take place in your region and its areas?

In addition to the above workshops, electing RCM Alts and an RD Alt, as well as open participation from all those present at service meetings

Describe what kind of planning activities your region and its areas utilize.

Area planning sessions. Feedback and planning sessions at the Regional Gathering (Assembly)

Successes with communication in your region or its areas

Phoneline services operate via recorded message being automatically emailed to an email list for response within 24 hours. Holding the RSC meeting in a particular location helps spread the message in that place

Please describe PR efforts carried out in your region.

Cutting Edge (drug & alcohol professionals) conference, Drug Court, probation services, prison service, displays at festivals, advertisements in local newspapers, phoneline service, regional website

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.

VoIP service, can make free call to 0800 number including from cell phone, and connect through either to hear meeting information via a menu system, or to each Area's mailbox to leave a message. Recorded messages are sent to an email list subscribed to by several volunteers who respond to the message within 24 hours and reply to the email list with a brief description of outcome.

How many areas have their own phoneline or helpline? ..... **All 3**

Please describe your area phoneline/helpline experience.

As per regional phoneline question above, this is a service provided by the RSC for use by Areas.

Do you have a regional website? ..... **Yes**

http://www.nzna.org

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

Workshops to be held at our upcoming annual Regional Gathering (Assembly), expected numbers approx. 50. Will cover all major aspects of the CAR - service system, Living Clean, strategic plan, budget, FIPT, WCNA, regional proposals, world board motions, IDTs.

How does your region reach a conscience about WSC matters?

Workshops, presentations with various/numerous feedback opportunities at our Regional Gathering (Assembly)

Some questions truncated to save space

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Do not use**
Issue Discussion Topics ..... **Helpful**
Planning Basics ..... **Do not use**
PR Basics ..... **Do not use**
Service Pamphlets ..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **Staying the same**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

Service system proposals from the workgroup, PR initiatives.

Please describe the most significant challenge your region has faced since WSC 2010.

The collapse of the functioning of one of the Area Service Committees and it's reforming

Please describe some highlights or successes your region has experienced since WSC 2010.

The reforming of one of the Areas utilising the principles outlined in the draft Service System Project Proposals.

What additional information would you like to share with other conference participants?

One of our Areas has become a very early adopter of the Service System ideas.

Conference Input

Is there anything in particular you want to discuss at the conference?

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

Holding an annual Regional Gathering (Assembly) is an excellent experience and process. The RSC gathers with any interested member of NA and in particular GSRs, for a review of activities, sessions on the Asia Pacific Forum and world issues (CAR in conference year), recovery meetings and socialising. There are numerous opportunities for the fellowship to give feedback, raise issues, and provide the strategic direction for the RSC. The biggest challenge is with service workload, since we seldom manage to fill all service positions at Area or Region our best efforts are to keep things functioning at a reasonably basic level. However it is extremely difficult to better follow the direction provided by the fellowship since we do not have enough people willing to be of service. Despite modern technology and easy access to it, we struggle to effectively communicate across all levels of our service structure from Region up to groups and individual members.

Some questions truncated to save space

Facts about Arizona Region

Regional Delegate ..... **Ken F**
Have you attended a WSC before? How many? ..... **Yes, 1**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Jim B**
Have you attended a WSC before? How many? ..... **Yes, 1**
How many areas are in the region? **10**
How many groups are in the region? **300**
How many meetings take place each week in the region? **394**
How many H&I panels take place each week in the region? **25**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$13,392.90**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **51**
- Conventions and events? **49**
- Literature sales? **0**

What were the total annual expenses for your regional service committee in 2011? **$25,857.21**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **15%**
- H&I? **25%**
- Holding workshops and service meetings? **15%**
- Traveling to service meetings and workshops? **10%**
- Holding events? **15%**
- Any other expenses? .....

Total money contributed by the region to your zonal forum **0**

Your Regional Service Structure

Does your region have a regional office? ..... **No**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **staying the same**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? **1**
- Is attendance increasing, decreasing, or staying the same? ..... **increasing**

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? **503C**
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **No**

Is your region insured? ..... **Yes**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

in 2011 we held 3 regional assemblies that covered planning basics and the service system. 80 members at spring assembly and the last 2 were about 55

What kind of training and mentoring efforts take place in your region and its areas?

The region goes to the Southwet area and do a learning days at the local shelter. This was he 2nd year and the director has become a supportor of NA. Each area does TSLD's and the Phoenix metro areas are holding a learning days for H&I and PR. Regional PR and H&I teams do workshops and support the areas in there areas.

Describe what kind of planning activities your region and its areas utilize.

The region will be using the planning basic to plan for the 2012-2013 year.

Successes with communication in your region or its areas

Been using regional email address. The PR team has been using yahoo group for communications

Please describe PR efforts carried out in your region.

The region does a feastive of recovery in september. THe Phoenix area puts basic text in treatment centers. THe other areas are doing workshops and boths

Does the region have any type of NA phoneline or a helpline? ..... **No**

Please describe your phoneline/helpline efforts.

How many areas have their own phoneline or helpline? **7**

Please describe your area phoneline/helpline experience.

The three areas in the Phoenix metro uses a web base system along with the verdi valley. the others are using a roating phone

Do you have a regional website? ..... **Yes**

www.arizona-na.org

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

we hold a regional one in Janurary we had about 100 members. The areas do some witht he help of the RD team

How does your region reach a conscience about WSC matters?

we hold a regional assembly in march were the Groups conscience is taken

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**
Issue Discussion Topics ..... **Helpful**
Planning Basics ..... **Helpful**
PR Basics ..... **Helpful**
Service Pamphlets ..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **growing**

Some questions truncated to save space

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

service system and funding services

Please describe the most significant challenge your region has faced since WSC 2010.

funding services at all levels

Please describe some highlights or successes your region has experienced since WSC 2010.

The southwest areas TSLD at the homeless shelter and the increase in mebership in that area. Working of the areas to support H&I by support of members going into jails and prisons and by donating lit

What additional information would you like to share with other conference participants?

Conference Input

Is there anything in particular you want to discuss at the conference?

serive system. and the way that regions con get items to the WSC

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

learning that time does not equal recovery since the ones who are not in support of change since they are now only looking at the new system system and cannot see past what they fear.

Some questions truncated to save space

Facts about Arkansas Region

Regional Delegate ..... **Matthew F**
Have you attended a WSC before? How many? ..... **No**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Marvin D**
Have you attended a WSC before? How many? ..... **Yes, 1**
How many areas are in the region? **7**
How many groups are in the region? **93**
How many meetings take place each week in the region? **389**
How many H&I panels take place each week in the region? .....

Budget

Total amount of money contributed to the region by groups and areas in 2011? **6,746.06**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **85**
- Conventions and events? .....
- Literature sales? **0**

What were the total annual expenses for your regional service committee in 2011? **$7,772.38**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **200%**
- H&I? **$200%**
- Holding workshops and service meetings? **$750%**
- Traveling to service meetings and workshops? **$3850%**
- Holding events? **$400%**
- Any other expenses? .....

Total money contributed by the region to your zonal forum **$17.91**

Your Regional Service Structure

Does your region have a regional office? ..... **No**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? . **Attendance at the two previous Conventions were up .**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **No**
- How many per year? **2**
- Is attendance increasing, decreasing, or staying the same? **the previous 2 have had increased attendance**

Is there a corporation or an entity with legal status that is a part of your regional structure? **No**
- What is the type of legal registration? .....
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **Yes**

Is your region insured? ..... **No**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

We have had H&I workshops. CAR workshops. PI workshops.20-30 in attendance

What kind of training and mentoring efforts take place in your region and its areas?

Describe what kind of planning activities your region and its areas utilize.

Successes with communication in your region or its areas

Please describe PR efforts carried out in your region.

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.

We have a Regional Phoneline.

How many areas have their own phoneline or helpline? **4**

Please describe your area phoneline/helpline experience.

Do you have a regional website? ..... **Yes**

www.arscna.org

Do you keep your meeting information updated here?..... **Yes**

Has your region hosted CAR workshops?..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

this far have presented 4 workshops with an average attendance of 15 -20 attending.

How does your region reach a conscience about WSC matters?

Consensus Based.

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**

Issue Discussion Topics .....**Do not use**

Planning Basics .....**Do not use**

PR Basics ..... **Helpful**

Service Pamphlets..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **Growing with some more participation.**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

Service System Proposals!!

Please describe the most significant challenge your region has faced since WSC 2010.

Fund Flow

Please describe some highlights or successes your region has experienced since WSC 2010.

We have had successful Conventions and good Participation at Service meetings

What additional information would you like to share with other conference participants?

Conference Input

Is there anything in particular you want to discuss at the conference?

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

I have enjoyed my experience as Delegate. I am Attening my first Conference

Some questions truncated to save space

Facts about Australia Region

Regional Delegate ..... **Ron M**
Have you attended a WSC before? How many? ..... **Yes, 1**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Nathanael M**
Have you attended a WSC before? How many? ..... **No**
How many areas are in the region? **17**
How many groups are in the region? **380**
How many meetings take place each week in the region? **400**
How many H&I panels take place each week in the region? ..... **15 estimated**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$67,284.15**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **40**
- Conventions and events? **60**
- Literature sales? ..... **Nil independent FSO**

What were the total annual expenses for your regional service committee in 2011? **$32,261.80**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **25%**
- H&I? ..... **in pr budget%**
- Holding workshops and service meetings? **5%**
- Traveling to service meetings and workshops? **30%**
- Holding events? ..... **nil%**
- Any other expenses? .....

Total money contributed by the region to your zonal forum. **APF - $7,491.62 NAWS - $8,383.43**

Your Regional Service Structure

Does your region have a regional office? ..... **Yes**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **staying the same**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? ..... **approximately 5-6**
- Is attendance increasing, decreasing, or staying the same? ..... **staying the same**

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? ..... **INCORPORATED SOCIETY**
- Did your regional corporation have to pay any taxes or duties last year? ..... **Yes**
- Do you have tax-exempt or duty-free status? ..... **Yes**

Is your region insured? ..... **Yes**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

Several regional and local area workshops were conducted on a) The Service System b) PR workshops and presentations.

What kind of training and mentoring efforts take place in your region and its areas?

Regular service workshops

Describe what kind of planning activities your region and its areas utilize.

The ARSC has a Forward Planning process (similar to Strategic Planning).The areas use strategic planning.

Successes with communication in your region or its areas

Please describe PR efforts carried out in your region.

New PR pamphlets have been completed, printed and distributed CSA'S for presentation to police, local doctor's and health professionals. We hold annual PR presentation's to the D&A Counsellors of the Royal Australian Navy.

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.

There is a nationwide information of contacts and meetings for members

How many areas have their own phoneline or helpline? **most area's have their own phonelines**

Please describe your area phoneline/helpline experience.

Mainly a source of information for meeting locations

Do you have a regional website? ..... **Yes**

www.na.org.au

Do you keep your meeting information updated here?..... **Yes**

Has your region hosted CAR workshops?..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

Approximately 3-4 workshops at local ASC'S conducted by RD AND AD average attendance 20-40; We will be holding one at our ARSC in March average attendance 20-40.

How does your region reach a conscience about WSC matters?

Our ARSC uses consensus based decision making

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**

Issue Discussion Topics ..... **Helpful**

Planning Basics ..... **Helpful**

PR Basics ..... **Helpful**

Service Pamphlets..... **ServicePamphlets-helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **staying the same**

Some questions truncated to save space

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

the service system proposal workshops

Please describe the most significant challenge your region has faced since WSC 2010.

Continued apathetic approach to service – need more participation and commitment to positions in all levels of service – Consequences include nil recorded growth throughout the Australian Fellowship.

Please describe some highlights or successes your region has experienced since WSC 2010.

We have an Information Technology (IT) workgroup that amongst other tasks, has developed in conjunction with NAWS, a new interactive website for the Australian Region. This will include a smart phone 'app' for locating meetings.

What additional information would you like to share with other conference participants?

A Workgroup has been developed to create Risk Management Guidelines for Conventions and Retreats.

Conference Input

Is there anything in particular you want to discuss at the conference?

i)Attracting members to participate and commit to service positions ii) Fundflow iii) Protecting anonymity online.

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

Planning basic's & strategic planning work shops have all been well received. The main challenge l have experienced is attracting and engaging members to participate and commit to service positions to ultimately increase overall fellowship growth.

Some questions truncated to save space

Facts about Baja Son Region

Regional Delegate ..... **Paul N**
Have you attended a WSC before? How many? ..... **Yes, 1**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Carlos O**
Have you attended a WSC before? How many? ..... **Yes, 2**
How many areas are in the region? **12**
How many groups are in the region? **150**
How many meetings take place each week in the region? **1000**
How many H&I panels take place each week in the region? **48**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$1,175.00**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **50**
- Conventions and events? **30**
- Literature sales? ..... **None, we are paying our debt to NAWS**

What were the total annual expenses for your regional service committee in 2011? .....
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **15%**
- H&I? **15%**
- Holding workshops and service meetings? **20%**
- Traveling to service meetings and workshops? **20%**
- Holding events? ..... **%**
- Any other expenses? .....

Total money contributed by the region to your zonal forum .....

Your Regional Service Structure

Does your region have a regional office? ..... **No**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? **Increasing- it had and $780 profit**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? **7**
- Is attendance increasing, decreasing, or staying the same? ..... **Increasing**

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? ..... **Civil Association**
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **Yes**

Is your region insured? ..... **No**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

We have had workshops on the service structure in several conventions, in the areas yand in our regional assembly, as well as having workshops about PR, H&I, PI and Strong Home Groups, Planning, Self Suppot, and the CAR and everything related to NA.

What kind of training and mentoring efforts take place in your region and its areas?

Each month we go to the different areas and we have two workshops depending on the needs, they request the workshop, also in conventions or when the RSC is visiting their areas

Describe what kind of planning activities your region and its areas utilize.

Each month we visit a different areas and all the RCMs and neighboring members attend, we meet the second Saturday of the month, Outreach and PR are active at thearea level, there are areas that participate in the meetings via Skype and we maintaon communication via the Internet and by e-mail

Successes with communication in your region or its areas

About this topic we have had good results with our monthly meetings to the areas, where we hand out reports about the activities we have undergone during the month, which were plannned the previous month,financially we support the RCMS who live very far, they bring information and take information back to their areas. We give them the minutes of the meeting and we send it by e-mail0. The groups receive all this information

Please describe PR efforts carried out in your region.

Regularly each area works with institutions, visit government entities, schools, companies, medical institutions, they have helplines, e-mail addresses to provide information, adds in locla newspapers and in radio. The region facilitates workshops on how to be off service.

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.

The region doesn't have one but the areas do. They are only infrmational lines which inform the public what NA is, meeting locations, make appointments for PI presentations, cities where we have NA meetings, regional and world websites. We don't make personal visits.

How many areas have their own phoneline or helpline? **5**

Please describe your area phoneline/helpline experience.

Same as above

Do you have a regional website? ..... **Yes**

www.bajason-na.org

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **Yes**

Some questions truncated to save space

Please describe your efforts such as number of workshops and average attendance.

We have had 3 CAR workshops for the 2012 WSC, we will have 3 more soon, two at the area level and one in regional meeting in April. In this meeting the RCMs will vote on their decisions, it is important to mention that once the Spanish CAR was published we made copies and we sent them to the areas so they could study them. We have going over the CAR in all our regional meetings.

How does your region reach a conscience about WSC matters?

We communicate and inform, all the information is explanined directly to the RCMs during the regional meetings and thye communicate it to the GSRs and they communicate it to their groups, we ask them to decide on what they want to vote for, if an area req

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**
Issue Discussion Topics ..... **Helpful**
Planning Basics ..... **Helpful**
PR Basics ..... **Helpful**
Service Pamphlets ..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **Increasing**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

The money, many services are paid for wih our own money, we rent a car to travel to far away locations, the literature debt with NAWS, and the New Service System

Please describe the most significant challenge your region has faced since WSC 2010.

Attended the regional assembly which took place in Cabo San Lucas, Baja Califonia Sur, whree 95 GSRs attended and 12 RSC members, 11 RCMs and about 50 visitors, it was a complete success, we met for two days, and we paid food and lodging for all the GSRs.

Please describe some highlights or successes your region has experienced since WSC 2010.

We formed two more areas, to be able to provide services with a small budget and to have the regional assembly. We are already working on this year's aasembly.

What additional information would you like to share with other conference participants?

I asked this question of the members of the RSC and to all RCMs during a regional meeting and through consensus it was approved: That NAWS support us by condoning our literature debt. We work vey hard to provide services in different areas, some of which are in dire need of services becuase they are very far, they need both service experience and materials, it cost a lot to travel to these areas and mnay times the trusted servants pay for their own expenses and services. The incurred the debt because of the poor management of one particular member and not because the comittee mismanaged it. He did not make us aware of such debt until he resigned from his position and we assumed the payment of this debt in a responsible manner, but we have not been able

Some questions truncated to save space

to ay the balance,to conclude we don't want to continue carrying this weight which makes everyone in the region feel uncomfortable, thank you.

Conference Input

Is there anything in particular you want to discuss at the conference?

The new service system

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

In my opinion this servie position is done alon, I would not have been albe to do it without the support of the RDA and the whole RSC. As well as the RCMS who month after month attend the meetings and upload all the information for the GSRs and the GSRs to their groups, each day the challenge is to learn, ask, and in many ocassions make decisions that might take away from a family event so ic an be off service, these area the biggest chalenges, but I also understand that I would have anything that have now if ti weren't for NA. and this is only a cycle and someone else will have to do it after I finish my cycle, I will continue at this time to put forth my best effort for the addict who still suffers. Thank you NA.

Some questions truncated to save space

Facts about Best Little Region

Regional Delegate ..... **Joseph H**
Have you attended a WSC before? How many? ..... **No**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **James S**
Have you attended a WSC before? How many? ..... **No**
How many areas are in the region? **4**
How many groups are in the region? **21**
How many meetings take place each week in the region? **143**
How many H&I panels take place each week in the region? **10**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$1,394.02**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **25**
- Conventions and events? **75**
- Literature sales? **0**

What were the total annual expenses for your regional service committee in 2011? **$0.00**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **10%**
- H&I? **5%**
- Holding workshops and service meetings? **10%**
- Traveling to service meetings and workshops? **2.5%**
- Holding events? **70%**
- Any other expenses? **2.50%**

Total money contributed by the region to your zonal forum **$0.00**

Your Regional Service Structure

Does your region have a regional office? ..... **No**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **increasing**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **No**
- How many per year? ..... **The Areas rotate the Regional convention every year.**
- Is attendance increasing, decreasing, or staying the same? ..... **yes**

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? ..... **Tax ID**
- Did your regional corporation have to pay any taxes or duties last year? ..... **Yes**
- Do you have tax-exempt or duty-free status? ..... **Yes**

Is your region insured? ..... **No**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

• P&P workshop, 2, 30; • Phoneline workshop, 5, 25; • CAR workshop, 6, 25; • BookDrive workshop, 3, 45; • Service System wokshop, 3, 40

What kind of training and mentoring efforts take place in your region and its areas?

Chairperson workshops; H&I Training Days; CAR Workshop

Describe what kind of planning activities your region and its areas utilize.

The ones I have seen are mainly the ASC's and the RSC's meetings themselves, thogh when an area is going to hold the Regional Convention they start to have subcommittee meetings to prepare for the event.

Successes with communication in your region or its areas

We seem to utilize our time together at the Regional Convention to communicate in areas such as H&I and things that would help us with getting out the message of NA

Please describe PR efforts carried out in your region.

Does the region have any type of NA phoneline or a helpline? ..... **No**

Please describe your phoneline/helpline efforts.

Actually it is not the Region that has the phoneline but the Areas that maintain the phonelines. What they mainly do is get the person or persons needing to talk or a meeting connected with a member of NA. In the Big Country Area since there are 3 larger towns and a smaller one the area has been looking into a helpline or phoneline that would be able to cover every town in the Area.

How many areas have their own phoneline or helpline? **4**

Please describe your area phoneline/helpline experience.

Actually it is not the Region that has the phoneline but the Areas that maintain the phonelines. What they mainly do is get the person or persons needing to talk or a meeting connected with a member of NA. In the Big Country Area since there are 3 larger towns and a smaller one the area has been looking into a helpline or phoneline that would be able to cover every town in the Area.

Do you have a regional website? ..... **Yes**

www.blrna.org

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

After having gone to the Plain State Zonal in the beginning of February in DesMoines, IA both James and myself have put on a couple of CAR workshops. Here in Abilene I plan on putting on another March 10 @ the Hope group. The one James did in Amarillo have not heard how it went the one I conducted ther were 5 of us in attendance.

How does your region reach a conscience about WSC matters?

Consensus Based which comes down from WSC then to Region down to Area --Groups and back up.

Some questions truncated to save space

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**
Issue Discussion Topics ..... **Helpful**
Planning Basics ..... **Do not use**
PR Basics ..... **Helpful**
Service Pamphlets ..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **In members it seems to be growing in areas of encouraging members to get involved in service shrinking?**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

Service System

Please describe the most significant challenge your region has faced since WSC 2010.

Getting members with the experience to stay involved in service work.

Please describe some highlights or successes your region has experienced since WSC 2010.

Have had 2 Regional Conventions that were well attended and had some good workshops to help us Celebrate recovery in the Region.

What additional information would you like to share with other conference participants?

Not at this time.

Conference Input

Is there anything in particular you want to discuss at the conference?

There has not been anything brought to my attention that our Region would like to get imput on.

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

At this time I have only been in the role of RD since the beginning of 2012 and it has been an honor to work with the folks on the Zonal and the Texas State convention in the past couple of months. The challenges I see are the need to communicate with the members to keep on getting involved with service so that the message will continue to flow. And the only thing that has worked for myself is just be the sample I need to be.

Some questions truncated to save space

Facts about Brazil Region

Regional Delegate ..... **Charge V**
Have you attended a WSC before? How many? ..... **No**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Nelson D**
Have you attended a WSC before? How many? ..... **No**
How many areas are in the region? **27**
How many groups are in the region? **402**
How many meetings take place each week in the region? **921**
How many H&I panels take place each week in the region? **18**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$4,411.00**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **12**
- Conventions and events? **88**
- Literature sales? **0**

What were the total annual expenses for your regional service committee in 2011? **$19,036.00**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **2.5%**
- H&I? **2%**
- Holding workshops and service meetings? **2%**
- Traveling to service meetings and workshops? **28.7%**
- Holding events? **1%**
- Any other expenses? ..... **HELP LINE - 1% AND RANGE LONG - 4%%**

Total money contributed by the region to your zonal forum **$9,058.00**

Your Regional Service Structure

Does your region have a regional office? ..... **No**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **increasing**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? **8**
- Is attendance increasing, decreasing, or staying the same? ..... **increasing**

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? ..... **ASSOCIACION**
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **No**

Is your region insured? ..... **No**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

DID THE CAR'S WORKSHOPS AND ABOUT STRUCTURE REGIONAL, CONSENSUS, BEYOND FORUM ON SERVICES H & I, LDA, LA, IP AND NEW PROPOSAL FOR SERVICES

What kind of training and mentoring efforts take place in your region and its areas?

FORUMS, SERVICE MEETINGS, WORKSHOPS

Describe what kind of planning activities your region and its areas utilize.

MEETINGS AND ASSEMBLY OF RSC'S AND ASC

Successes with communication in your region or its areas

OF COURSE, WAS MADE A SURVEY OF ALL ITEMS CALLED THE EYE OF IP IN BRAZIL AND ALSO THE CREATION OF A INFOLINE WITH SEVERAL OPTIONS IN THE KEYS TO SPEAK AS A WHOLE AND INFORMATION RELATING TO EACH ASC

Please describe PR efforts carried out in your region.

WERE MADE SEVERAL FORUMS IP AROUND OUR REGION, AS WELL AS THE STRUGGLE CITED

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.

AS THERE IS A PREVIOUSLY THERE ONE INFOLINE BEING INSTALLED IN EACH AREA

How many areas have their own phoneline or helpline? ..... **36 PHONES IN 27 AREAS**

Please describe your area phoneline/helpline experience.

MAKE A SERVER AND GIVES SERVICE REPORTS ON THE BROTHERHOOD AS A WHOLE, AS WELL AS INFORM METTING LOCATIONS

Do you have a regional website? ..... **Yes**

CURRENTLY IS www.na.org.br AND THE FUTURE WILL BE www.nabrasil.orb.br

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

DID A STUDY OF THE CAR AND EACH AREA IS DOING WITH YOUR VOTES, WHICH WE'RE GOING TO TAKE TO JOIN WSC

How does your region reach a conscience about WSC matters?

THROUGH MEETINGS AND FORUMS AND REGIONAL STUDIES OF THE CAR

Which of the following tools have you made use of and do you find them helpful?

- H&I Basics ..... **Helpful**
- Issue Discussion Topics ..... **Helpful**
- Planning Basics ..... **Helpful**
- PR Basics ..... **Helpful**
- Service Pamphlets ..... **Helpful**

Some questions truncated to save space

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **VERY GROWING**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

UNITS OF SUPPORT GROUPS THAT ARE ALREADY BEING IMPLEMENTED

Please describe the most significant challenge your region has faced since WSC 2010.

WE ARE IMPROVING OUR AREAS OF PARTICIPATION IN OUR MEETINGS AND OUR SERVICES WERE MORE EXTENSIVE WELL AS OUR RSC IS HUGE AND TOWNS 198 COVER

Please describe some highlights or successes your region has experienced since WSC 2010.

WE HAVE REACHED WITH PLENTY OF SUCCESS, INCREASING CONSENSUS

What additional information would you like to share with other conference participants?

HOW TO EACH PARTICIPANT WSC COULD USE YOUR OWN LANGUAGE, WITH SIMULTANEOUS TRANSLATION FOR EACH?

Conference Input

Is there anything in particular you want to discuss at the conference?

A SIMULTANEOUS TRANSLATION BECAUSE WE COULD HAVE A DEVICE THAT OUR LANGUAGE AND SPEAK IN TRANSLATING EVEN IN EVERY LANGUAGE OF DELEGATES AND ALSO UNLIKE

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

WELL, I HAVE ALWAYS WANTED TO BE NEAR MY SERVERS OF CSR IN CONTACT WITH THE STATE AND ITS SERVERS NAWS, updated DATA OF OUR REGION, AND COULD ADVANCE THE PROCESS TICKET AND STAY FOR MY PARTICIPATION IN WSC ... I AM DEPLOYING THE NEW SYSTEM SERVICES IN MY AREA AS I AM AND WE DELEGATE TO ALL OUR UNITS OF SUPPORT GROUPS STEAM WITH A LITTLE BIT HERE THAT WILL DIVIDE INTO AN MORE THAN ONE ..... IT WAS GREAT CHALLENGE AND HAVE GOT NO POWER DELEGATED HOLDER (WHICH DELIVERED THE LIABILITY), AND HOLD SERVICES MAKING WORKSHOPS, FORUMS AND STUDY OF THE CAR I ONLY AND HIGHER POWER, I EXPECTED WSC PARTICIPATE IN THIS AS ALTERNATE TO TAKE THE NEXT, BUT NOW I'M REPRESENTING MY REGION IN WSC EVEN AS ALTERNATE REGIONAL DELEGATE, AND NEXT, IF THE WILL OF MY HIGH POWER , WILL BE AS HOLDER.

Some questions truncated to save space

Facts about British Columbia Region

Regional Delegate ..... **Jim H**
Have you attended a WSC before? How many? ..... **Yes, 1**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Debs N**
Have you attended a WSC before? How many? ..... **Yes, 1**
How many areas are in the region? **15**
How many groups are in the region? **291**
How many meetings take place each week in the region? **363**
How many H&I panels take place each week in the region? **26**

Budget

Total amount of money contributed to the region by groups and areas in 2011? ..... $**17,600.00**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **58**
- Conventions and events? **26**
- Literature sales? **16**

What were the total annual expenses for your regional service committee in 2011? ..... $**30,803.00**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? ..... **%**
- H&I? ..... **%**
- Holding workshops and service meetings? ..... **%**
- Traveling to service meetings and workshops? ..... **%**
- Holding events? ..... **%**
- Any other expenses? ..... **Admin/RSC subsidy $25,000**

Total money contributed by the region to your zonal forum ..... $**2,000.00**

Your Regional Service Structure

Does your region have a regional office? ..... **No**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **Attendance at our regional convention is strictly location dependent.**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? **2**
- Is attendance increasing, decreasing, or staying the same? **Maintaining a stable attendance**

Is there a corporation or an entity with legal status that is a part of your regional structure? **No**
- What is the type of legal registration? .....
- Did your regional corporation have to pay any taxes or duties last year? ..... **Yes**
- Do you have tax-exempt or duty-free status? ..... **No**

Is your region insured? ..... **No**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

• Service system: 2 workshops at regional meeting: attendance approx. 40, 1 at an area body: attendance 30, 1 stand alone workshop: attendance 50. • Task based regional meeting (what moving to task based looks like, and how it can work): attendance 35 (held at RSC) • Facilitation training: how to facilitate a workshop: attendance 40 (held at RSC) • In Times of Illness: attendance 15 (help in evening of RSC meeting) • GSR workshop: attendance 25 (held at ASC) • Building Strong Home Groups: attendance 25 (held at ASC).

What kind of training and mentoring efforts take place in your region and its areas?

all positions have alternates, who are in the "training" position. We are currently re-writing all job descriptions, with the focus on detailed instructions of what the position entails, and what is expected.

Describe what kind of planning activities your region and its areas utilize.

we recently spent 2 quarters undertaking a strategic planning process and developed a detailed action plan. We are moving towards functioning as a task based body, rather than subcommittee driven. We are utilizing workgroups to expedite the tasks on the action plan.

Successes with communication in your region or its areas

Through our regional website we have a "back end" for all members of the service body. This "back end" contains discussion boards, and we now have service email accounts. The email addresses are specific to the position rather than the individual member "i.e. rd@bcrna.ca". The email will stay with the position, in order to function as an archive of all previous correspondence. These communications are not forwarded to the members personal email account; they are kept on the regions secure internet server.

Please describe PR efforts carried out in your region.

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.

We recently setup a 1-800 number for the region and are in the process of mapping the options. The phoneline has many options, from meeting locator to a "if you need help now" option. The meeting locator has a scroll down menu, first to geographic area, then city, and then this forwards the caller to local helplines.

How many areas have their own phoneline or helpline? .....

Please describe your area phoneline/helpline experience.

Each area has its own phone system, some encompassing a few areas which are situated close together. Meeting information, "live" member contact which forwards calls to a digitally automated prioritized phone list which contacts members' cell phones until the caller reaches a "live" member.

Do you have a regional website? ..... **Yes**

www.bcrna.ca

Do you keep your meeting information updated here?..... **Yes**

Some questions truncated to save space

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

5 total. We have held 3 workshops, and 2 more are scheduled. The attendance was 7, 18, and 25 respectively, so far, with the anticipated attendance of 25-35 and 20-25 at the last two workshops. This will result in an overall attendance of approximately 100 members.

How does your region reach a conscience about WSC matters?

Every group is requested to submit a tally form, with a record of their conscience on each of the motions, proposals, resolutions and straw polls. These submissions are then recorded on a master document which then determines the disposition of each idea

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**
Issue Discussion Topics ..... **Helpful**
Planning Basics ..... **Do not use**
PR Basics ..... **Helpful**
Service Pamphlets ..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **The number of groups has decreased, but the number of meetings in our region has increased. Overall, the number of members participating in service has remained consistent.**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

The proposed service system and how it's integration may impact the delivery of services.

Please describe the most significant challenge your region has faced since WSC 2010.

A continued atmosphere of apathy in service with very few new members becoming involved. A persistent lack of interest from the fellowship in general.

Please describe some highlights or successes your region has experienced since WSC 2010.

We have implemented Discussion Based Consensus Building, and aim to reach consensus in all matters whenever possible. We are moving towards implementing task/project based regional service delivery, with the focus being our action plan. We are re-developing our regional policies to reflect a guideline document with a focus on Discussion Based Consensus Building, and will be more inclusive of spirit of the 12 concepts. We have created a Regional Delegate 2 (RD2) position as a mentored training position. This position does not attend the WSC or the Zonal meeting (CANA) - only if the RD or RD1 cannot attend. The RD2 assists with workshops and information. With the creation of this position, the RD, RD1, and RD2 positions are now one term each of 2 years. It is anticipated that each member of the RD team will attend 2 WSC meetings: one WSC as RDA and one as RD.

What additional information would you like to share with other conference participants?

Some questions truncated to save space

Conference Input

Is there anything in particular you want to discuss at the conference?

To expeditiously employ Motion #52 from WSC 2010 – "That we move that the World Board, using WSC participants, develop a plan to implement a Consensus Based Decision Making process that, among other things, would eliminate the use of motions at the WSC". That all motions be eliminated at the WSC. The use of motions as used by the World Board severely limits the process of the need for the development of a more organic and flexible method whereby we reach "workable" solutions to our challenges. Motions are simply too rigid and simply do not reflect the desire of the WSC. We would like to discuss a recommendation that when the Draft copy of the Twelve Traditions workbook is completed, that each chapter (or section or part of) have a "feedback form" where the fellowship can provide limited comment on each section using a scale such as a "1 to 5" (Likert-type scale). The questionnaire may ask various questions and seek responses based on the selected reading. A statement such as "This section addressed the topic effectively" followed by a rating system that asks the reviewer to use a scale such as: 1= Strongly Disagree, 2= Disagree, 3= Neither agree nor Disagree, 4= Agree, 5= Strongly agree. This is only an example of what could provide the World Board with fellowship input on a draft which would eliminate the need for a "review and input" version, however, would permit members to provide feedback. Such feedback may be exclusively available on the NAWS website whereby data systems may be engaged to automatically calculate input and thus resulting in useful data with low use of NAWS resources.

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

Continuing to build awareness amongst the fellowship regarding the necessity to support the vital role NAWS plays in fellowship development efforts in emerging communities to actualize the Vision for NA Service. Challenges regarding lack of source materials related to the RD/RDA role – the GTLS does not provide sufficient resource material on possible ways of service delivery. Having the RD and RDA work as a single unit has been very effective. To that end, having all service communications directed to the RD & RDA. This lateral communication has assisted in effecting information, trust and an atmosphere of unity within the team.

Some questions truncated to save space

Facts about Buckeye Region

Regional Delegate ..... **Craig S**
Have you attended a WSC before? How many? ..... **Yes, 1**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Tom G**
Have you attended a WSC before? How many? ..... **Yes, 1**
How many areas are in the region? **8**
How many groups are in the region? **211**
How many meetings take place each week in the region? **211**
How many H&I panels take place each week in the region? **50**

Budget

Total amount of money contributed to the region by groups and areas in 2011? ..... $**3,472.00**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **40-50**
- Conventions and events? **50-60**
- Literature sales? **0**

What were the total annual expenses for your regional service committee in 2011? ..... $**7,028.00**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **57%**
- H&I? **3%**
- Holding workshops and service meetings? **7%**
- Traveling to service meetings and workshops? **18%**
- Holding events? **3%**
- Any other expenses? ..... **12 % insurance**

Total money contributed by the region to your zonal forum **$70.00**

Your Regional Service Structure

Does your region have a regional office? ..... **No**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **We share the Ohio State Convention with the Ohio Region. Attendance is about the same.**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? **1**
- Is attendance increasing, decreasing, or staying the same? ..... **same**

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? ..... **501(c)3**
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **Yes**

Is your region insured? ..... **Yes**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

We have held 5 Workshops so far this cycle with average attendance of 23. 4 were Service System Workshops prior to the CAR. One area CAR/CAT workshop with about 17 attending was recently held. 2 more CAR/CAT area workshops are planned for March.

What kind of training and mentoring efforts take place in your region and its areas?

We hold a regional service learning day each year. Among our 8 areas several additional service learning day type workshops are also held each year.

Describe what kind of planning activities your region and its areas utilize.

Our planning is accomplished by our ASCs and RSC. The only specific regional planning activity we hold is a yearly meeting of the regional chair, treasurer, RD, and committee chairpersons to develop a budget for the purpose of establishing a new prudent reserve for the region.

Successes with communication in your region or its areas

Communication between RSC and ASC, among our areas and among regional committee members seems to be building on progress that occurred last cycle. RCMs have helped greatly in this effort.

Please describe PR efforts carried out in your region.

Our PR activities include: attendance at one to two professional conferences per cycle, maintenance of a regional phone line, meeting schedule, website and numerous poster days per cycle and coordinated effort as appropriate with H and I activities. Recently we are evaluating options for television public announcement activities.

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.

We have a central 800 # phone line serving all areas of the region. This is contracted to a local crisis center, Town Hall II in Kent, Ohio. They inform callers of local meetings as desired and/or facilitate a call from a local member to the caller as appropriate for the specific caller.

How many areas have their own phoneline or helpline? **0**

Please describe your area phoneline/helpline experience.

Do you have a regional website? ..... **Yes**

nabuckeye.org

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

Two RCMs and our RD attended a multiregional CAR/CAT workshop in Toledo with 2 World Board members facilitating. We have held one CAR/CAT workshop so far in our region since with about 17 attending. We have 2 more CAR/CAT workshops planned for March. Much discussion occurred about WSC process and CAR/CAT items at our last RSC.

Some questions truncated to save space

How does your region reach a conscience about WSC matters?

Most areas take votes from groups on CAR and CAT items at an area meeting. Some areas take votes from GSRs and members present at a gathering held for this purpose after reviewing each CAR/CAT item. RCMs then vote on each item at the RSC meeting which imm

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**
Issue Discussion Topics ..... **Helpful**
Planning Basics ..... **Helpful**
PR Basics ..... **Helpful**
Service Pamphlets ..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **growing**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

Service System Proposals and WSC process, World Board/ Workgroup review and input processes.

Please describe the most significant challenge your region has faced since WSC 2010.

Coming to understand the content of the Service System Proposals, the process that resulted in it and the likely results for local service delivery and the delegation stream for each element if adopted.

Please describe some highlights or successes your region has experienced since WSC 2010.

Some growth has occurred. Communication seems to have improved in some respects. The WSC process has become more widely understood since WSC 2010.

What additional information would you like to share with other conference participants?

Look forward to seeing you at the conference!

Conference Input

Is there anything in particular you want to discuss at the conference?

Creating a transparent process (via report or na.org) where all regional input given toward the shaping of projects, proposals and CAR motions is viewable to all WSC participants. Perhaps a transparent input process would encourage more input and a more creative process of the shaping of ideas between WSCs.

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

The workshops have helped us begin a process of identifying areas of need and strength with in our local service system. A challenge was that learning and discussing the implications of the wholesale type of changes contained in the SSPs seemed to become a distraction from our ability to inventory ourselves in a more thorough way.

Some questions truncated to save space

Facts about Bulgaria Region*

Regional Delegate .....
Have you attended a WSC before? How many? ..... **No**
Is your region planning to send an Alternate Delegate? ..... **No**
Alternate Delegate .....
Have you attended a WSC before? How many? ..... **No**
How many areas are in the region? **1**
How many groups are in the region? **2**
How many meetings take place each week in the region? **3**
How many H&I panels take place each week in the region? .....

Budget

Total amount of money contributed to the region by groups and areas in 2011? .....
What percentage of your RSC's annual budget comes from:
- Group and area contributions? .....
- Conventions and events? .....
- Literature sales? .....

What were the total annual expenses for your regional service committee in 2011? .....
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? ..... **%**
- H&I? ..... **%**
- Holding workshops and service meetings? ..... **%**
- Traveling to service meetings and workshops? ..... **%**
- Holding events? ..... **%**
- Any other expenses? .....

Total money contributed by the region to your zonal forum .....

Your Regional Service Structure

Does your region have a regional office? ..... **No**
Does your region have a regional convention? ..... **No**
- Is attendance increasing, decreasing, or staying the same? .....

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **No**
- How many per year? .....
- Is attendance increasing, decreasing, or staying the same? .....

Is there a corporation or an entity with legal status that is a part of your regional structure? **No**
- What is the type of legal registration? .....
- Did your regional corporation have to pay any taxes or duties last year? ..... **Yes**
- Do you have tax-exempt or duty-free status? ..... **No**

Is your region insured? ..... **No**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?
What kind of training and mentoring efforts take place in your region and its areas?
Describe what kind of planning activities your region and its areas utilize.
Successes with communication in your region or its areas
Please describe PR efforts carried out in your region.
Does the region have any type of NA phoneline or a helpline? ..... **Yes**
Please describe your phoneline/helpline efforts.

A mobile phone used as a helpline

How many areas have their own phoneline or helpline? **1**
Please describe your area phoneline/helpline experience.
Do you have a regional website? ..... **Yes**

http://www.na-bg.com/

Do you keep your meeting information updated here? ..... **Yes**
Has your region hosted CAR workshops? ..... **No**
Please describe your efforts such as number of workshops and average attendance.
How does your region reach a conscience about WSC matters?
Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**
Issue Discussion Topics ..... **Helpful**
Planning Basics ..... **Helpful**
PR Basics ..... **Helpful**
Service Pamphlets ..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **Shrinking**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?
Please describe the most significant challenge your region has faced since WSC 2010.
Please describe some highlights or successes your region has experienced since WSC 2010.

Attending European Zonal Forum (European Delegates Meeting)

What additional information would you like to share with other conference participants?

Conference Input

Is there anything in particular you want to discuss at the conference?

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

Some questions truncated to save space

Facts about California Inland Region

Regional Delegate ..... **Oscar L**
Have you attended a WSC before? How many? ..... **Yes, 3**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Giner L**
Have you attended a WSC before? How many? ..... **Yes, 2**
How many areas are in the region? **6**
How many groups are in the region? **187**
How many meetings take place each week in the region? **234**
How many H&I panels take place each week in the region? **8**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$1,800.00**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **10**
- Conventions and events? **60**
- Literature sales? **30**

What were the total annual expenses for your regional service committee in 2011? ..... $**10,000.00**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **30%**
- H&I? **30%**
- Holding workshops and service meetings? **10%**
- Traveling to service meetings and workshops? **20%**
- Holding events? **10%**
- Any other expenses? .....

Total money contributed by the region to your zonal forum **0**

Your Regional Service Structure

Does your region have a regional office? ..... **Yes**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? .....

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **No**
- How many per year? .....
- Is attendance increasing, decreasing, or staying the same? .....

Is there a corporation or an entity with legal status that is a part of your regional structure? **No**
- What is the type of legal registration? .....
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **Yes**

Is your region insured? ..... **Yes**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

CAR was presented in 4 of the six areas, we display a a public relations booth annually in La Quinta, CA (in the LDANA) at The West Coast Symposium and The San Berbardino County Fair in Greater Mojave (annual event).

What kind of training and mentoring efforts take place in your region and its areas?

Not mch in the last our service committees were vacant all year until this last elections in Novemer 2011. I am happy to report all service committed PR, HI are Now full. We are still need of an Activies Officer, that position has been vacant for over four years

Describe what kind of planning activities your region and its areas utilize.

Dances, sponsor/Sponsee breakfasts, Learning days, summer bash, comedy, softball tournaments, auctions, chili cook offs, costume parties, etc.

Successes with communication in your region or its areas

Only during workshops, our region struggles with communications from region to areas to groups.. Still

Please describe PR efforts carried out in your region.

N/A

Does the region have any type of NA phoneline or a helpline? ..... **No**

Please describe your phoneline/helpline efforts.

Our Areas have there own phone lines/hot lines set. As a region we do not.

How many areas have their own phoneline or helpline? **6**

Please describe your area phoneline/helpline experience.

Phone line training days, monthly phone bills, 24 hotline with 2-4 hr slots

Do you have a regional website? ..... **Yes**

Www.cirna.org

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

The RD Team asked the 6 areas to set aside there monthly ASC meeting so we can hold a CAR assembly (where all the GSRs would be) 4 of the 6 areas invited to hold a CAR worshop. The average attendance was 35.

How does your region reach a conscience about WSC matters?

The Meetings GSR take the vote the area, the RCM brings the votes to the RD Team at Region.

Which of the following tools have you made use of and do you find them helpful?

- H&I Basics ..... **Helpful**
- Issue Discussion Topics ..... **Helpful**
- Planning Basics ..... **Helpful**
- PR Basics ..... **Helpful**
- Service Pamphlets ..... **Helpful**

Some questions truncated to save space

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **Growing a lot**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

The SSP

Please describe the most significant challenge your region has faced since WSC 2010.

Fund flow and seleration of areas, including SSP

Please describe some highlights or successes your region has experienced since WSC 2010.

Being invited to the West Ciast Symposium in La Quinta, CA. Also we started new panels into the state and federal prisons in Blythe, Chuckawalla and Adelanto Federal Correcctions and our HS panels have grown

What additional information would you like to share with other conference participants?

Our region is growing since last. Uncle we have added a new area. Our meeting attendance is huge and our recovery is phenomenal

Conference Input

Is there anything in particular you want to discuss at the conference?

We would like input and hear other regions challanges with non profit #, Taxes and Insurance.

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

Some questions truncated to save space

Facts about California Mid-State Region

Regional Delegate ..... **Doug C**
Have you attended a WSC before? How many? ..... **Yes, 2**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Clif G**
Have you attended a WSC before? How many? ..... **Yes, 1**
How many areas are in the region? **7**
How many groups are in the region? **230**
How many meetings take place each week in the region? **400**
How many H&I panels take place each week in the region? **35**

Budget

Total amount of money contributed to the region by groups and areas in 2011? .....
What percentage of your RSC's annual budget comes from:
- Group and area contributions? ..... **Available on specfic request**
- Conventions and events? ..... **Available on specfic request**
- Literature sales? ..... **Available on specfic request**

What were the total annual expenses for your regional service committee in 2011? .....
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? ..... **Available on specfic request**
- H&I? ..... **Available on specfic request**
- Holding workshops and service meetings? ..... **Available on specfic request**
- Traveling to service meetings and workshops? ..... **Available on specfic request**
- Holding events? ..... **Available on specfic request**
- Any other expenses? ..... **Available on specfic request**

Total money contributed by the region to your zonal forum ..... **Available on specfic request**

Your Regional Service Structure

Does your region have a regional office? ..... **No**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **Slight increase**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **No**
- How many per year? .....
- Is attendance increasing, decreasing, or staying the same? .....

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? ..... **Unincorporated member benefit association**
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **Yes**

Is your region insured? ..... **Yes**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

We hold approximately seven workshops a year with an average attendance of 30. The SSP has been the preeminent topic.

What kind of training and mentoring efforts take place in your region and its areas?

On-the-job training supplemented by some mentoring. Several Areas hold orientations.

Describe what kind of planning activities your region and its areas utilize.

Limited application of planning associated with budgeting and convention planning.

Successes with communication in your region or its areas

Regionally sponsored workshops

Please describe PR efforts carried out in your region.

Area based efforts along with Regional activities offered through the Regional Convention

Does the region have any type of NA phoneline or a helpline? ..... **No**

Please describe your phoneline/helpline efforts.

How many areas have their own phoneline or helpline? **7**

Please describe your area phoneline/helpline experience.

The Areas use computerized answering/information systems with one of our Areas having upgraded to a "Virtual PBX" system. The phonelines provide recorded meeting information and ability to have a volunteer return a call.

Do you have a regional website? ..... **Yes**

www.calmidstatena.org

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

Four or five workshops with approximately 20 - 30 members in attendance.

How does your region reach a conscience about WSC matters?

A modified form of consensus building through our workshops.

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**
Issue Discussion Topics ..... **Helpful**
Planning Basics ..... **Helpful**
PR Basics ..... **Helpful**
Service Pamphlets ..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **Increasing**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

Service System Project

Some questions truncated to save space

Please describe the most significant challenge your region has faced since WSC 2010.

Decreasing resources

Please describe some highlights or successes your region has experienced since WSC 2010.

We have carried the message and solved problems.

What additional information would you like to share with other conference participants?

Quite a few of our members have followed the SSP and have deep concerns.

Conference Input

Is there anything in particular you want to discuss at the conference?

Service System Proposals and the future role of our World Board

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

Communication has worked well and also been a challenge.

Some questions truncated to save space

Facts about Carolina Region

Regional Delegate ..... **Rich W**
Have you attended a WSC before? How many? ..... **Yes, 1**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Donald L**
Have you attended a WSC before? How many? ..... **Yes, 2**
How many areas are in the region? **26**
How many groups are in the region? **497**
How many meetings take place each week in the region? **1020**
How many H&I panels take place each week in the region? **100**

Budget

Total amount of money contributed to the region by groups and areas in 2011? .....
What percentage of your RSC's annual budget comes from:
- Group and area contributions? ..... **unknown at this time**
- Conventions and events? ..... **unknown at this time**
- Literature sales? ..... **over 50**

What were the total annual expenses for your regional service committee in 2011? .....
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? ..... **not avail**
- H&I? ..... **not avail**
- Holding workshops and service meetings? ..... **not avail**
- Traveling to service meetings and workshops? ..... **not avail**
- Holding events? ..... **not avail**
- Any other expenses? ..... **RSO operations are over %50 of budget**

Total money contributed by the region to your zonal forum **$200.00**

Your Regional Service Structure

Does your region have a regional office? ..... **Yes**
Does your region have a regional convention? ..... **No**
- Is attendance increasing, decreasing, or staying the same? .....

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? ..... **20+**
- Is attendance increasing, decreasing, or staying the same? ..... **same**

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? ..... **501 (c)(3)**
- Did your regional corporation have to pay any taxes or duties last year? ..... **Yes**
- Do you have tax-exempt or duty-free status? ..... **Yes**

Is your region insured? ..... **Yes**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

• 9 workshops on the SS project (12-30 attendees) • 1st annual weekend service assembly (30-75 attendees) • 4 CAR workshops and support of ASC CAR workshops (25-50 average) • 4 H&I/PR learning Days (25 average).

What kind of training and mentoring efforts take place in your region and its areas?

• annual RSC assembly • area level training efforts (unknown at this time) • primarily through sponsorship and policy handbooks and guidelines

Describe what kind of planning activities your region and its areas utilize.

This past year we have incorporated our first (RAC: Regional Approval Cycle). Intent is similar to NAWS CAT where cycle agenda (in our case annually) is presented and discussed at the annual assembly. All sub-committee chairs and admin group are expected to bring plans for discussion. We used language from new planning literature in writing policy and it was well received. This is a well written NAWS resource and has much potential for us. It is much better quality that the Area Planning tool and has universal appeal. Last cycle we had a handful of APT workshops and was warmly received. We had copies available at our assembly, but much more can be down in regards to distribution.

Successes with communication in your region or its areas

We an experimenting with an online portal where documents can be stored and downloaded by any member. Also eblasts have shown some success. I do think the potential for our internet and perhaps later an intranet with discussion topics looks very optimistiic. We have also created a 'secret' Facebook group where discussion threads become quite lively in regards to service and various recovery topics. It is a great place to post info about workshops and gatherings as well.

Please describe PR efforts carried out in your region.

Our previous RSC chair (08-10)was actively engaged building up planning activity and building subcommittee community and was doing well. Since that cycle, we have had a turnover of the new chair and vice chair, and things have been inactive since August 2011. There has been very little reporting in this area of service. A few area committees have been combining PR/H&I/Outreach services into umbrella structures in regards to pooling and consolidating human resources. Our largest RSC initiatives are on our web site managed under our PR Sub-committee as a workgroup.

Does the region have any type of NA phoneline or a helpline? ..... **No**

Please describe your phoneline/helpline efforts.

We have published a directory listing all ASC helplines, but we do not have one funded or managed by our RSC. There has been interest in the NC Region to work with our RSC in NC to provide a statewide number in that state, but no concrete plans at this time.

How many areas have their own phoneline or helpline? **75%**

Some questions truncated to save space

Please describe your area phoneline/helpline experience.

Most use pagers, or relay cell calls. There are also a number utilizing professional answering services.

Do you have a regional website? ..... **Yes**

http://crna.org/

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

9 workshops scheduled (4 sponsored by our RSC). Depending on the size of the city; Charlotte and Raleigh NC for example 25-50 attendees. Smaller town half that. One ASC workshop we visited, but the only folks showed were the RCM and Alt RCM

How does your region reach a conscience about WSC matters?

We distribute Group tally sheets, the RCMs are asked not to summarize area comments, we use the raw group inputs.

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**

Issue Discussion Topics ..... **Do not use**

Planning Basics ..... **Helpful**

PR Basics ..... **Helpful**

Service Pamphlets ..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **same (uneducated guess)**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

SSP, and Consensus based decision making. There was also periodic interest and sidebar conversations about a USA Fellowship Assembly. Currently we are embroiled in financial matters and reporting of our RSO income/expenses, balance sheets, treasury report s, and our outstanding NAWS bill. This single topic has overshadowed any others.

Please describe the most significant challenge your region has faced since WSC 2010.

management of our RSO and financial documantation.

Please describe some highlights or successes your region has experienced since WSC 2010.

I believe that our annual assembly which moving forward can encompass both NC Region and the Carolina Region as a united service body and service resource has huge potential. I also believe that moving forward into the next planning cycle, that planning resources and approached will be equally interesting.

What additional information would you like to share with other conference participants?

I believe that the lobbying efforts and unsolicited eblasts by members politicking CAR votes, torpedoing the SSP, rumored 'protests' and creation of a USA Fellowship assembly have been disappointing and discouraging to say the very least. These back-water efforts truly illustrate to me the need for deep changes in our service system and

Some questions truncated to save space

efforts. There is a very real disconnect out there and I believe we are a better Fellowship than those efforts that i see outside our service structure as it exists today.

Conference Input

Is there anything in particular you want to discuss at the conference?

I believe the SSP project needs to be discussed until we just can't take any more. there is so much misinformation and confusion proliferating, it may take a week to sort through just the myths. From what I am hearing, there is little consensus out there and new approaches should already be in the planning a stages. I think that if the resolutions fail, we need to continue this project regardless with a modified plan brought to 2014. this effort is much too valuable to see shelved.

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

Biggest challenges are travel costs between 2 states, and the fighting off of misinformation. It is the 'telephone game' magnified beyond anything I have ever seen. Also, I do believe that the connections between NAWS and RD are good to very good and from the RD to the RCM... but there all info dies either in the trunk of their car or on the ASC floor due to lack of interest. Success? Facilitation. Our role is one which requires this simple skill. We are looked and relied upon for objectivity and leadership in our RSC: for seeing the big picture. We are seen as valued servants, mentors, and communicators and tools in those areas could be quite useful. I have been given numerous opportunities to serve in this 'mediation' capacity and it worked very well.

Some questions truncated to save space

Facts about Central Atlantic Region

Regional Delegate ..... **Etta F**
Have you attended a WSC before? How many? ..... **Yes, 2**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Donna Lee P**
Have you attended a WSC before? How many? ..... **Yes, 1**
How many areas are in the region? **17**
How many groups are in the region? **431**
How many meetings take place each week in the region? **594**
How many H&I panels take place each week in the region? **82**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$20,998.45**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **60**
- Conventions and events? **40**
- Literature sales? **0**

What were the total annual expenses for your regional service committee in 2011? **$14,253.58**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **8.30%**
- H&I? **6.5%**
- Holding workshops and service meetings? **26%**
- Traveling to service meetings and workshops? **22%**
- Holding events? **0%**
- Any other expenses? **34%**

Total money contributed by the region to your zonal forum... **there are none at autonomy zone**

Your Regional Service Structure

Does your region have a regional office? ..... **No**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **increasing slightly**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? **4**
- Is attendance increasing, decreasing, or staying the same? ..... **increasing**

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? ..... **501(c) 3**
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **Yes**

Is your region insured? ..... **No**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

We did 8 Service System Workshops, attendance 20-40, 1 Consensus Based Decision Making Workshop attendance 25-30, 4 Car/Cat Workshops

What kind of training and mentoring efforts take place in your region and its areas?

GSR Orientations, RCM Orientation, GSR Assembly

Describe what kind of planning activities your region and its areas utilize.

Budget Planning

Successes with communication in your region or its areas

Updates to our Website are usually in place within 24 hrs,we continue to use direct access to our meeting database so info can be updated in real time.

Please describe PR efforts carried out in your region.

We have participated in health fairs,information at recovery month events,participation at a Substance Abuse professional conference with an informatin table with PR members present to answer questions and to give out information, workshops for areas.

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.

We have a Regional Phoneline with a 12 calling list consisting of members in the region.

How many areas have their own phoneline or helpline? **4**

Please describe your area phoneline/helpline experience.

The few that have their own numbers either have live addicts volunteering or a service.

Do you have a regional website? ..... **Yes**

www.car-na.org

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

4 rotating throughout the 4 quadrants of our region 10-100 in attendance.

How does your region reach a conscience about WSC matters?

voting, strawpoll, consensus at our GSR ASSEMBLY.

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**
Issue Discussion Topics ..... **Helpful**
Planning Basics ..... **Helpful**
PR Basics ..... **Helpful**
Service Pamphlets .....

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **slight growth**

Some questions truncated to save space

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

Service System Project/Living Clean Project

Please describe the most significant challenge your region has faced since WSC 2010.

Decrease in contributions.

Please describe some highlights or successes your region has experienced since WSC 2010.

We have 2 new areas that have comeinto being. One which used to be a co-op that has stabilzed.And the other as a result of a split in an are that had grown so large that the ASC was getting bogged down with reports. Our regional convention celebrated our 30th yr, one of our area conventions celebrated it's 25th yr and one of our area campout celebrated its 30th yr.

What additional information would you like to share with other conference participants?

Our regional floor has recently gotten almost all new members and is making a transition and working together well. We are currently trying to find a way to get more participation in our sub-committees that rotate around our region.

Conference Input

Is there anything in particular you want to discuss at the conference?

I would like to see some extensive discussion on the FIPT, and more about geographic distribution in the service system project.

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

This has been a very rewarding and enriching experience. My only regret is that there has not been more time and interest in doing workshops of leadership,communication and fund flow. Even though we have offered, there have been no requests. We have worked well as a unit and our communication has been timely in announcing upcoming workshops and the GSR assembly. It was challenging to create this report as the people that I needed info from were new to their positions and either did not know where to get all the info from or did not have all of the information needed.

Some questions truncated to save space

Facts about Central California Region

Regional Delegate ..... **Rex J**
Have you attended a WSC before? How many? ..... **No**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **MaryEllen P**
Have you attended a WSC before? How many? ..... **Yes, 2**
How many areas are in the region? **5**
How many groups are in the region? .....
How many meetings take place each week in the region? **331**
How many H&I panels take place each week in the region? **186**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$30,821.09**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **100**
- Conventions and events? **0**
- Literature sales? **0**

What were the total annual expenses for your regional service committee in 2011? **$8,261.86**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **0%**
- H&I? **25%**
- Holding workshops and service meetings? **15%**
- Traveling to service meetings and workshops? **35%**
- Holding events? **0%**
- Any other expenses? ..... **Insurance 25%**

Total money contributed by the region to your zonal forum **0%**

Your Regional Service Structure

Does your region have a regional office? ..... **No**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **staying the same**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **No**
- How many per year? .....
- Is attendance increasing, decreasing, or staying the same? .....

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? **501C3**
- Did your regional corporation have to pay any taxes or duties last year? ..... **Yes**
- Do you have tax-exempt or duty-free status? ..... **No**

Is your region insured? ..... **Yes**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

In March 2010 the RD team facilitated a workshop on 'Money Matters' customized to display the regions income and expenses. This exercise led us to a financial audit that resulted in better communication efforts to the areas. Our regional income has increased by 20% and in addition groups have also set aside money to pay for the regional assembly. This workshop was facilitated at the non-conference regional assembly and we had 40 people in attendance. It has been a tough transition financially for our region - in the past our regional assemblies have been funded by the profits from our convention. After the convention incorporated and could no longer donate to the region (our region is not a 501C3) we needed to get groups to make up the difference. By the use of simple pie charts the regional members could visually understand the problem the region was facing trying to deliver services. The visual aid really helped the membership see how the spent the money. As an assembly we committed to supporting the regional assembly as a area/group funded event. As an assembly we asked the Convention Corporation to make a donation directly to NAWS on behalf of the region. Our treasurer's report currently forecasts our expenses and shows the percentage of donations by each area. Each area (based on the number of groups in that area) has an expected amount to donate annually to cover the regional expenses. In Oct 2012 the RD team and member of SS workgroup facilitated a workshop on the Service System project and the 12 concepts. We has approx. 30 members in attendance. This workshop was scheduled at this time to support the membership for the upcoming CAR report. It was an attempt to prepare our membership for the upcoming CAR.

What kind of training and mentoring efforts take place in your region and its areas?

In our region, some of the service events are an annual PR-BBQ, and Unity Day. Other areas are incorporating different training and mentoring opportunities at the area service meetings in an attempt to benefit from the gathering of GSR's without incurring additional expenses for other events. At each of these events service presentations are included on the agenda. The region has not hosted any other formal training or mentoring workshops in this conference cycle.

Describe what kind of planning activities your region and its areas utilize.

No formal planning process. The region will be introducing "Planning Basics" at the 2012 regional assembly.

Successes with communication in your region or its areas

At our regional convention in Bakersfield, our PR/H&I subcommittee chairperson organized a professional's workshop with representatives from CDCR , VATF (volunteer advisory task force) and the probation department. They had approx. 50 members in attendance including members who currently serve in H&I and BTWS. The preparation of this workshop opened communication efforts between our region and neighboring regions to better serve the jails and fire camps in California. The CDCR representatives are asking for status reports on meetings. The PR/H&I chair

Some questions truncated to save space

communications with members from two neighboring regions and is a participant on a state phone call. Our chairperson has extended an invitation to any other region in California who would like to participate in this ongoing effort to improve and maintain communication with the CDCR and probation offices throughout the state of California. Please let me know if you would like his contact information, he is very excited about this project.

Please describe PR efforts carried out in your region.

In our region we have put our PR efforts into training and mentoring our H&I subcommittee to foster PR potentials and responsibilities. Our "Behind the Walls Sponsorship" subcommittee has an corresponding approach to the public relations issues they incur – as a region we have been talking about forming a workgroup to discuss the advantages and challenges of a unified subcommittee and naming it PR. After the latest H&I workshop with CDCR, it is becoming more apparent that we need to present our services in a more unified approach.

Does the region have any type of NA phoneline or a helpline? ..... **No**

Please describe your phoneline/helpline efforts.

How many areas have their own phoneline or helpline? **5**

Please describe your area phoneline/helpline experience.

All 5 areas support phoneline/helpline service efforts in very similiar ways. They each have a calling center and calls are forwarded to volunteers.

Do you have a regional website? ..... **Yes**

http://ccrna.net

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

The region created a workgroup to assist and mentor the delegate team and future leadership. This workgroup includes RCM's, past RD's and interested members. The group divided into teams and we did five CAR workshops, one at each area. Our ASC's allowed one hour for the CAR presentations. Some workgroup members used the CAR session profile. The attendance was good because we utilized the ASC. The average attendance was between 20 and 30 GSR's and other leadership.

How does your region reach a conscience about WSC matters?

Our region has incorporated the use of straw polls and CBDM.

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**
Issue Discussion Topics ..... **Helpful**
Planning Basics ..... **Do not use**
PR Basics ..... **Helpful**
Service Pamphlets ..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **staying the same**

Some questions truncated to save space

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

The service system project has generated the most interest and discussion in our region over the past conference cycle.

Please describe the most significant challenge your region has faced since WSC 2010.

Please describe some highlights or successes your region has experienced since WSC 2010.

The highlight in our region since 2010 has been in the development and use of our strategic plan. Another success has been in creating the RD workgroup and the groups funding our regional assembly.

What additional information would you like to share with other conference participants?

Conference Input

Is there anything in particular you want to discuss at the conference?

I would like a discussion on the concept of a 'communication loop' between world service and all other service bodies and members. Members sometimes forget, are not aware or simply don't make the connection that all the projects, bulletins, other various communications that come from WS are responses or feedback to communications gathered from the fellowship. The fact that WS delivers professional, concise materials distances the readers from the origin of this material. I believe that this type of discussion will nurture trust and reset ground work for fellowship participation.

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

A couple things have really proven to work well in our region. One thing that continues to prove valuable is in using the regular scheduled ASC meetings to deliver WS information and to facilitate mini-workshops including IDT's. Not only does it give us the audience we need to reach but it also gives a message to the groups that we value their time. The next thing that has been successful is the use of a strategic plan. The region did an inventory in 2008 and from that collection of information we created a strategic plan. We have completed several tasks – we had a training on 'Money Matter's that has improved our regional donations and trust with the membership. We improved communication with RCM's and eliminated reporting sessions and incorporated sharing sessions, we formed a RD team workgroup that creates the training and mentoring projects. We are looking forward to introducing planning basics at the 2012 regional assembly.

Some questions truncated to save space

Facts about Chesapeake & Potomac Region

Regional Delegate ..... **Allen J**
Have you attended a WSC before? How many? ..... **Yes, 3**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Leon P**
Have you attended a WSC before? How many? ..... **Yes, 2**
How many areas are in the region? **11**
How many groups are in the region? **355**
How many meetings take place each week in the region? **451**
How many H&I panels take place each week in the region? **309**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$15,000.00**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **97**
- Conventions and events? **3**
- Literature sales? **0**

What were the total annual expenses for your regional service committee in 2011? **$15,000.00**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **5%**
- H&I? **10%**
- Holding workshops and service meetings? **65%**
- Traveling to service meetings and workshops? **15%**
- Holding events? **5%**
- Any other expenses? .....

Total money contributed by the region to your zonal forum ..... $**1,000.00 (Hosting Zonal)**

Your Regional Service Structure

Does your region have a regional office? ..... **No**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **increasing**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? **2**
- Is attendance increasing, decreasing, or staying the same? ..... **increasing**

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? ..... **501(c)3**
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **Yes**

Is your region insured? ..... **No**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

Living Clean literature workshops (8 - 10 held, average attendance 35), Service Structure workshops (6 held, average attendance 20), H&I Learning Days (3 Regional, 4 Area), PI/PR Learning Days (2 Regional), Helpline Training workshops (5 held, 163 people trained).

What kind of training and mentoring efforts take place in your region and its areas?

Most Areas have a new GSR orientation session, some formally as part of Outreach and others as part of GSR Assemblies before the ASC meeting. Regional/Area H&I trainings and PI/PR trainings happen both as stand-alone functions and as part of Area campouts/events. Helpline training are stand-alone events organized when sufficient demand exists.

Describe what kind of planning activities your region and its areas utilize.

The C&P Region is a long-standing entity with an annual turn-over of trusted servants (although sometimes Trusted Servants serve up to 2 terms). Each new administrative committee begins with a budget/planning analysis.

Successes with communication in your region or its areas

The C&P Website recently expanded its capabilities to facilitate meeting search, by introducing a new search engine, providing smart-phone optimized capability, and including neighboring Regional meetings. www.cprna.org

Please describe PR efforts carried out in your region.

PI/PR outreach works closely with H&I to focus efforts and resources on institutions and locations where using addicts are incarcerated or seeking recovery.

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.

Regional 1-800 number routes callers to addicts trained by Regional PI/PR to handle calls. Uses on-line tools (such as the new Regional Website meeting locator) to help find meetings and to connect addicts with rides, etc.

How many areas have their own phoneline or helpline? **0**

Please describe your area phoneline/helpline experience.

Do you have a regional website? ..... **Yes**

www.cprna.org

Do you keep your meeting information updated here?..... **Yes**

Has your region hosted CAR workshops?..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

We have 8 Area CAR2012 workshops planned, covering all 11 Areas (several are working together). Attendance = 50 each. In additional the RD/RDA are hosting about 1 dozen Group-level CAR workshops for large Groups where interested members (non-GSRs) can attend/participate . Attendance from 25 - 75 each. We have developed a powerpoint for each Area to indicate the impact of the SSP (Service System Project).

Some questions truncated to save space

How does your region reach a conscience about WSC matters?

C&P uses a representative group conscious process, where groups are encouraged to provide RD/RDA with group votes on each CAR and CAT issue. These will be aggregated by the RD/RDA. Groups are also encouraged to provide feedback/suggestions for improvemen

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**
Issue Discussion Topics ..... **Not helpful**
Planning Basics ..... **Helpful**
PR Basics ..... **Do not use**
Service Pamphlets ..... **Do not use**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **Average group size is growing slowly**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

(1)Improvements to our website, including the new meeting search functionality. (2) Rationalization of our Regional Policy to remove redundant or outdated policies. (3) Inclusion of RSC within the corporate structure originally created for the convention. (4) Service System Project.

Please describe the most significant challenge your region has faced since WSC 2010.

I have personally worked hard to assure long-time members of NA that NA World Board /NAWS provides a positive impact on NA recovery for both individuals and groups in NA service. Many view the Service System Project to be over-reaching and proscriptive, and evidence of a view of a top-down hierarchical (vs an inverted pyramid) structure to NA, in contradiction to NA's Traditions and Concepts.

Please describe some highlights or successes your region has experienced since WSC 2010.

The C&P Region has more meetings, more H&I meetings, and has improved our outreach services and ability. We have a growing Regional convention and well-attended Area events.

What additional information would you like to share with other conference participants?

Conference Input

Is there anything in particular you want to discuss at the conference?

(1) movement toward Zonal - only seating at the WSC; (2) the cessation of the Service System Project; (3) and the formation of a project plan to develop tools that facilitate locally drafted, produced, and distributed Recovery literature (perhaps with royalties paid into the FIPT to cover the costs).

Some questions truncated to save space

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

(1) Through participating in the Living Clean workshops, I have been encouraged to see the excellent quality of writing members of my Region are capable of producing. I would like to see this talent focused and utilized for the Region's greater benefit; and (2) I have personally worked hard to assure long-time members of NA that NA World Board /NAWS provides a positive impact on NA recovery for both individuals and groups in NA service. Many view the Service System Project to be over-reaching and proscriptive, and evidence of a view of a top-down hierarchical (vs an inverted pyramid) structure to NA, in contradiction to NA's Traditions and Concepts. (2)

Some questions truncated to save space

Facts about Chicagoland Region

Regional Delegate ..... **Kathleen B**
Have you attended a WSC before? How many? ..... **Yes, 2**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Remy M**
Have you attended a WSC before? How many? ..... **Yes, 1**
How many areas are in the region? **14**
How many groups are in the region? **403**
How many meetings take place each week in the region? **403**
How many H&I panels take place each week in the region? **30**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$21,000.00**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **59**
- Conventions and events? **41**
- Literature sales? **0**

What were the total annual expenses for your regional service committee in 2011? **$31,000.00**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **5%**
- H&I? **8%**
- Holding workshops and service meetings? **0%**
- Traveling to service meetings and workshops? **5%**
- Holding events? **8%**
- Any other expenses? **9%**

Total money contributed by the region to your zonal forum **$500.00**

Your Regional Service Structure

Does your region have a regional office? ..... **Yes**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **Same**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? **4**
- Is attendance increasing, decreasing, or staying the same? ..... **Same**

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? ..... **Incorporated**
- Did your regional corporation have to pay any taxes or duties last year? ..... **Yes**
- Do you have tax-exempt or duty-free status? ..... **Yes**

Is your region insured? ..... **Yes**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

• Service System - 15 People; • Leadership/GRS Assembly - 15; • Atmosphere of Recovery - 15

What kind of training and mentoring efforts take place in your region and its areas?

The Facilitator/Chair Person takes on the responsiblity if the previous person is not standing up to the plate to mentor or train

Describe what kind of planning activities your region and its areas utilize.

We had a planning meeting at the beginning of 2011 but no one showed up to incorporate the plans.

Successes with communication in your region or its areas

N/A

Please describe PR efforts carried out in your region.

We show up at a yearly event involving professionals. We have a booth and last year we had an open meeting at the event.

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.

We have a 24 hour live person answering our helpline. The calls are transferred to volunteers.

How many areas have their own phoneline or helpline? **0**

Please describe your area phoneline/helpline experience.

Do you have a regional website? ..... **Yes**

Chicagona.org

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

We are hosting the Regional Car Workshop on April 1, 2012

How does your region reach a conscience about WSC matters?

We make up voting sheets and each individual votes on the motions. This year they will also vote on straw polls and resolutions.

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**
Issue Discussion Topics ..... **Helpful**
Planning Basics ..... **Not helpful**
PR Basics ..... **Helpful**
Service Pamphlets ..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **Growing**

Some questions truncated to save space

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

The Car; The Service System

Please describe the most significant challenge your region has faced since WSC 2010.

Theft within the Region by the Regional BOD member. Trust Between the Region and the Regional BOD

Please describe some highlights or successes your region has experienced since WSC 2010.

N/A

What additional information would you like to share with other conference participants?

N/A

Conference Input

Is there anything in particular you want to discuss at the conference?

Yes, in carrying my Regions consciecne, I need to know that since the Resolutions are binding and change the Service System as we now know it - will the Resolutions have to be carried by a 2/3rds vote?

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

The biggest challenge has been our Regional Meetings and the dysfunction and disunification.

Some questions truncated to save space

Facts about Chile Region

Regional Delegate ..... **Rommy M**
Have you attended a WSC before? How many? ..... **Yes, 4**
Is your region planning to send an Alternate Delegate? ..... **No**
Alternate Delegate .....
Have you attended a WSC before? How many? ..... **No**
How many areas are in the region? **5**
How many groups are in the region? **32**
How many meetings take place each week in the region? **160**
How many H&I panels take place each week in the region? **4**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$1,600.00**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **10**
- Conventions and events? **90**
- Literature sales? ..... **The % was reinvested to purchase literature**

What were the total annual expenses for your regional service committee in 2011? **$13,600.00**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **10%**
- H&I? **10%**
- Holding workshops and service meetings? **10%**
- Traveling to service meetings and workshops? **10%**
- Holding events? **10%**
- Any other expenses? .....

Total money contributed by the region to your zonal forum..... **The Oriente Area sends $150.00 every three months, the Region does not contribute**

Your Regional Service Structure

Does your region have a regional office? ..... **Yes**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? **It increases every year and other regions in Latin America visit us**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **No**
- How many per year? .....
- Is attendance increasing, decreasing, or staying the same? .....

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? ..... **A non profit NGO**
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **No**

Is your region insured? ..... **No**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

Workshops on steps, traditions and concepts, 2 or 3 per year average attendance 20 members

What kind of training and mentoring efforts take place in your region and its areas?

Describe what kind of planning activities your region and its areas utilize.

Successes with communication in your region or its areas

Please describe PR efforts carried out in your region.

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.

Inform and guide people and/or institutions that seek information from us so they can arrive to NA groups

How many areas have their own phoneline or helpline? **1**

Please describe your area phoneline/helpline experience.

Inform and guide people and/or institutions that seek information from us so they can arrive to NA groups

Do you have a regional website? ..... **Yes**

www.nachile.cl

Do you keep your meeting information updated here?..... **Yes**

Has your region hosted CAR workshops?..... **No**

Please describe your efforts such as number of workshops and average attendance.

How does your region reach a conscience about WSC matters?

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**

Issue Discussion Topics ..... **Helpful**

Planning Basics ..... **Not helpful**

PR Basics ..... **Not helpful**

Service Pamphlets..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010?

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

Service System

Please describe the most significant challenge your region has faced since WSC 2010.

To get acquainted wth it the Service System so we can apply it

Please describe some highlights or successes your region has experienced since WSC 2010.

TO know and to learn

What additional information would you like to share with other conference participants?

Some questions truncated to save space

Conference Input

Is there anything in particular you want to discuss at the conference?

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

To be open minded to change

Some questions truncated to save space

Facts about Colombia Region

Regional Delegate ..... **Gustavo D**
Have you attended a WSC before? How many? ..... **Yes, 1**
Is your region planning to send an Alternate Delegate? ..... **No**
Alternate Delegate .....
Have you attended a WSC before? How many? ..... **No**
How many areas are in the region? **7**
How many groups are in the region? **90**
How many meetings take place each week in the region? **410**
How many H&I panels take place each week in the region? **16**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$60,665.00**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **5**
- Conventions and events? **39**
- Literature sales? **56**

What were the total annual expenses for your regional service committee in 2011? **$57,757.00**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? ..... **%**
- H&I? ..... **%**
- Holding workshops and service meetings? ..... **%**
- Traveling to service meetings and workshops? ..... **%**
- Holding events? ..... **%**
- Any other expenses? ..... **total of 12%**

Total money contributed by the region to your zonal forum **$214.00**

Your Regional Service Structure

Does your region have a regional office? ..... **Yes**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **increasing**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? ..... **1 every two years**
- Is attendance increasing, decreasing, or staying the same? ..... **increasing**

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? ..... **Non profit**
- Did your regional corporation have to pay any taxes or duties last year? ..... **Yes**
- Do you have tax-exempt or duty-free status? ..... **No**

Is your region insured? ..... **No**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?
What kind of training and mentoring efforts take place in your region and its areas?
PR workshops in different areas
Describe what kind of planning activities your region and its areas utilize.
Annual regional Service Conference and area and group assemblies
Successes with communication in your region or its areas
In the last two years the RSC has focused in communications and the use of the webpage has increased, but we still need a lot more
Please describe PR efforts carried out in your region.
we had workshops in different areas and cities. We handed out the PR manaul to trusted servants and we have progressed a lot in this area which is historic for our region but we have to maintain it and follow up on it.
Does the region have any type of NA phoneline or a helpline? ..... **Yes**
Please describe your phoneline/helpline efforts.
How many areas have their own phoneline or helpline? ..... **All areas have a helpline**
Please describe your area phoneline/helpline experience.
The trusted servant provides information about location of groups
Do you have a regional website? ..... **Yes**
www.nacolombia.org
Do you keep your meeting information updated here? ..... **Yes**
Has your region hosted CAR workshops? ..... **No**
Please describe your efforts such as number of workshops and average attendance.
How does your region reach a conscience about WSC matters?
Se send the information to 600 members
Which of the following tools have you made use of and do you find them helpful?
H&I Basics ..... **Do not use**
Issue Discussion Topics ..... **Helpful**
Planning Basics .....
PR Basics ..... **Helpful**
Service Pamphlets ..... **Helpful**
Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **groups and members have increased**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?
Paying our literature debt to NAWS
Please describe the most significant challenge your region has faced since WSC 2010.
Improvements in comunciations, PR workshops

Some questions truncated to save space

Please describe some highlights or successes your region has experienced since WSC 2010. What additional information would you like to share with other conference participants?

Conference Input

Is there anything in particular you want to discuss at the conference?

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

Some important that all delegates should do is to remained informed about literature orders and payments. Colombia had very little consicience about the purchasing literature from NAWS, we had very large orders, we sold it to members on a credit basis, we didnn't pay on time and this created very hig bills wwhich were impossible to pay. That's why the RD should guard this matter so the RSC can manage this matter adequately and they also have be informed about imports and nationalization guidelines for importing literature. Remain informed and participate in the communications with the LAZF, which supports our regions in our continent.

Some questions truncated to save space

Facts about Colorado Region

Regional Delegate ..... **Brenda E**
Have you attended a WSC before? How many? ..... **Yes, 2**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Chuck C**
Have you attended a WSC before? How many? ..... **Yes, 3**
How many areas are in the region? **9**
How many groups are in the region? **120**
How many meetings take place each week in the region? **299**
How many H&I panels take place each week in the region? **52**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$6,450.00**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **39**
- Conventions and events? **61**
- Literature sales? **0**

What were the total annual expenses for your regional service committee in 2011? **$10,760.00**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **28.10%**
- H&I? **4.6%**
- Holding workshops and service meetings? **22%**
- Traveling to service meetings and workshops? **10.80%**
- Holding events? **34.50%**
- Any other expenses? .....

Total money contributed by the region to your zonal forum **0**

Your Regional Service Structure

Does your region have a regional office? ..... **No**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **Increasing**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **No**
- How many per year? .....
- Is attendance increasing, decreasing, or staying the same? .....

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? **501c3**
- Did your regional corporation have to pay any taxes or duties last year? ..... **Yes**
- Do you have tax-exempt or duty-free status? ..... **Yes**

Is your region insured? ..... **Yes**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

• Service System; • 12 Concepts; • PR-What does the Region do?;• CAR/CAT

What kind of training and mentoring efforts take place in your region and its areas?

Help newer members become acclamated with the Region. Have explanations and/or sit next to a new RCM for explanations.

Describe what kind of planning activities your region and its areas utilize.

Activites around holidays and our regional convention puts on functions to support the convention; BBQ, speaker events, dances, potlucks, poker runs

Successes with communication in your region or its areas

Trying to push the RCMs to announce events or functions to their GSRs. Send out announcements separate from the minutes.

Please describe PR efforts carried out in your region.

State Fair Booth; Local Area Booths; PR presentations to facilities; Addiction Fairs; Health Fairs

Does the region have any type of NA phoneline or a helpline? ..... **No**

Please describe your phoneline/helpline efforts.

How many areas have their own phoneline or helpline? **7**

Please describe your area phoneline/helpline experience.

From informational lines to help lines

Do you have a regional website? ..... **Yes**

www.nacolorado.org

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

3-5 workshops with 1-30 addicts each in attendance

How does your region reach a conscience about WSC matters?

Group conscience is recorded at the April regional assembly right before the WSC. The RD and RDA ask for a vote of confidence on issues before we leave for the conference on any unforseen issues.

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**

Issue Discussion Topics ..... **Helpful**

Planning Basics .....

PR Basics ..... **Helpful**

Service Pamphlets ..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **Growing**

Some questions truncated to save space

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

Service System Project

Please describe the most significant challenge your region has faced since WSC 2010.

Regional convention out-growing certain Areas to host the convention. Our region is spread out over the state and sparsely populated with meetings....reaching all addicts is tough.

Please describe some highlights or successes your region has experienced since WSC 2010.

Regional convention is growing, PR efforts increasing, regional camp-out, growth in the region/meetings, hosting the WSLD next year, regional incorportation.

What additional information would you like to share with other conference participants?

Conference Input

Is there anything in particular you want to discuss at the conference?

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

Reaching all addicts in the region of Colorado. Not all addicts attend the regional assembly so sharing current information doesn't always get to the groups and its members. Using a tally sheet made by an addict for the CAR/CAT.

Some questions truncated to save space

Facts about Connecticut Region

Regional Delegate ..... **James C**
Have you attended a WSC before? How many? ..... **Yes, 1**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Adam H**
Have you attended a WSC before? How many? ..... **Yes, 1**
How many areas are in the region? **9**
How many groups are in the region? **278**
How many meetings take place each week in the region? **284**
How many H&I panels take place each week in the region? **85**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$20,000.00**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **70**
- Conventions and events? **10**
- Literature sales? **20**

What were the total annual expenses for your regional service committee in 2011? **$14,000.00**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **25%**
- H&I? **20%**
- Holding workshops and service meetings? **5%**
- Traveling to service meetings and workshops? **25%**
- Holding events? **10%**
- Any other expenses? ..... **15% Admin.**

Total money contributed by the region to your zonal forum **$150.00**

Your Regional Service Structure

Does your region have a regional office? ..... **No**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **staying the same**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **No**
- How many per year? .....
- Is attendance increasing, decreasing, or staying the same? .....

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? **501c3**
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **Yes**

Is your region insured? ..... **Yes**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

We have a regional workshop. All nine area sub-committees have workshops, RD/RDA workshops. Attendance 20-50. Topics H&I, PI& PL, WSR.

What kind of training and mentoring efforts take place in your region and its areas?

Not much.

Describe what kind of planning activities your region and its areas utilize.

none

Successes with communication in your region or its areas

Our RSC is well attended, we meet monthly. All areas are involved.

Please describe PR efforts carried out in your region.

Poster drives, information booths at local events. Contart with local schools, treatment centers and hospitals.

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.

We have a 1-800 number with an answering service that forwards calls to addicts.

How many areas have their own phoneline or helpline? **0**

Please describe your area phoneline/helpline experience.

Do you have a regional website? ..... **Yes**

Ctna.org

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

We have policy mandating at least three regional assemblies, 20-50

How does your region reach a conscience about WSC matters?

one addict one vote tallied at the groups, taken to the areas, collected by the RCMs carried to the RSC tallied br the RD/RDA and carried to the WSC.

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**
Issue Discussion Topics ..... **Helpful**
Planning Basics ..... **Helpful**
PR Basics ..... **Helpful**
Service Pamphlets ..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **growing**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

Service System Proposal

Please describe the most significant challenge your region has faced since WSC 2010.

Fund Flow

Some questions truncated to save space

Please describe some highlights or successes your region has experienced since WSC 2010.

25 year anniverary of the region.

What additional information would you like to share with other conference participants?

I would like to discuss the truth about what really happen to cause this rift in NA.

Conference Input

Is there anything in particular you want to discuss at the conference?

How to we deal with the negative movement toward what our WSO is doing.

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

open discussion works well. Negative outlook by some of the WSO

Some questions truncated to save space

Facts about Costa Rica Region

Regional Delegate ..... **Laura R**
Have you attended a WSC before? How many? ..... **Yes, 2**
Is your region planning to send an Alternate Delegate? ..... **No**
Alternate Delegate ..... **Manuel G**
Have you attended a WSC before? How many? ..... **No**
How many areas are in the region? **6**
How many groups are in the region? **50**
How many meetings take place each week in the region? **250**
How many H&I panels take place each week in the region? ..... **36 panels a month, 9 av per wk**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$3,650**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **12**
- Conventions and events? **15**
- Literature sales? **56**

What were the total annual expenses for your regional service committee in 2011? **$15,000.00**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **0%**
- H&I? **3.3%**
- Holding workshops and service meetings? **0%**
- Traveling to service meetings and workshops? **2.2%**
- Holding events? **0.5%**
- Any other expenses? ..... **NA**

Total money contributed by the region to your zonal forum **$70.00**

Your Regional Service Structure

Does your region have a regional office? ..... **Yes**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **increasing**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **No**
- How many per year? ..... **NA**
- Is attendance increasing, decreasing, or staying the same? ..... **NA**

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? ..... **Non Profit Association**
- Did your regional corporation have to pay any taxes or duties last year? ..... **Yes**
- Do you have tax-exempt or duty-free status? ..... **No**

Is your region insured? ..... **No**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

• New Service System, 4 workshops 30 attendees average; • 2 Sporsonship workshops, 30 attendees average; • Steps and Traditions at the Regional Convention, 20 attendees average.

What kind of training and mentoring efforts take place in your region and its areas?

HeI, 2 workshops 20 attendes average; Helpline, 1 workshop for the English helpline, 10 attendees average.

Describe what kind of planning activities your region and its areas utilize.

Our Projects Subcommittee gathers monthly with all the GSUs reps and GSRs to define our annual roadmap and follow up on the progress as well as organize the annual service conference. Additionlly, the RSC has an extraordinary session at the begining of the year to review each service committe plan and budget.

Successes with communication in your region or its areas

We are working with our Projects Subcommittee to re-establish our communication since it has always been a challenge.

Please describe PR efforts carried out in your region.

None, our PR Subcommittee didn't have a body during 2011

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.

We have a 24/7 helpline implemented in Spanish. Our English helpline is still under construction, trusted servants have been trained. However, the volume of calls received has decreased due to the lack of a PR service body.

How many areas have their own phoneline or helpline? **0**

Please describe your area phoneline/helpline experience.

Do you have a regional website? ..... **Yes**

Currently down

Do you keep your meeting information updated here? ..... **No**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

During our Service Conference the last of January 2011

How does your region reach a conscience about WSC matters?

Through Service Workshops, NAWS News and RDs monthly reports.

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**
Issue Discussion Topics ..... **Helpful**
Planning Basics ..... **Helpful**
PR Basics ..... **Do not use**
Service Pamphlets ..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **growing**

Some questions truncated to save space

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

Our New Service System Proposal

Please describe the most significant challenge your region has faced since WSC 2010.

Collecting our convention proffit since the Convention Chair had finantial issues. The communication between the RSC and the rest of the Fellowship has been a challenge. Also, we had a lack of trusted servants in our last cycle resulting in various positions vacant through out the year (i.e., PR, Outreach, and the RSC board only functioned with the Treasurer)

Please describe some highlights or successes your region has experienced since WSC 2010.

Keep our Regional Office working continuously in despite of the challenges. H&I and the Helpline successfully delivered services along the year. The New Service System was implemented since draft 1 and now we have a better perspective of how to resolve the service issues we face. This year we started with a full hand RSC and expect our Region to grow stronger.

What additional information would you like to share with other conference participants?

No

Conference Input

Is there anything in particular you want to discuss at the conference?

We would like to understand what other regions have done in re: money theft.

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

Enthusiasm from the GSRs to implement changes with an open mindset. Lack of experience from other trusted servants.

Some questions truncated to save space

Facts about Denmark Region

Regional Delegate ..... **Erik K**
Have you attended a WSC before? How many? ..... **Yes, 1**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Thomas B**
Have you attended a WSC before? How many? ..... **No**
How many areas are in the region? **5**
How many groups are in the region? **121**
How many meetings take place each week in the region? **124**
How many H&I panels take place each week in the region? ..... **6-8 each month**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$29,208.00**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **50**
- Conventions and events? **50**
- Literature sales? **0**

What were the total annual expenses for your regional service committee in 2011? **$13,414.00**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **26%**
- H&I? **0%**
- Holding workshops and service meetings? **27%**
- Traveling to service meetings and workshops? **26%**
- Holding events? ..... **%**
- Any other expenses? ..... **Internet, translation committee and donation to Iceland = 23%**

Total money contributed by the region to your zonal forum **$1,085.00**

Your Regional Service Structure

Does your region have a regional office? ..... **No**
Does your region have a regional convention? ..... **No**
- Is attendance increasing, decreasing, or staying the same? .....

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? **5**
- Is attendance increasing, decreasing, or staying the same? ..... **Staying the same**

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? ..... **VAT registration**
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **Yes**

Is your region insured? ..... **No**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

The region has held workshops on The New Service System (two workshops), A Vision For NA Service and In Times Of Illness. The areas have held an unknown numbers of workshops; Money Matters, Leadership In NA, Anonymity, Unity In NA, Traditions, Concepts Of Service and many more.

What kind of training and mentoring efforts take place in your region and its areas?

PR have just held the first training day. three persons from each area participated.

Describe what kind of planning activities your region and its areas utilize.

All over Denmark, areas and RSC, we often use The Area Planning Tool

Successes with communication in your region or its areas

We are glad to tell that we have an useful communication with our sponsor country, Sweden. In between the RSC we do a lot of useful skype meetings, which includes the chairs of the sub-committees

Please describe PR efforts carried out in your region.

We have a very used Helpline open two hours a day (four hours in the near future), we have the above mentioned PR trainingdays, we have poster and iP's in the social system (hospitals and institutions)

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.

We have no statistics at the moment, but many members have their first contact with NA because of Helpline.

How many areas have their own phoneline or helpline? **0**

Please describe your area phoneline/helpline experience.

Do you have a regional website? ..... **Yes**

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

The New Service System; two workshops. At the first one five members attended, at the second 25 attended. The New Service System; about 30 attended. In Times Of Illness will be held this weekend.

How does your region reach a conscience about WSC matters?

We are having our Service Conference next next month and for the first time we will discuss WSC matters there. Decide how we shall vote and so

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**
Issue Discussion Topics ..... **Helpful**
Planning Basics ..... **Do not use**
PR Basics ..... **Helpful**
Service Pamphlets ..... **Helpful**

Some questions truncated to save space

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **Staying the same**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

With no doubt money matters was the most discussed subject the last two years. But medication and NA has been discussed as well and then finally our seeting at the WSC has been discussed - mainly with a lot of joy

Please describe the most significant challenge your region has faced since WSC 2010.

Money matters, lack of donations

Please describe some highlights or successes your region has experienced since WSC 2010.

JFTD was published in the proven edition. We became sponsor country to Iceland and donated money to help them get their Basic Text. We held the ECCNA at Malmö in partnership with our sponsor country Sweden.

What additional information would you like to share with other conference participants?

The value of having a sponsor and being a sponsor give us so much. We are very happy to be involved in EDM and WSC

Conference Input

Is there anything in particular you want to discuss at the conference?

The importance of being a part of NA worldwide

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

Most of the time I have been very pleased to be a regional delegate. When I give my reports most members are happy with the information I bring. But some members think that being involved in EDM and WSC is a waste of time and we shouls drop both. My challenge number one is to carry the message so everybody understands. Hugs n love, erik BK, RD Denmark

Some questions truncated to save space

Facts about Eastern Pennsylvania Region*

Regional Delegate ..... **Merle S**
Have you attended a WSC before? How many? ..... **Yes, 4**
Is your region planning to send an Alternate Delegate? ..... **No**
Alternate Delegate .....
Have you attended a WSC before? How many? ..... **No**
How many areas are in the region? **4**
How many groups are in the region? **100**
How many meetings take place each week in the region? **109**
How many H&I panels take place each week in the region? **31**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$8,336.00**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **100**
- Conventions and events? **0**
- Literature sales? **0**

What were the total annual expenses for your regional service committee in 2011? **$5,200.00**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **2%**
- H&I? **0%**
- Holding workshops and service meetings? **0%**
- Traveling to service meetings and workshops? **3%**
- Holding events? **0%**
- Any other expenses? ..... **Insurance: 17%, Phoneline: 32% Communications: 2%**

Total money contributed by the region to your zonal forum..... **$0; Autonomy Zonal Forum is a non-governing body, we do not take donations**

Your Regional Service Structure

Does your region have a regional office? ..... **No**
Does your region have a regional convention? ..... **No**
- Is attendance increasing, decreasing, or staying the same? .....

Did your regional convention make a profit this year? .....
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? ..... **Bucks Area Convention is held approximately every other year**
- Is attendance increasing, decreasing, or staying the same? ... **This convention retains about the same attendance when it is held**

Is there a corporation or an entity with legal status that is a part of your regional structure? **No**
- What is the type of legal registration? .....
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **No**

Some questions truncated to save space

Is your region insured? ..... **Yes**

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

Pure and Simple holds an annual Area Inventory. They recently held a Learning Day. Montco Area held a service system workshop. Pure and Simple Area, Bucks Area, and Twin Rivers Area are all holding CAR workshops over the coming month. Bucks Area held a 7th Tradition workshop, laying out future projection as to where our Area is headed financially and our financial relation with Region. No information regarding average attendance.

What kind of training and mentoring efforts take place in your region and its areas?

Pure and Simple has begun to mentor GSRs by having a current GSR sit with a new GSR to help explain the "ropes."

Describe what kind of planning activities your region and its areas utilize.

At present, Pure and Simple area holds an annual area inventory, addressing and prioritizing areas of need as decided from the results of the inventory. Bucks area held a 7th tradition workshop to plan its financial direction.

Successes with communication in your region or its areas

Pure and Simple Area has developed a GSR package to help inform the GSRs of their duties. There is some mentorship taking place, but it is not yet uniformly undertaken. Montco has a monthly orientation for H&I.

Please describe PR efforts carried out in your region.

Participation at Nar-Anon Convention coming in March 2012. There has been no chair at the regional level for Public Relations, and the area chairs have been coordinating efforts.

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.

Calls go to an answering service, then they call addicts from a list of individuals who have participated in a phoneline orientation. The service is 24/7. No specific information regarding number of callers at this time.

How many areas have their own phoneline or helpline? **0**

Please describe your area phoneline/helpline experience.

Do you have a regional website? ..... **Yes**

www.eparna.org

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

Yes, each of our 4 areas has planned workshops, one of which has been completed as of the writing of this report. That was very well attended, with 32 addicts in attendance. The other 3 areas workshops are upcoming, and will hopefully have as good of a turnout.

Some questions truncated to save space

How does your region reach a conscience about WSC matters?

Participating homegroups will send in their conscience, and then those votes/thoughts will be tallied and collated to find our regional conscience. However, that being said, we are struggling with finding a way to have our conscience carried to the floor

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Do not use**
Issue Discussion Topics ..... **Helpful**
Planning Basics ..... **Helpful**
PR Basics ..... **Do not use**
Service Pamphlets ..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **It is primarily the same as of this date.**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

Seating for those regions who are as yet unseated.

Please describe the most significant challenge your region has faced since WSC 2010.

Three of our region's most significant challenges since WSC 2010 have been lack of human resources, financial difficulties, and breakdown in communication. • We currently have a secretary and a treasurer as part of our RSC, but all other positions remain pen. • Our donations from the 4 areas have significantly decreased, and this has been progressively becoming more of a challenge. • Finally, lack of good communication has been an on-going problem, since many of the addicts within the region are lacking information that is being provided.

Please describe some highlights or successes your region has experienced since WSC 2010.

We have paid all of our bills, and have been able to maintain our functionality as a region.

What additional information would you like to share with other conference participants?

None at this time.

Conference Input

Is there anything in particular you want to discuss at the conference?

Seating and transition to a new service system.

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

Having changed some of my perspectives, and becoming more flexible has worked well in my experience as an RD. I have maintained my offer to mentor whoever wants to step into the position, while I continue to do service for our region. The biggest challenge for me has been a lack of support.

Some questions truncated to save space

Facts about Ecuador Region

Regional Delegate ..... **Reinaldo F**
Have you attended a WSC before? How many? ..... **No**
Is your region planning to send an Alternate Delegate? ..... **No**
Alternate Delegate ..... **Richard L**
Have you attended a WSC before? How many? ..... **No**
How many areas are in the region? **4**
How many groups are in the region? **110**
How many meetings take place each week in the region? **300**
How many H&I panels take place each week in the region? **2**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$800.00**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **10**
- Conventions and events? **60**
- Literature sales? **39.9**

What were the total annual expenses for your regional service committee in 2011? **$2000.00**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? ..... **%**
- H&I? ..... **%**
- Holding workshops and service meetings? ..... **%**
- Traveling to service meetings and workshops? ..... **%**
- Holding events? ..... **%**
- Any other expenses? **$2,000.00**

Total money contributed by the region to your zonal forum **$500.00**

Your Regional Service Structure

Does your region have a regional office? ..... **No**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **Increasing**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? ..... **1 every two years**
- Is attendance increasing, decreasing, or staying the same? ..... **Increasing**

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? ..... **Association**
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **Yes**

Is your region insured? ..... **No**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?
50 workshops
What kind of training and mentoring efforts take place in your region and its areas?
Workshops
Describe what kind of planning activities your region and its areas utilize.
monthly meetings aobut IDTs related to the region's services
Successes with communication in your region or its areas
We have an information helpline and website
Please describe PR efforts carried out in your region.
Presence in meetings and radio
Does the region have any type of NA phoneline or a helpline? ..... **Yes**
Please describe your phoneline/helpline efforts.
We use a cellphone and we provide information about location and times of meetings
How many areas have their own phoneline or helpline? **2**
Please describe your area phoneline/helpline experience.
we provide information about location and times of meetings
Do you have a regional website? ..... **Yes**
www/naecuador.org we are rebuilding the site to maintain update meeting information, in the home page we have uploaded an RSC approved PR bulletin to maintain NA clarity and autonomy
Do you keep your meeting information updated here? ..... **Yes**
Has your region hosted CAR workshops? ..... **No**
Please describe your efforts such as number of workshops and average attendance.
How does your region reach a conscience about WSC matters?
Through the zonal forum
Which of the following tools have you made use of and do you find them helpful?
H&I Basics ..... **Helpful**
Issue Discussion Topics ..... **Helpful**
Planning Basics ..... **Helpful**
PR Basics ..... **Helpful**
Service Pamphlets ..... **Helpful**
Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **Has increased**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?
From the new service sytem we are extracting the chapter on the LSU and GSU, so we can debate the adpatations that we can implment in our own reality, because we have ASCs that are not supported

Some questions truncated to save space

Please describe the most significant challenge your region has faced since WSC 2010.

A regional project based in a finacial platform that allows regional services to be maitained in a more regular basis

Please describe some highlights or successes your region has experienced since WSC 2010.

The creation of work groups in all kinds of service modalities and consesnsus decision making and team work

What additional information would you like to share with other conference participants?

Better finacial execution in the region

Conference Input

Is there anything in particular you want to discuss at the conference?

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

One of the biggest challenges of our region is the incorporation of new leadres and to carry the message where there are no groups in the regio, and by using a development plan we can generate from the beginning the formation of groups in the NA way of doing thnigs. We have already obtained results

Some questions truncated to save space

Facts about Egypt Region

Regional Delegate ..... **Ramy E**
Have you attended a WSC before? How many? ..... **No**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Ashraf M**
Have you attended a WSC before? How many? ..... **No**
How many areas are in the region? **1**
How many groups are in the region? **26**
How many meetings take place each week in the region? **90**
How many H&I panels take place each week in the region? .....

Budget

Total amount of money contributed to the region by groups and areas in 2011? ..... $**2,000.00**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **20**
- Conventions and events? **50**
- Literature sales? **30**

What were the total annual expenses for your regional service committee in 2011? **$8,000.00**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **25%**
- H&I? **10%**
- Holding workshops and service meetings? **5%**
- Traveling to service meetings and workshops? **40%**
- Holding events? **20%**
- Any other expenses? .....

Total money contributed by the region to your zonal forum **0**

Your Regional Service Structure

Does your region have a regional office? ..... **Yes**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **Increasing**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? ..... **twice**
- Is attendance increasing, decreasing, or staying the same? ..... **increasing**

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? ..... **NGO**
- Did your regional corporation have to pay any taxes or duties last year? ..... **Yes**
- Do you have tax-exempt or duty-free status? ..... **No**

Is your region insured? ..... **Yes**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

6 worshop per year, topic such as sponsership, 12 tradation, sub-committies role , 12 concepts, attendance average 50 member

What kind of training and mentoring efforts take place in your region and its areas?

most training are done by the chair to their delgates

Describe what kind of planning activities your region and its areas utilize.

planning is done through cosiladting the data and the info we gather from our worshops and activities to start soliving our problems

Successes with communication in your region or its areas

Please describe PR efforts carried out in your region.

we do cars compains, we use magazines for teenagers and posters , also we make convention were we invite prof and doctors.

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.

recieve 30 to 50 call per day , work 12 hour /day. and meet to discuss the outcome of thes call.

How many areas have their own phoneline or helpline? .....**only one**

Please describe your area phoneline/helpline experience.

Do you have a regional website? ..... **Yes**

Do you keep your meeting information updated here?..... **Yes**

Has your region hosted CAR workshops?..... **No**

Please describe your efforts such as number of workshops and average attendance.

How does your region reach a conscience about WSC matters?

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**

Issue Discussion Topics ..... **Not helpful**

Planning Basics ..... **Helpful**

PR Basics ..... **Helpful**

Service Pamphlets..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **Growing**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

service structure

Please describe the most significant challenge your region has faced since WSC 2010.

registration

Please describe some highlights or successes your region has experienced since WSC 2010.

we succeeded to register our fellowship as an NGO and open a headquarters, which facilatate lot of our sub-committies meeting and conventions.

Some questions truncated to save space

What additional information would you like to share with other conference participants?

Conference Input

Is there anything in particular you want to discuss at the conference?

servic sturture changes

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

the best thing when i was Alt-RD that i learned from my RD, The challenges is working with the EDM and in the same time supporting the Middle east communties,

Some questions truncated to save space

Facts about Finnish region

Regional Delegate ..... **Tomas T**
Have you attended a WSC before? How many? ..... **Yes, 1**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Hannu S**
Have you attended a WSC before? How many? ..... **No**
How many areas are in the region? **4**
How many groups are in the region? **90**
How many meetings take place each week in the region? **130**
How many H&I panels take place each week in the region? **2**

Budget

Total amount of money contributed to the region by groups and areas in 2011? ..... $**6,934.86**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **26**
- Conventions and events? **11**
- Literature sales? **62**

What were the total annual expenses for your regional service committee in 2011? ..... $**20,928.00**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **4%**
- H&I? **4%**
- Holding workshops and service meetings? ..... **%**
- Traveling to service meetings and workshops? **24%**
- Holding events? **7%**
- Any other expenses? **69**

Total money contributed by the region to your zonal forum ..... $**1000.00**

Your Regional Service Structure

Does your region have a regional office? ..... **Yes**
Does your region have a regional convention? ..... **No**
- Is attendance increasing, decreasing, or staying the same? .....

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? **8**
- Is attendance increasing, decreasing, or staying the same? ..... **increasing**

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? ..... **non-profit organisation**
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **Yes**

Is your region insured? ..... **No**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?
7th tradition, H&I and P&I workshops

What kind of training and mentoring efforts take place in your region and its areas?
H&I and P&I training event

Describe what kind of planning activities your region and its areas utilize.
service conference

Successes with communication in your region or its areas
we are using co-editing platform, we have work example service conference planning with this tool. also our literature committee use online meeting more now and it is working well

Please describe PR efforts carried out in your region.
we have make new service position in our region, pi coordinator. we have been increased infos and developing it accross the country.

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.
We have phoneline open now in our region everyday on the week 6 - 8 pm. and there is many more addicts doing the work now.

How many areas have their own phoneline or helpline? ..... **Region of Finland, only 1**

Please describe your area phoneline/helpline experience.
they answer the phone and give help and help find nearest meeting, also giving information about NA a little.

Do you have a regional website? ..... **Yes**
www.nasuomi.org

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **No**

Please describe your efforts such as number of workshops and average attendance.

How does your region reach a conscience about WSC matters?
RD report is major role of it.

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**
Issue Discussion Topics ..... **Do not use**
Planning Basics ..... **Helpful**
PR Basics ..... **Helpful**
Service Pamphlets ..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **little growing and getting stronger**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?
P&I AND H&I. Money issues is been one and also literature price increasing.

Some questions truncated to save space

Please describe the most significant challenge your region has faced since WSC 2010.

Unity when making RD elections. Carrying the message to northern part of Finland

Please describe some highlights or successes your region has experienced since WSC 2010.

We have alt RD now. We have make a lot of translation. We are creating our first official service conference of our fellowship.

What additional information would you like to share with other conference participants?

Conference Input

Is there anything in particular you want to discuss at the conference?

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

cooperation with other delegates and with Sweden fellowship. We have a bigger picture in our committee of service now. We dont argue of expences of RD. Challenge is to bring service system proposals to our fellowship.

Some questions truncated to save space

Facts about Florida Region

Regional Delegate ..... **Bob G**
Have you attended a WSC before? How many? ..... **Yes, 7**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Sandy M**
Have you attended a WSC before? How many? ..... **Yes, 1**
How many areas are in the region? **20**
How many groups are in the region? **0**
How many meetings take place each week in the region? **0**
How many H&I panels take place each week in the region? ..... **229 + 9 institutional meetings**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$31,575**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **84**
- Conventions and events? **16**
- Literature sales? **0**

What were the total annual expenses for your regional service committee in 2011? **$35,348**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **4%**
- H&I? **5%**
- Holding workshops and service meetings? **42%**
- Traveling to service meetings and workshops? **5%**
- Holding events? **40%**
- Any other expenses? ..... **4% (IT & RD related)**

Total money contributed by the region to your zonal forum **$0**

Your Regional Service Structure

Does your region have a regional office? ..... **Yes**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ... **Depends upon the location of convention**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? **14**
- Is attendance increasing, decreasing, or staying the same? ..... **Many are increasing, less are decreasing, a few stay about the same**

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? ..... **501c3 (RSO), 501c7 (Convention)**
- Did your regional corporation have to pay any taxes or duties last year? ..... **Yes**
- Do you have tax-exempt or duty-free status? ..... **Yes**

Is your region insured? ..... **Yes**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

Florida Service Symposium was held last March and had registered attendance of 355. Topics were wide-ranging.. they include Advocay with Anonymity, Facebook Roundtable, Basic Meeting List Orientation, Web Management Overview, FIPT and the Internet, How to Become A Better RCM, Use of Powerpoint in Presentations, How to Become A Better Facilitator, NAWS IDTs, Service System Project, Florida Service System Introduction, History Presentation, Prison & Jails Orientations, Intro to PR Handbook as well as others. Multi-Area Learning Days/Workshops occur several times a cycle, in the past few years they have concentrated on Service System Project. Average Attendance was 10-75.

What kind of training and mentoring efforts take place in your region and its areas?

We hold orientation to regional service every RSC Weekend. Each RCM, Secretary, Treasurer, Facilitator, Delegate, Resource Coordinator and the like have an alternate to assist in training and mentoring. Areas have similar positions

Describe what kind of planning activities your region and its areas utilize.

Fellowship Development Group meetings where all attendees meeting together every two months to discuss potential projects and issues that may result in the creation of a project. We hold an annual inventory and review on-going projects as needed.

Successes with communication in your region or its areas

As in most cases we could have better communication mechanisms in place as a goal. Our success in this area involves use of internet technologies, googlegroups.com, website based video conference and chat room capabilities, internet discussion boards and e-blasts, every regional trusted servant has an e-mail address.

Please describe PR efforts carried out in your region.

Mostly attendance at professional conferences that have local, regional and in some cases national orientation. We are now participating in prison pre-release fairs and many jail and state prisons with a positive response. Otherwise areas conduct the typical public relations fare.

Does the region have any type of NA phoneline or a helpline? ..... **No**

Please describe your phoneline/helpline efforts.

The region doesn't have a phoneline but all the areas do.

How many areas have their own phoneline or helpline? ..... **All**

Please describe your area phoneline/helpline experience.

Varies from area to area

Do you have a regional website? **www.naflorida.org**

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

We have held six CAR/CAT workshops, attendance ranged from 30-80

Some questions truncated to save space

How does your region reach a conscience about WSC matters?

Every group is given a ballot and are asked to attend the GSR Assembly where the motions are reviewed and votes are tabulated. We also offer absentee ballots and this year online voting. To be eligible the group must be registed with NAWS. CAR motions

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Do not use**
Issue Discussion Topics ..... **Helpful**
Planning Basics ..... **Do not use**
PR Basics ..... **Do not use**
Service Pamphlets ..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **Growing for the most part, one ASC folded though the meetings joined neighboring areas, two new areas started.**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

Service System, Prison Outreach (starting institutional meetings in state and federal prisons), Facebook/Social Media, Relationship with NarAnon

Please describe the most significant challenge your region has faced since WSC 2010.

$$$ shortage ...., Facebook

Please describe some highlights or successes your region has experienced since WSC 2010.

Our region is 30 years old. We entered our third year using our own Service System different from what most regions use. We don't have sub-committees... we have multiple projects that are plan driven, we utilize a Human Resource Panel to better involve our manpower and develop trusted servants and use a form of CBDM. Our RSO is selling more literature than ever before, total revenues $586,399.42. 30th Florida Regional Convention in terms of attendance, participation and budget goals. The meetings continue to grow at a reasonable rate. We were able to get institutional meetings (not H & I) meetings into many of Florida's prisons including Coleman, the nation's largest Federal Prison

What additional information would you like to share with other conference participants?

Our Service System has been extremely success building interest and continued participation. Our projects and resulting activities continue to reach the still suffering addicts.

Conference Input

Is there anything in particular you want to discuss at the conference?

Service System, Utilization of Facebook by RSC, Improved relations with NarAnon

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

Use of technology for better communication worked well.

Some questions truncated to save space

Facts about France Region

Regional Delegate ..... **Jean-Claude G**
Have you attended a WSC before? How many? ..... **Yes, 1**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Solomon H**
Have you attended a WSC before? How many? ..... **No**
How many areas are in the region? **5**
How many groups are in the region? **100**
How many meetings take place each week in the region? **100**
How many H&I panels take place each week in the region? .....

Budget

Total amount of money contributed to the region by groups and areas in 2011? .....
What percentage of your RSC's annual budget comes from:
- Group and area contributions? .....
- Conventions and events? .....
- Literature sales? .....

What were the total annual expenses for your regional service committee in 2011? .....
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? ..... %
- H&I? ..... %
- Holding workshops and service meetings? ..... %
- Traveling to service meetings and workshops? ..... %
- Holding events? ..... %
- Any other expenses? .....

Total money contributed by the region to your zonal forum .....

Your Regional Service Structure

Does your region have a regional office? ..... **Yes**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **sataing the same**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? **1**
- Is attendance increasing, decreasing, or staying the same? ..... **staying the same**

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? ..... **association**
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **Yes**

Is your region insured? ..... **Yes**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?
1 service worshop this year. Topic was service.
What kind of training and mentoring efforts take place in your region and its areas?
Describe what kind of planning activities your region and its areas utilize.
Successes with communication in your region or its areas
Please describe PR efforts carried out in your region.
this year we had a campaign with all the médias: TV, radio, newspapers. We do as well PI in hospital and institutions.
Does the region have any type of NA phoneline or a helpline? ..... **Yes**
Please describe your phoneline/helpline efforts.
it's a free number, all over France
How many areas have their own phoneline or helpline? .....
Please describe your area phoneline/helpline experience.
Do you have a regional website? ..... **Yes**
www.narcotiquesanonymes.org/
Do you keep your meeting information updated here? ..... **Yes**
Has your region hosted CAR workshops? ..... **Yes**
Please describe your efforts such as number of workshops and average attendance.
we made 1 worshop in Paris; on service, a sunday... Only 15 persons where present (half of them from the region).
How does your region reach a conscience about WSC matters?
Well it's very difficult to get any answers on WSC matters... It's mainly from the RD's point of view, according to his knowing on WSC matters...
Which of the following tools have you made use of and do you find them helpful?
H&I Basics ..... **Helpful**
Issue Discussion Topics .....
Planning Basics .....
PR Basics ..... **Helpful**
Service Pamphlets ..... **Helpful**
Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **staying the same**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?
service's matters.
Please describe the most significant challenge your region has faced since WSC 2010.
we made a big media campaign, to try to take some place among the professionals acting on drugs solutions.
Please describe some highlights or successes your region has experienced since WSC 2010.
films projected on TV, articles on press.

Some questions truncated to save space

What additional information would you like to share with other conference participants?

Well in France we just have 1 treatment center, and this is the principal reason which stopped us from growing up quicker. We would like to solve this.

Conference Input

Is there anything in particular you want to discuss at the conference?

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

Some questions truncated to save space

Facts about Freestate Region

Regional Delegate ..... **Walter B**
Have you attended a WSC before? How many? ..... **Yes, 3**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Steve M**
Have you attended a WSC before? How many? ..... **Yes, 3**
How many areas are in the region? **10**
How many groups are in the region? **843**
How many meetings take place each week in the region? **0**
How many H&I panels take place each week in the region? **327**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$5,000.00**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **100**
- Conventions and events? **0**
- Literature sales? **0**

What were the total annual expenses for your regional service committee in 2011? .....
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **5%**
- H&I? **10%**
- Holding workshops and service meetings? **60%**
- Traveling to service meetings and workshops? **5%**
- Holding events? **20%**
- Any other expenses? .....

Total money contributed by the region to your zonal forum **0**

Your Regional Service Structure

Does your region have a regional office? ..... **Yes**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **Decreasing**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? ..... **4 or 5**
- Is attendance increasing, decreasing, or staying the same? ..... **About the same**

Is there a corporation or an entity with legal status that is a part of your regional structure? **No**
- What is the type of legal registration? .....
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **No**

Is your region insured? ..... **Yes**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

3 input/review workshops on The Living Clean Project, 2 Workshops on The Service System Project, 5 CAR Workshops, 3 CAT Workshops with additional 5 scheduled. Average attendance 30 people.

What kind of training and mentoring efforts take place in your region and its areas?

Regional GSR Workshops, Consensus Based Decision Making/Robert's Rules of Order Workshop, most areas have GSR training and mentoring.

Describe what kind of planning activities your region and its areas utilize.

Hotline Learning Days, H & I Learning Days, PR Events, Regional Picnics, Dances, Speaker Jams, Cookouts, Pool Parties

Successes with communication in your region or its areas

Having 4 Regional Assembly's a year has helped with communication. Regional Hotline.

Please describe PR efforts carried out in your region.

Events held at schools, libraries and concerts

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.

Each of the 10 Areas are assigned a set number of hotline workers and budget based on the size of the area.

How many areas have their own phoneline or helpline? **0**

Please describe your area phoneline/helpline experience.

Do you have a regional website? ..... **Yes**

fsrna.org

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

5 CARS so far with an average of 30 attendees with 5 more planned.

How does your region reach a conscience about WSC matters?

Through sharing at Regionals, Regional Assembly's and Regional Workshops.

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**
Issue Discussion Topics ..... **Helpful**
Planning Basics ..... **Helpful**
PR Basics ..... **Helpful**
Service Pamphlets ..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **slightly growing**

Some questions truncated to save space

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

The Service System Project

Please describe the most significant challenge your region has faced since WSC 2010.

Coming to some agreement on the Service System Project

Please describe some highlights or successes your region has experienced since WSC 2010.

Greater attendance at Regional Assembly's and Workshops

What additional information would you like to share with other conference participants?

There is a lot of back and forth debate regarding the Service System Project

Conference Input

Is there anything in particular you want to discuss at the conference?

Service System Project

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

Worked well - showing up with an open mind and listening to the input from my Region. The biggest challenge has been the Service System Project.

Some questions truncated to save space

Facts about French Speaking Switzerland*

Regional Delegate ..... **Sophie N**
Have you attended a WSC before? How many? ..... **No**
Is your region planning to send an Alternate Delegate? ..... **No**
Alternate Delegate .....
Have you attended a WSC before? How many? ..... **No**
How many areas are in the region? **1**
How many groups are in the region? **18**
How many meetings take place each week in the region? **18**
How many H&I panels take place each week in the region? .....

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$4665.00**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? .....
- Conventions and events? .....
- Literature sales? .....

What were the total annual expenses for your regional service committee in 2011? .....
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? ..... **%**
- H&I? ..... **%**
- Holding workshops and service meetings? ..... **%**
- Traveling to service meetings and workshops? ..... **%**
- Holding events? ..... **%**
- Any other expenses? .....

Total money contributed by the region to your zonal forum **$217.00**

Your Regional Service Structure

Does your region have a regional office? ..... **No**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? .....

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **No**
- How many per year? .....
- Is attendance increasing, decreasing, or staying the same? .....

Is there a corporation or an entity with legal status that is a part of your regional structure? **No**
- What is the type of legal registration? .....
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **No**

Is your region insured? ..... **No**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

- **A workshop was held during the convention about the Region: it was nice to have members from Switzerland but also from the EDM giving their experience of a multicultural service structure. • An other workshop was held on the morning before our last ASC in December on the topic of : « Unity and Service ». Very few people attented but we had fun and it was a productive and worthwhile session! A report of the workshop has been distributed to all groups.**

What kind of training and mentoring efforts take place in your region and its areas?

Describe what kind of planning activities your region and its areas utilize.

Successes with communication in your region or its areas

Please describe PR efforts carried out in your region.

- **A group of 4 addicts went for an NA presentation at the Federal Office of Health in Bern. After that we were invited to present NA at Infodrug, a government organisation : Infodrug has now put a link on their site to NA. • Our 2010 Annual Report has been sent to professionals, now we need a new committee involved in that work. The formers servants would like to see a new team taking over. (After 3 years of great willingness service).**

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.

How many areas have their own phoneline or helpline? .....

Please describe your area phoneline/helpline experience.

Do you have a regional website? ..... **Yes**

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **No**

Please describe your efforts such as number of workshops and average attendance.

How does your region reach a conscience about WSC matters?

Which of the following tools have you made use of and do you find them helpful?

H&I Basics .....

Issue Discussion Topics .....

Planning Basics .....

PR Basics .....

Service Pamphlets .....

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010?

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

And now comes the big news: The official date for the creation of the Swiss Region is on February the 4th. During the year of 2011 it has been asked to all groups in french, german and italian speaking switzerland if whether or not they wanted to see

Some questions truncated to save space

Switzerland becomming a Region : the answer was YES; Swiss Italy doesn't have an ASC but the group there is ok for the principle of unity. For that matter we will all gather on the 4th of February to have elections as well as meeting, diner and dance in the evening! We asked GRS's and as many members as possible to be there and participate to this great event ! Many questions subsist like : Would there be one or two chairs? In which langage will the committee be? Would the PI&RC be national? Will their be one or two delegate ?etc.We believe we will find answers, remembering of a loving God as He may express Himself in our group conscience : more will be revealed soon! NA Swiss started in 1989 and after beeing separated by the cultural and langage barrier we will now work all together in UNITY!

Please describe the most significant challenge your region has faced since WSC 2010.

Please describe some highlights or successes your region has experienced since WSC 2010.

What additional information would you like to share with other conference participants?

Conference Input

Is there anything in particular you want to discuss at the conference?

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

Some questions truncated to save space

Facts about Georgia Region

Regional Delegate ..... **Romer J**
Have you attended a WSC before? How many? ..... **Yes, 3**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Ray L**
Have you attended a WSC before? How many? ..... **No**
How many areas are in the region? **15**
How many groups are in the region? **285**
How many meetings take place each week in the region? **775**
How many H&I panels take place each week in the region? **70**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$24,444.85**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **100**
- Conventions and events? **0**
- Literature sales? **0**

What were the total annual expenses for your regional service committee in 2011? .....
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **5%**
- H&I? **5%**
- Holding workshops and service meetings? **7%**
- Traveling to service meetings and workshops? **5%**
- Holding events? **5%**
- Any other expenses? **3%**

Total money contributed by the region to your zonal forum **$215.00**

Your Regional Service Structure

Does your region have a regional office? ..... **No**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? **Staying the same in past 3 years**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? **7**
- Is attendance increasing, decreasing, or staying the same? ..... **Unknown**

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? **501C3**
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **Yes**

Is your region insured? ..... **Yes**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

There have been at least 8 workshops on the newly proposed service system. • 4 learning days for H&I; • 4 FOR PR; • 1 GSR workshop; • 2 Consensus based decision making workshops; • 1 leadership workshop.

What kind of training and mentoring efforts take place in your region and its areas?

Ga. Region allots time for RCM/GSR issue/topic discussion sessions at each regional meeting every third month annually

Describe what kind of planning activities your region and its areas utilize.

Budget planning and revision,area planning,task panels for planning

Successes with communication in your region or its areas

Please describe PR efforts carried out in your region.

Public Relations has begun communication with the judicial system to coordinate training and presentations and set up booths at 40th anniversary of the Atlanta pride festival where over 200,000 people attended. are communicating with sheriff depts.,police depts,wardens and some politicians,trainings in state correctional facilities.

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.

PR/H&I have coordinated the development of a statewide 1-800 number to direct calls throughout the state to various areas. each area has it's own individual phone line

How many areas have their own phoneline or helpline? **15**

Please describe your area phoneline/helpline experience.

Calls go into a answering service who then contacts recovering addicts to call or meet people seeking assistance getting to meetings or just wanting to talk to another recovering addict

Do you have a regional website? ..... **Yes**

webfacilitator@grscna.com

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

At least 8 within the region with the largest attendance being 85 people and other smaller venues averaging 20 to 25 people

How does your region reach a conscience about WSC matters?

We use consensus based decision making process

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**
Issue Discussion Topics ..... **Helpful**
Planning Basics ..... **Helpful**
PR Basics ..... **Helpful**
Service Pamphlets ..... **Helpful**

Some questions truncated to save space

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **growing**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

Proposed service system,Regional convention

Please describe the most significant challenge your region has faced since WSC 2010.

Keeping key trusted service positions filled

Please describe some highlights or successes your region has experienced since WSC 2010.

We have maintained our elected trusted servants despite not having a large pool of experienced members to draw from

What additional information would you like to share with other conference participants?

Conference Input

Is there anything in particular you want to discuss at the conference?

Some of the feed back I recieved from the Georgia Region regarding the newly proposed service system

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

Transitioning from the alternate to the position of Delegate

Some questions truncated to save space

Facts about Germanspeaking Region

Regional Delegate ..... **Martina B**
Have you attended a WSC before? How many? ..... **Yes, 1**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Helge B**
Have you attended a WSC before? How many? ..... **No**
How many areas are in the region? **6**
How many groups are in the region? **0**
How many meetings take place each week in the region? **260**
How many H&I panels take place each week in the region? ..... **unknown**

Budget

Total amount of money contributed to the region by groups and areas in 2011? ..... $**12789.00**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **69**
- Conventions and events? **31**
- Literature sales? **0**

What were the total annual expenses for your regional service committee in 2011? ..... $**9,774.33**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **3%**
- H&I? ..... **%**
- Holding workshops and service meetings? **3%**
- Traveling to service meetings and workshops? **47%**
- Holding events? ..... **--%**
- Any other expenses? ..... **Insurance 32%**

Total money contributed by the region to your zonal forum ..... $**1,309.00**

Your Regional Service Structure

Does your region have a regional office? ..... **Yes**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **increasing a little**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? ..... **It´s not so clear what are area conventions and what are others. number in total is increasing.**
- Is attendance increasing, decreasing, or staying the same? .... **some are increasing some are decreasing.**

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? ..... **legal assossiation of common sense**
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **Yes**

Some questions truncated to save space

Is your region insured? ..... **Yes**

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

service structure; 12 Concepts (3); H&I; PI; 5-25 participants

What kind of training and mentoring efforts take place in your region and its areas?

unknown - more or less none at a

Describe what kind of planning activities your region and its areas utilize.

none

Successes with communication in your region or its areas

Please describe PR efforts carried out in your region.

on the regional level we had a letter to different ministers and high-ranking gouvenrments.

Does the region have any type of NA phoneline or a helpline? ..... **No**

Please describe your phoneline/helpline efforts.

How many areas have their own phoneline or helpline? ..... **unknown - very few!**

Please describe your area phoneline/helpline experience.

unknown

Do you have a regional website? ..... **Yes**

www.narcotics-anonymous.de

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **No**

Please describe your efforts such as number of workshops and average attendance.

How does your region reach a conscience about WSC matters?

it´s up to the RDs to make decisions about that.

Which of the following tools have you made use of and do you find them helpful?

- H&I Basics ..... **Helpful**
- Issue Discussion Topics ..... **Do not use**
- Planning Basics ..... **Do not use**
- PR Basics ..... **Helpful**
- Service Pamphlets ..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **unknown**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

the regional office

Please describe the most significant challenge your region has faced since WSC 2010.

uncoordinated service without specific goals

Please describe some highlights or successes your region has experienced since WSC 2010.

PI letter action to the gouvernment; new service office (was a local office before)

What additional information would you like to share with other conference participants?

Some questions truncated to save space

it seems to be a mission impossible to guide the region from the old service structure to a strategic planning based project orientated new service body but we´ll try it anyway step by step.

Conference Input

Is there anything in particular you want to discuss at the conference?

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

well has worked to start giving service workshops of different content. challenging is to be a leadr to the new system when nearly everyone is comfortable with the old disfunctional structure.

Some questions truncated to save space

Facts about Greater Illinois Region

Regional Delegate ..... **Sally J**
Have you attended a WSC before? How many? ..... **Yes, 1**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Liana C**
Have you attended a WSC before? How many? ..... **No**
How many areas are in the region? **5**
How many groups are in the region? **57**
How many meetings take place each week in the region? **85**
How many H&I panels take place each week in the region? **11**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$1,637.37**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **49.7**
- Conventions and events? **50.30**
- Literature sales? **0**

What were the total annual expenses for your regional service committee in 2011? **$3,553.72**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **7.30%**
- H&I? **7%**
- Holding workshops and service meetings? **6%**
- Traveling to service meetings and workshops? **7%**
- Holding events? **0%**
- Any other expenses? ..... **67% phoneline**

Total money contributed by the region to your zonal forum **0**

Your Regional Service Structure

Does your region have a regional office? ..... **No**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **decreasing**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? **3**
- Is attendance increasing, decreasing, or staying the same? ..... **decreasing**

Is there a corporation or an entity with legal status that is a part of your regional structure? **No**
- What is the type of legal registration? .....
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **No**

Is your region insured? ..... **No**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

H&I/P&I workshops are held monthly. Topics included: How to run an H&I meeting, do's and dont's, mock panel demonstrations, new member orientaions. An average of 8-10 members attended.

What kind of training and mentoring efforts take place in your region and its areas?

H&I workshops; Mentoring of newer members on how to chair a meeting and how to get involved in homegroups, area, region.

Describe what kind of planning activities your region and its areas utilize.

Poster drives, campouts, conventions, speaker jams, skating & bowling parties, dances, picnics,unity and activity planning meetings

Successes with communication in your region or its areas

Email blasts of upcoming events as well as other information pertaining to whats going on in the fellowship is added to our websites and forwarded to email mailing lists.

Please describe PR efforts carried out in your region.

We have attended 3 Summit of Hope events where parolees and general public attended and were able to have a booth with our literature and meeting schedules available as well as 3-5 members on hand to share with attendees interested in the NA program. Poster drives in which posters are distributed throughout the cities and on public transportaion buses with meeting and hotline information on tear off strips. Radio and tv PSA's. Distribute IP's to treatment and medical facilities as well as Dr. offices, schools and correctional facilities. We also have letter writting and literature distribution with the prisons.

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.

800 number that is answered by an answering service 24/7. The service gives out meeting information based on our current schedule that is posted on our Regional website. When a caller requests to speak to a member the service obtains the callers call back information and name and then forwards the information on to members on the call list. Calls are sent to same sex members of the caller in the geographic area that they are in. The cost to the Region is a flat rate of $200 per month.

How many areas have their own phoneline or helpline? **all areas use the 800 regional helpline**

Please describe your area phoneline/helpline experience.

Do you have a regional website? ..... **www.centralillinoisna.org**

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **No**

Please describe your efforts such as number of workshops and average attendance.

CAR workshop will be held in March at the regional meeting during the RD/RDA report. If the attendees feel we need more time to discuss we will move discussion to open sharing/new business. We have been distributing updates on the Service System and other topics for included in the CAR via the regional website as well as emails to service mailing list.

Some questions truncated to save space

How does your region reach a conscience about WSC matters?

Groups discuss/workshop and send GSR to area with consensus RCM's take consensus to Region.

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**
Issue Discussion Topics ..... **Helpful**
Planning Basics ..... **Helpful**
PR Basics ..... **Helpful**
Service Pamphlets ..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **growing**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

PSA's - some felt they were violating traditions. How to get members involved with service, how to keep reserves filled, spending, drug courts, sponsors from other fellowships, relapse, disruptions in meetings (talking, children, coffee pot and cigarette trips, cross talking) minimal 7th tradition

Please describe the most significant challenge your region has faced since WSC 2010.

Getting GSR's to regularly attend Area. Funding. Lack of unity has been noticed in other areas that did not host the regional convention.

Please describe some highlights or successes your region has experienced since WSC 2010.

Maintaining the impetus that having a regional convention has created. The convention improved interest in service and activities in the area that hosted the Regional convention.

What additional information would you like to share with other conference participants?

We need to find more ways to communicate with each other our best practices as well as issues such as utilizing the blogs, websites, emails and other ways of communication that are cost effective.

Conference Input

Is there anything in particular you want to discuss at the conference?

The need to mentor the newer members and be there to assist as they get involved in service is greatly needed yet we lack willing participants with the experience. How do we keep the older members involved and encourage the younger members to stay.

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

The greatest challenge has been getting input from the RCM's and other members. We put the information out there on the website and send to mailing lists but get little response. As the RD I have felt like we are out here on our own and unless we make a noticable mistake no one is going to give much attention or feedback to the information we have provided. The challenge has been how do we get the RCM's and other members active in the discussions and actually give their suggestions etc.

Some questions truncated to save space

Facts about Greater New York Region

Regional Delegate ..... **Lawrence J**
Have you attended a WSC before? How many? ..... **No**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Elwood K**
Have you attended a WSC before? How many? ..... **No**
How many areas are in the region? **12**
How many groups are in the region? **765**
How many meetings take place each week in the region? **795**
How many H&I panels take place each week in the region? **191**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$25,000**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **90**
- Conventions and events? **0**
- Literature sales? ..... **unavailable**

What were the total annual expenses for your regional service committee in 2011? **$22,000**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **$400.00**
- H&I? ..... **%**
- Holding workshops and service meetings? ..... **%**
- Traveling to service meetings and workshops? ..... $**2607.02.00**
- Holding events? ..... **%**
- Any other expenses? ..... **Phone line - $2,756.63**

Total money contributed by the region to your zonal forum ..... **unavailable**

Your Regional Service Structure

Does your region have a regional office? ..... **Yes**
Does your region have a regional convention? ..... **No**
- Is attendance increasing, decreasing, or staying the same? .....

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? **5**
- Is attendance increasing, decreasing, or staying the same? ..... **same**

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? **501c3**
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **Yes**

Is your region insured? ..... **Yes**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

We have had 3 area and 1 regional workshop on the service system proposal. We have had 7 area workshops on the CAR. Also, there was a workshop about "How to be a great GSR." The average attendance was about 20 people. Even though poorly attended, the enthusiasm and level of participation was very good.

What kind of training and mentoring efforts take place in your region and its areas?

We have an orientation for RCM's, but there needs to be more task specific training and mentoring

Describe what kind of planning activities your region and its areas utilize.

We do a regional inventory.

Successes with communication in your region or its areas

We are utilizing skpe to hold our P.I. meetings. The use of this technology makes it possible for people in our upstate areas the ability to participate in a regional sub-committee.

Please describe PR efforts carried out in your region.

There has been presentations to treatment facilities, professionals in substance abuse, local high schools, and the university level. There have been poster drives, PSA's on the local radio & cable network. Done presentations at health fairs, community group meetings, and the State dept. of corrections.

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.

Our regional phoneline has finally upgraded to a more advanced, efficient system. Now we are able to route calls to volunteers personal phones no matter where they are. A lot more effective in attracting people to do service. Also, a call does not go unanswered.

How many areas have their own phoneline or helpline? .....

Please describe your area phoneline/helpline experience.

Do you have a regional website? ..... **Yes**

www.newyorkna.org

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

We have had 7 CAR workshops throughout our region. We have had 3 workshops on the Service System.

How does your region reach a conscience about WSC matters?

We are using tally sheets in PDF, and an online version.

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Do not use**

Issue Discussion Topics ..... **Do not use**

Planning Basics ..... **Do not use**

PR Basics ..... **Do not use**

Some questions truncated to save space

Service Pamphlets ..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **Growing slightly.**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

The Service System Proposal.

Please describe the most significant challenge your region has faced since WSC 2010.

Attracting people to do service, having fully staffed sub-committee's.

Please describe some highlights or successes your region has experienced since WSC 2010.

We gained 1 new area, Eastern long Island.

What additional information would you like to share with other conference participants?

How to have a unified state-wide helpline.

Conference Input

Is there anything in particular you want to discuss at the conference?

Have state-wide helpline.

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

Visiting the areas and doing local workshops with the RCM's.

Some questions truncated to save space

Facts about Greater Philadelphia Region

Regional Delegate ..... **Paula B**
Have you attended a WSC before? How many? ..... **Yes, 2**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Zoe H**
Have you attended a WSC before? How many? ..... **No**
How many areas are in the region? **11**
How many groups are in the region? **144**
How many meetings take place each week in the region? **365**
How many H&I panels take place each week in the region? **104**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$12,253.00**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **60**
- Conventions and events? **40**
- Literature sales? **0**

What were the total annual expenses for your regional service committee in 2011? **$21,713.00**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **30%**
- H&I? **15%**
- Holding workshops and service meetings? **20%**
- Traveling to service meetings and workshops? **20%**
- Holding events? **15%**
- Any other expenses? .....

Total money contributed by the region to your zonal forum..... **The Autonomy Zone is not a funded zone**

Your Regional Service Structure

Does your region have a regional office? ..... **Yes**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ... **staying the same-it has varied**

Did your regional convention make a profit this year? ..... **No**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? ..... **The Inner City holds one a year.**
- Is attendance increasing, decreasing, or staying the same? ..... **This is their first one.**

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? ..... **501 (3) (C)**
- Did your regional corporation have to pay any taxes or duties last year? ..... **Yes**
- Do you have tax-exempt or duty-free status? ..... **Yes**

Is your region insured? ..... **Yes**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

We held IDTs workshops on Self Support with minimal participation. In addition we are going to have additional workshops on IDTs . We held a CAR workshop with great support. Our PR, Literature Review, Unity, and H&I each held learning days with success in attendance. The Literature Review subcommittee held a speaker jam on "Living Clean" with people speaking on each chapter.

What kind of training and mentoring efforts take place in your region and its areas?

Our RCMs were orientated to what it is to be a board member because they are the board of our corporation. When new trusted servants are elected in a position the former one will remain with them for a month to train and continue to be a mentor for them.

Describe what kind of planning activities your region and its areas utilize.

Currently we are in the process of utilizing basic planning and environmental scanning.

Successes with communication in your region or its areas

None at this time.

Please describe PR efforts carried out in your region.

We currently have PSA running on the TV and cable. We have a poster campaign in our region. The PR subcommittee has started building relationships with our mental health and substance abuse funders, attended an event at an Archdiocese conference, set up a PR table at the Recovery Walk, and many similar events.

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.

Our phoneline has prompts to access meetings, events and to speak to a live addict.

How many areas have their own phoneline or helpline? **0**

Please describe your area phoneline/helpline experience.

Do you have a regional website? ..... **Yes**

www.naworks.org

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

We held one in February with a great turn out due to the changes in the CAR.

How does your region reach a conscience about WSC matters?

We have a discussion on the matters and come to a conscience by agreement.

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**
Issue Discussion Topics ..... **Helpful**
Planning Basics ..... **Do not use**
PR Basics ..... **Helpful**
Service Pamphlets ..... **Helpful**

Some questions truncated to save space

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **Our members are growing.**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

Gaining support in our service areas and generating a fund flow.

Please describe the most significant challenge your region has faced since WSC 2010.

We are now using work groups for projects.

Please describe some highlights or successes your region has experienced since WSC 2010.

We were able to pay off our literature debt by having a Project Payoff work group bring awareness the importance of our 7th tradition. In addition we donated our time, efforts, and funds from the group members to make this a success.

What additional information would you like to share with other conference participants?

Conference Input

Is there anything in particular you want to discuss at the conference?

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

What has worked well for me as a delegate is to have an open communication flow, be available to our areas for support, and remain teachable. One major challenge is having our members to start thinking outside of the box.

Some questions truncated to save space

Facts about Greece Region

Regional Delegate ..... **Konstantine M**
Have you attended a WSC before? How many? ..... **Yes, 1**
Is your region planning to send an Alternate Delegate? ..... **No**
Alternate Delegate ..... **Panos P**
Have you attended a WSC before? How many? ..... **No**
How many areas are in the region? **2**
How many groups are in the region? **14**
How many meetings take place each week in the region? **100**
How many H&I panels take place each week in the region? **1**

Budget

Total amount of money contributed to the region by groups and areas in 2011? ..... $**6,500.00**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **50**
- Conventions and events? **30**
- Literature sales? **20**

What were the total annual expenses for your regional service committee in 2011? ..... $**6,110.00**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **15%**
- H&I? **15%**
- Holding workshops and service meetings? **50%**
- Traveling to service meetings and workshops? **10%**
- Holding events? ..... **%**
- Any other expenses? ..... **phoneline 10%**

Total money contributed by the region to your zonal forum **0**

Your Regional Service Structure

Does your region have a regional office? ..... **Yes**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **Increasing**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? ..... **1 or 2**
- Is attendance increasing, decreasing, or staying the same? ..... **increasing**

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? ..... **Non-profit non-government organization**
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **Yes**

Is your region insured? ..... **No**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

1 regional day-long service conference (200 participants)with sub-committee presentations and one workshop on Money Matters - 35 participants. 1 area workshop on Service at Other than Local Level - 25 participants. 1 area workshop on Sponsorship - 25 participants. 1 presentation of service at the Zonal Forum -8 participants. 1 area workshop on the recovery benefits of service (small groups) - 25 participants.

What kind of training and mentoring efforts take place in your region and its areas?

A percentage of recovery meetings are started off with service-related shares. Sponsorship and role-modeling are used to attract members to service. Much hinges on individual initiative and personal relationships.

Describe what kind of planning activities your region and its areas utilize.

No formal planing tools are used as such. Service workshops/presentations are normally included in the program planning of regional and area conventions (where the small group discussion process is mostly used.)

Successes with communication in your region or its areas

Individual groups were approached for direct contributions to a recent 1-day service conference (our first). This hadn't been attempted before and worked well. Subsequently, the English-speaking group which had a cash surplus was approached for a donation to the EDM, again successfully.

Please describe PR efforts carried out in your region.

H&I presents at psychiatric hospitals, detox clinics, prisons and treatment centers. PI presents to the general public, professionals etc and liaises with the church and local government to help groups find rooms.

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.

One Athens phoneline in operation daily, with regular training of members and work meetings.

How many areas have their own phoneline or helpline? ....**One area, in addition to the region.**

Please describe your area phoneline/helpline experience.

as above

Do you have a regional website? ..... **Yes**

Do you keep your meeting information updated here?..... **Yes**

Has your region hosted CAR workshops?..... **No**

Please describe your efforts such as number of workshops and average attendance.

How does your region reach a conscience about WSC matters?

It does not! Maintaining a basic, local service structure seems to take up all the available energy. There is a very small platform as yet for receiving information from even the European Zone. Service outside the regional level is done as a sort of futur

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**

Some questions truncated to save space

Issue Discussion Topics ..... **Do not use**
Planning Basics ..... **Do not use**
PR Basics ..... **Helpful**
Service Pamphlets ..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **growing**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

1. We have mostly been preoccupied with our house-keeping. We moved our services to new premises which we could ill-afford, and moved out again. 2. The rationale of the Region's being represented at the zonal forum has been the topic of discussion in most to the EDM, again successfully.

Please describe the most significant challenge your region has faced since WSC 2010.

• attracting people to service. • collecting area funds. • meaningfully engaging at a service level outside the regional.

Please describe some highlights or successes your region has experienced since WSC 2010.

A recent one-day service conference at a central hotel in Athens (the first such to be organized) was an outstanding success in number of participants and funds collected.

What additional information would you like to share with other conference participants?

Might resolving the congestion at the WSC decision-making processes involve scaling down the delegation of the European Zone?

Conference Input

Is there anything in particular you want to discuss at the conference?

What is the merit of delegates from communities which are not in the least conversant with the Conference issues? Should a seat at the WSC be treated as a privilege to be earned through a demonstrable degree of a community's engagement? Can communities "own" their seat if they neither earn it nor are asked for much in return? Is the issue of over-servicing relevant here, something we might wish to discuss?

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

What worked well is that delegation reinforced my perception of the N.A. vision. Unfortunately, the way to pass that on is person to person and over a long space of time, and not so much through the existing service structure. Also, I wish this question, or some such, was asked of every departing delegate at the EDM, so that a record would begin to be created of past servants' experience.

Some questions truncated to save space

Facts about Guatemala Region

Regional Delegate ..... **Germey R**
Have you attended a WSC before? How many? ..... **Yes, 1**
Is your region planning to send an Alternate Delegate? ..... **No**
Alternate Delegate ..... **Mario G**
Have you attended a WSC before? How many? ..... **No**
How many areas are in the region? **1**
How many groups are in the region? **12**
How many meetings take place each week in the region? **62**
How many H&I panels take place each week in the region? **6**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$2,000.00**
What percentage of your RSC's annual budget comes from:
Group and area contributions? **10**
Conventions and events? .. **We don't utilize convention income for services we save them for the next convention and re invested in the cost of the reg. packet the income for the CLANA was $15.000.00**
Literature sales? **90**
What were the total annual expenses for your regional service committee in 2011? ... **In 2011 we had the CLANA X in Guatemala, we received a lot of support from the RSC and we had a lot of PR activities, we invested almost USD$ 4.000.00. We used 26% of the conventions income for this PR effort**
Approximately, what percentage of your RSC's annual expenses cover:
PR efforts? **26%**
H&I? **15%**
Holding workshops and service meetings? ..... **We do workshops with 7 Tradition income**
Traveling to service meetings and workshops? **0%**
Holding events? ..... **%**
Any other expenses? .....
Total money contributed by the region to your zonal forum **0**

Your Regional Service Structure

Does your region have a regional office? ..... **No**
Does your region have a regional convention? ..... **Yes**
Is attendance increasing, decreasing, or staying the same? ..... **Decreasing**
Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **No**
How many per year? .....
Is attendance increasing, decreasing, or staying the same? .....
Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**

Some questions truncated to save space

What is the type of legal registration? ..... **Non profit civil association**
Did your regional corporation have to pay any taxes or duties last year? ..... **No**
Do you have tax-exempt or duty-free status? ..... **Yes**
Is your region insured? ..... **No**

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

We have been discussing the service system. on February 25 during the regional assembly , we agreed to work hard on this topic and I was assigned the task to work of having workshops in each. before this we only had a workshop which was attended by 40 people.

What kind of training and mentoring efforts take place in your region and its areas?

Describe what kind of planning activities your region and its areas utilize.

We have been using the APT, and we had difficulties maintaining the continuity of the established projects

Successes with communication in your region or its areas

Massive e-mails conveying the information

Please describe PR efforts carried out in your region.

The strongest effort we have had was the play that we presented in the National Theater of Guatemala, 1579 persons attended and through that we have had a lot of contact with institutions and the government.

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.

we forward the calls to the groups or we look for a meber so they meet with the newcomer to introduce him/her to NA

How many areas have their own phoneline or helpline? **0**

Please describe your area phoneline/helpline experience.

Do you have a regional website? ..... **Yes**

www.naguate.org

Do you keep your meeting information updated here? ..... **Yes**
Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

So far we have had 1, 40 people attended, but we are planning to have a workshop in each group beginning in March

How does your region reach a conscience about WSC matters?

Through voting

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**
Issue Discussion Topics ..... **Helpful**
Planning Basics ..... **Helpful**
PR Basics ..... **Helpful**
Service Pamphlets ..... **Helpful**

Some questions truncated to save space

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **Decreasing**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

The 0massive PI presentation we did during the X CLANA in Guatemala. Also the unity too support the groups, due to the need that the groups have to receive support form the service structure

Please describe the most significant challenge your region has faced since WSC 2010.

To have 1579 people attend a PI play

Please describe some highlights or successes your region has experienced since WSC 2010.

The interest shown by members to carry the message and to improve our service structure.

What additional information would you like to share with other conference participants?

Ever since we had the pI play, we have been sought out by institutions and the government requesting more information about NA

Conference Input

Is there anything in particular you want to discuss at the conference?

How we welcome newcomers?

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

The challenge is to maintain comunication and that the members gain interest in communicating, We have achieved this through the use of of forms to synthethize information or by simply re sending massive e-mails to the region's members.

Some questions truncated to save space

Facts about Hawaii Region

Regional Delegate ..... **Alan L**
Have you attended a WSC before? How many? ..... **Yes, 1**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate .....
Have you attended a WSC before? How many? ..... **Yes**
How many areas are in the region? **5**
How many groups are in the region? **120**
How many meetings take place each week in the region? **154**
How many H&I panels take place each week in the region? **12**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$8,647.62**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **44**
- Conventions and events? **19**
- Literature sales? **0**

What were the total annual expenses for your regional service committee in 2011? **$14,792.60**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **2%**
- H&I? **2%**
- Holding workshops and service meetings? **29%**
- Traveling to service meetings and workshops? **28%**
- Holding events? **25%**
- Any other expenses? ..... **Mdse 8% INS 8%**

Total money contributed by the region to your zonal forum **$2,645.91**

Your Regional Service Structure

Does your region have a regional office? ..... **Yes**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **generally Increasing**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? ..... **4 Island "Gathering" events**
- Is attendance increasing, decreasing, or staying the same? ..... **generally Increasing**

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? ..... **501 c 3**
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **Yes**

Is your region insured? ..... **Yes**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

We host an annual free Learning Day(s) on a different Island Area each year in rotation - budgeted about around $4200.00. Attendance is sometimes nearly 100 participants. We've hosted or subsidized several Island Workshops this year with regards to 12 Concepts of Service, 12 Traditions and The Service System Proposal.The region subsidizes all the costs of the CAR workshops as necessary.

What kind of training and mentoring efforts take place in your region and its areas?

Each area is responsive to their own needs and interest level. What we find as a regional body is that we need to have more in person meetings or mentoring sessions than is possible to maintain either financially or through varied interest of individuals to support them spiritually or practically.

Describe what kind of planning activities your region and its areas utilize.

We try and utilized the training tools which are found with resources at na.org including the area planning tool and its associated workshops. Sometimes there is resistance to such organization. People want more fun things to do. "Have FUN in recovery"

Successes with communication in your region or its areas

(1) Communication is our strong and and our weak point all in one; (2) We maintain a internet discussion board as a tool for elected members to communicate on and with each other. This is our strongest point! (3) We all utilize email, sometimes it gets overwhelming; (4) Communication skill levels are an issue

Please describe PR efforts carried out in your region.

We attempt to use the PR resource we find on the www.na.org . We encourage oters to explore the na.org site. We encourage others to use search terms to research their own questions. We have encouraged the "Bus Poster " campaign We sponsor Health Fair Booths regularly. Our Region participates as best as we can in the support of our Island Areas.

Does the region have any type of NA phoneline or a helpline? ..... **No**

Please describe your phoneline/helpline efforts.

We do encourage and support efforts in each of our areas in our Region to maintain a substantial phone-line and to carry forth PR efforts when practical .

How many areas have their own phoneline or helpline? **4**

Please describe your area phoneline/helpline experience.

Two of the Four helplines are meeting list updates with member contact numbers and a general helpline. The t other two of four are more personally directed and a guided helpline to members and inquiries, as well as general information on NA and updated meeting list. We participated in a statewide effort to have the individual NA Phone-lines publicized on the mass transit bus lines via professionally made posters.

Do you have a regional website? ..... **Yes**

www.na-hawaii.org

Some questions truncated to save space

Do you keep your meeting information updated here? ..... **Yes**
Has your region hosted CAR workshops? ..... **Yes**
Please describe your efforts such as number of workshops and average attendance.
Six Workshops, average attendance 15 interested members
How does your region reach a conscience about WSC matters?
Interestingly this doesn't come up much but since we meet rotationally and quarterly we make decisions via GSR/RCM participation and conscience is tallied usually in vote at our regional meetings
Which of the following tools have you made use of and do you find them helpful?
H&I Basics ..... **Helpful**
Issue Discussion Topics ..... **Helpful**
Planning Basics ..... **Helpful**
PR Basics ..... **Helpful**
Service Pamphlets ..... **Helpful**
Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **generally growing**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?
The Service System Proposal; The Living Clean Book Input; The Sixth Edition Stories; IDTs; IP development; Our Regional Convention; Hawaiian Welcome Key Tag; APF Zonal Meeting
Please describe the most significant challenge your region has faced since WSC 2010.
(1) Sometimes there is no "Unity with Leadership", because of differences of opinion within our committee. Sometimes this is because of incomplete information or insufficient time to explore options due to limited meeting time and distractions of inter island travel - We have a lot of obstacles to overcome and then we call for rotation of service positions and start the process all over again. (2) Lack of people stepping forward to fill vacant service positions that have significant leadership , or specific skill level requirements. (3) Fractures due to personalities before principles- Service at Regional Level has become unattractive to new entries or confrontational to the folks who have held positions. I am certain that this is not new because we are ever being reminded to place principles before personalities- we need to actively listen to the basics. (4) "Distrust of the Trusted Servant" is a major challenge and it makes a certain level of service unattractive (5) The Challenge of "Fund Flow" due to the imminent failure of our Regional Convention to generate the funds necessary to support our yearly Regional Budget/Expenditure level Our challenge also continues to be our geography.
Please describe some highlights or successes your region has experienced since WSC 2010.
(1) Development of The "Hawaiian Welcome" white Key Tag under the auspices of WSO-thank you very much (2) Development of active Public Relations Committees on all of our Islands. Professionally made Bus Posters published and distributed where

Some questions truncated to save space

possible. (3) Helping others through our own experience - Committee members meeting with newer groups and mentoring them through their formative times. (4) Positive participation at our Zonal Forum helping with fellowship development globally

What additional information would you like to share with other conference participants?

Id like to share the successes of the APF Zonal Forum in helping to bring "the clear NA message" to places it would not normally be. I would like to share of the Unity of Fellowship to be found globally despite nationalistic attitudes we sometimes seem to have to have "opinions" on.There will always be political strife in the world. NA can remain outside of it. Our Region has taken on "sponsorship" of some less developed Regions in the APF Zone in order to share our experience with them directly between conference cycles. Later on this year and next ,we may be able to share how that experience has worked for us.

Conference Input

Is there anything in particular you want to discuss at the conference?

(1) Probably would like to accentuate our participation in a world wide fellowship without diminishing the USA role in facilitating the global growth of NA worldwide.We were disappointed to be informed that the zonal forums presentations were canceled; (2) We would wish to have more guidance on "Building Consensus" unifying methods rather than the confrontational methods which we are "used to" employing; (3) We would hope that there was an easier way to "instantly" synchronize our meeting schedule updates with world wide meeting locate(r); (4) Principles before Personalities"; (5) A discussion of a Pt 2 of the stories in the Basic Text -inclusion of international stories of recovery.

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

The newly combined RD APF delegate position has begun this year. It is challenging due to so much travel and concentrated effort on the part of the RD but well worth it. Timely communication from the NAWS has worked well. Participation on the discussion boards hasn't worked for this delegate as there is way too much going on to take on even more. (1) The RD/RDa "department" is in charge of facilitating Informational Workshops to distribute information which come from NAWS and we have done so on a timely basis either in formal workshops or by using our communication "channels" which have been established by the Hawaii Region. and Our successful "Regional Learning Days" , are a weekend(s) event, well attended and fully funded by HRSC budget/expenditure, which rotate(s) yearly to each Island Area as a mentoring and informational tool showcasing all the NA resources both printed ones and on the internet, as well as the simplest things to generate fellowship and the love which NA has to offer. (2) The RD is challenged by harassment by folks outside the present structure of our service system who do not choose to use the protocol of GSR/RCM/RD but instead resort to manipulation by "letter writing" and mass

distribution of "slanted" or partial information. This has been experienced during this year of the SSP and certain folks have taken their cues and posted on internet , or written disturbing email information calling for transparency. (2a) Our biggest challenge is the ability to lead without governance and to expect recovering addicts to be wholly on a path of recovery when in service meetings as well as recovery meetings (3) Achieving Consensus is a challenge due to varying opinions on what the definition in practice is of "general consensus" (4) Principles before Personalities throughout our fellowship continues to be a challenge, Seems to me that's why we need to be "ever reminded"

Facts about HOW Brazil Region*

Regional Delegate ..... **Douglas V**
Have you attended a WSC before? How many? ..... **No**
Is your region planning to send an Alternate Delegate? ..... **No**
Alternate Delegate ..... **Tiago**
Have you attended a WSC before? How many? ..... **No**
How many areas are in the region? **21**
How many groups are in the region? **255**
How many meetings take place each week in the region? **670**
How many H&I panels take place each week in the region? **126**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$51,501**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **88**
- Conventions and events? **12**
- Literature sales? ..... **Not part of the region's finances**

What were the total annual expenses for your regional service committee in 2011? **$44,726**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **6%**
- H&I? **6%**
- Holding workshops and service meetings? **15%**
- Traveling to service meetings and workshops? **20%**
- Holding events? **12%**
- Any other expenses? ..... **Helpline project $12,290.00**

Total money contributed by the region to your zonal forum..... **to LAZF $1,340 to NAWS $5,027 to Brazilian Forum $1,340**

Your Regional Service Structure

Does your region have a regional office? ..... **Yes**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? .... **it's increasing in 2011 we had 560 atendees compared to 340 in 2009**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? **1**
- Is attendance increasing, decreasing, or staying the same? ..... **it increased 15%**

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? ..... **HOW's Regional Service Association**
- Did your regional corporation have to pay any taxes or duties last year? ..... **Yes**
- Do you have tax-exempt or duty-free status? ..... **No**

Some questions truncated to save space

Is your region insured? ..... **Yes**

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

We maintain communication with our committees and the region on a monthly basis, we exchange information with areas and committees in workshops

What kind of training and mentoring efforts take place in your region and its areas?

we have group meetings and wokshops with specific topics, we train MCRs in communication skills and we train GSRs and the secretaries. We have workshops for treasurers of areas and groups

Describe what kind of planning activities your region and its areas utilize.

Budget proposal and planning

Successes with communication in your region or its areas

by e-mail and telephoe, always attending our meetings. and we atend mneetings with members in etep festivals where we explain information and sponsor new trusted servants. Telephone line is always open to link the RCMs with GSRs

Please describe PR efforts carried out in your region.

The 0800 free helpline project allows any newcomer to call for free from any public phone, pr work with professionals, signs in freeways and in city centers with more than 70.000 people, communication with the state's government and their counties

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.

08008886362, it splits into 15 other phone lines for the areas

How many areas have their own phoneline or helpline? **15**

Please describe your area phoneline/helpline experience.

Excellent and innovative project in Brazil, ever since the H. O. W BRAZIL RSC restarted the project which was stagnant for 4 years. Currently is one of the largest projects because the number of calls coming in has doubled.

Do you have a regional website? ..... **Yes**

http://www.nahowbrasil.org.br

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

We met with all the members in the city of Campinas where the delegates provided the information

How does your region reach a conscience about WSC matters?

Through NAWS NEWS and the CAR and other information, and Johnny Lamprea helps us a lot through the LAZF

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**

Issue Discussion Topics ..... **Helpful**

Planning Basics ..... **Helpful**

Some questions truncated to save space

PR Basics ..... **Helpful**
Service Pamphlets ..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **It has grown we grew form 115 groups to 255 groups**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

Service System and development of the fellowship in the interior of the Sao Paulo state

Please describe the most significant challenge your region has faced since WSC 2010.

Service Systen and the seating of our region in the WSC, we feel isolated because only 30% of the groups in Brazil are represented by the two regions that are seated from Brazil

Please describe some highlights or successes your region has experienced since WSC 2010.

Developement of groups in other counties and to increase the number of groups and members is the focus of the efforts of all our service committees, to fullfil our primary purpose

What additional information would you like to share with other conference participants?

I would like to express that Brazil as a whole is not being represented in the WSC, only Rio and Sao Paulo are being represented,there are 3 regions which were created after the original Brazil region was created and these regions currently have over 700 groups and they purchase more than 78% of the literature in Brazil. We forwarded a motion requesting seating in the WSC and it was not included in the CAR, our region is very sad because of this, because our region works very hard and provides many services for narcotics anonymous, we are raising awareness about global services, it's sad because there is a world board member from Brazil and he has participated in our RSC meetings .... "We participate in the LAZF and the Brazilian forum. we are doing the work in our region, and we thank God we are on the Right Path.

Conference Input

Is there anything in particular you want to discuss at the conference?

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

Some questions truncated to save space

Facts about Iceland Region*

Regional Delegate ..... **Tris H**
Have you attended a WSC before? How many? ..... **No**
Is your region planning to send an Alternate Delegate? ..... **No**
Alternate Delegate ..... **Bjarki K**
Have you attended a WSC before? How many? ..... **No**
How many areas are in the region? **0**
How many groups are in the region? **10**
How many meetings take place each week in the region? **15**
How many H&I panels take place each week in the region? **23**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$260.00**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **80**
- Conventions and events? **20**
- Literature sales? **0**

What were the total annual expenses for your regional service committee in 2011? **$754.00**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? ..... **%**
- H&I? ..... **%**
- Holding workshops and service meetings? ..... **%**
- Traveling to service meetings and workshops? ..... **%**
- Holding events? ..... **%**
- Any other expenses? .....

Total money contributed by the region to your zonal forum .....

Your Regional Service Structure

Does your region have a regional office? ..... **No**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **decreasing**

Did your regional convention make a profit this year? ..... **No**
Do any areas in your region hold conventions? ..... **No**
- How many per year? .....
- Is attendance increasing, decreasing, or staying the same? .....

Is there a corporation or an entity with legal status that is a part of your regional structure? **No**
- What is the type of legal registration? .....
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **No**

Is your region insured? ..... **No**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?
Tradition workshops - attendance 4 - 7 people
What kind of training and mentoring efforts take place in your region and its areas?
personal training from member to member, handout sheets, tradition workshops
Describe what kind of planning activities your region and its areas utilize.
Successes with communication in your region or its areas
Please describe PR efforts carried out in your region.
Flyers in high schools, presentation for schools, police and rehab centers.
Does the region have any type of NA phoneline or a helpline? ..... **Yes**
Please describe your phoneline/helpline efforts.
3 lines for S Island. Member has it for 6 months.
How many areas have their own phoneline or helpline? .....
Please describe your area phoneline/helpline experience.
Do you have a regional website? ..... **Yes**
www.nai.is
Do you keep your meeting information updated here? ..... **Yes**
Has your region hosted CAR workshops? ..... **No**
Please describe your efforts such as number of workshops and average attendance.
How does your region reach a conscience about WSC matters?
Which of the following tools have you made use of and do you find them helpful?
H&I Basics .....
Issue Discussion Topics .....
Planning Basics .....
PR Basics .....
Service Pamphlets .....
Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **shrinking**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?
translation of the basic text
Please describe the most significant challenge your region has faced since WSC 2010.
money, responsibility
Please describe some highlights or successes your region has experienced since WSC 2010.
fully functioning service structure, translation committee, and understanding of NA Way
What additional information would you like to share with other conference participants?

Some questions truncated to save space

Conference Input

Is there anything in particular you want to discuss at the conference?

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

Using advice and strength from delegates has worked very well and given new hope and strength into our community. The hard part has been interpreting the information and staying up with the paperwork.

Some questions truncated to save space

Facts about Indiana Region

Regional Delegate ..... **Michael W**
Have you attended a WSC before? How many? ..... **No**
Is your region planning to send an Alternate Delegate? ..... **No**
Alternate Delegate ..... **Michael J**
Have you attended a WSC before? How many? ..... **No**
How many areas are in the region? **11**
How many groups are in the region? **325**
How many meetings take place each week in the region? **380**
How many H&I panels take place each week in the region? **10**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$8,369.77**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? .....
- Conventions and events? .....
- Literature sales? .....

What were the total annual expenses for your regional service committee in 2011? .....
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? ..... %
- H&I? ..... %
- Holding workshops and service meetings? ..... %
- Traveling to service meetings and workshops? ..... %
- Holding events? ..... %
- Any other expenses? .....

Total money contributed by the region to your zonal forum .....

Your Regional Service Structure

Does your region have a regional office? ..... **No**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? .....

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? **4**
- Is attendance increasing, decreasing, or staying the same? .....

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? .....
- Did your regional corporation have to pay any taxes or duties last year? ..... **Yes**
- Do you have tax-exempt or duty-free status? ..... **Yes**

Is your region insured? ..... **Yes**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

Region has hosted learning days

What kind of training and mentoring efforts take place in your region and its areas?

Describe what kind of planning activities your region and its areas utilize.

Successes with communication in your region or its areas

Please describe PR efforts carried out in your region.

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.

How many areas have their own phoneline or helpline? .....

Please describe your area phoneline/helpline experience.

Do you have a regional website? ..... **Yes**

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

How does your region reach a conscience about WSC matters?

Which of the following tools have you made use of and do you find them helpful?

H&I Basics .....

Issue Discussion Topics .....

Planning Basics .....

PR Basics .....

Service Pamphlets .....

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **Growing**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

- **Invited all ASC's for input and solutions for website concerns.**

Please describe the most significant challenge your region has faced since WSC 2010.

- **Consistent stable website where all ASC's interact with needed changes. • Continual challenge keeping all regional chair and officer positions filled.**

Please describe some highlights or successes your region has experienced since WSC 2010.

- **New groups are getting the support they need to stabilize. • H&I efforts continue to stabilize. •Seventh Tradition money flow matters I consistent from groups to ASC's to Region to NAWS.**

What additional information would you like to share with other conference participants?

Conference Input

Is there anything in particular you want to discuss at the conference?

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

Some questions truncated to save space

Facts about Iowa Region

Regional Delegate ..... **Amanda M**
Have you attended a WSC before? How many? ..... **Yes, 1**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Bob K**
Have you attended a WSC before? How many? ..... **No**
How many areas are in the region? **13**
How many groups are in the region? **170**
How many meetings take place each week in the region? **281**
How many H&I panels take place each week in the region? .. **approx 40, some are bi-weekly or monthly**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$7,199.00**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **71**
- Conventions and events? **29**
- Literature sales? **0**

What were the total annual expenses for your regional service committee in 2011? **$5,442.00**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **6%**
- H&I? **0%**
- Holding workshops and service meetings? **14%**
- Traveling to service meetings and workshops? **24%**
- Holding events? **26%**
- Any other expenses? ..... **7% committee operating expenses**

Total money contributed by the region to your zonal forum **$0.00**

Your Regional Service Structure

Does your region have a regional office? ..... **No**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **Same**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **No**
- How many per year? .....
- Is attendance increasing, decreasing, or staying the same? .....

Is there a corporation or an entity with legal status that is a part of your regional structure? **No**
- What is the type of legal registration? .....
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **No**

Is your region insured? ..... **Yes**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

• Region: -Service System Proposals (6 times, 8-50 in attendance) -US Fellowship Assembly (1 time, 30 attended) -Concepts (not all 12 at once) (4 times, 10-45 attended) -Environmental Scanning/Planning at the Local Level (1 time, 45 attended) -Internet, Social Media, the NA Member, and Anonymity (1 time, 45 attended) -A Vision for NA Services (1 time, 35 attended) -PI/PR learning day (1-2 times/year, 20-40 attended) -H&I Learning day (1-2 times/year, 20-40 attended) -In Times of Illness (1 time, 30 attended) -1-800 Regional Phoneline Informational workshop (1 time, 45 attended) • Area: -Service System Proposal (1 area, 1x) -US Fellowship Assembly (3 areas, 1x each, 5-15 attended) -Living Clean Review and Input Sessions (1 area, weekly until done, 3-12 attended) -Concept 5 & Tradition 9 (1 area, 1x, 40 attended) -Phoneline (almost all areas have this 1-2x/year, 10-25 attend) -PR/PI (presentation/booth training, learning day, PR Basics, etc.) (almost all areas have this 1-4x/year, 5-30 attend) -H&I (orientation, workshop, learning day, etc.) (almost all areas have this 1-6x/year, 3-40 attend) -CBDM/Roberts Rules of Order learning day (1 area 1x, minimal attendance) -Newcomer (1 area, 2 times, 30 attended) -Building Strong Home Groups (2 areas, 1x each, 10-15 attended).

What kind of training and mentoring efforts take place in your region and its areas?

• Region: -We have an RCM Orientation at each quarterly RSC (2-15 attend) -We held a General Assembly with a few of the above workshops. -We just changed regional policy so that some of the officers and subcommittee chairs attend the next RSC after their term ends to give an outgoing report and transition to new servant better. • Areas: -GSR Orientation (many areas have this 1-4x/year, 3-20 attend) -Train the Trainer Workshop (2 areas, 1x each, 5-10 attended) -Area Policy sessions (a couple areas had this) -Training days/Service learning days (a couple areas had this) -Some mentoring is done individually by exiting servants, but nothing formal put in place

Describe what kind of planning activities your region and its areas utilize.

• Region: -Fall 2011 we implemented a yearly planning session for the PR Subcommittee. -Also, we put into policy for all regional officers to submit a budget for approval at the following RSC. • Areas: -Area inventory (a few areas) -Planning and budgeting in subcommittees and ASC (some areas) -Discuss ideals (one area) -Annual PR Planning Session (one area)

Successes with communication in your region or its areas

• Region: -We are in the process of revising our Regional website, to make content viewing easier, and also training the area servants to update meetings on regional site with BMLT server, add more features. Regional position emails have been added. -The RD team makes a one-page bullet-pointed quarterly handout given to each RCM at the RSC, with enough copies for each group in their area, with Regional, Zonal, World information. We also have started emailing a PDF version of this document to RCM's and officers so they can forward on. -Subcommittees have utilized Skype for policy-

Some questions truncated to save space

making work group, web servant training, and in-between RSC communications - Emails in between RSC's are utilized by officers and RCM's. • Areas: -a couple areas have had success in communicating with Sheriffs/Prisons to be able to carry NA message in additional jails/prison -trying to improve communications with rural groups that aren't connected at area -one area has a quarterly newsletter and a "news" section on their website for use in-between newsletters -one area has seen improvement in communications between trusted servants

Please describe PR efforts carried out in your region.

• Regional level: -We had a booth at the Iowa State Fair in 2010, but discontinued in 2011 due to expense/effectiveness. -in April 2011 we will have a booth at the Iowa Governor's Conference on Substance Abuse -email signup at Regional website to have updated regional meeting schedule emailed to an individual on a monthly basis. Member addicts and professionals utilize this tool. • Area level: -many areas have 1-2 flyer days/year -one area has a professional flyer day on a weekday to give info packets to helping professionals -a few areas stuff and mail out info packets to community agencies and/or send emails to libraries, schools, jails, etc -one area had a PI Unity Day - one area added a phone book listing -two areas had PSA's on radios and tv -a few areas had PR Presentations and/or booths at places such as: a boy's training school, a church, county fair, treatment facilities, hospital, Helping Professionals Conference -one area supplied white booklets to a Psychiatric Unit -one area had a group sponsored billboard -one area posts flyer to busses quarterly

Does the region have any type of NA phoneline or a helpline? ..... **No**

Please describe your phoneline/helpline efforts.

In February 2011, the region approved moving forward with getting a 1-800 phoneline service for the region. So currently we do not have any at the regional level, but will be implementing training and setting up this year. We also facilitate phoneline workshops as part of the PI/PR learning days.

How many areas have their own phoneline or helpline? **10**

Please describe your area phoneline/helpline experience.

7 areas have cell phones for their phonelines, 1 area has a hotline managed through an answering service, 2 have answering machines. Almost all of these areas have phoneline training efforts.

Do you have a regional website? ..... **Yes**

www.iowa-na.org

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

We held one at our RSC weekend in February, with about 25 in attendance. RD's are in the process of holding CAR/CAT workshops in each area upon request (7 of 12 areas have been scheduled, 3 more areas are holding on their own, a couple have already happened), so don't have many numbers yet on attendance. One area is hosting multiple CAR/CAT workshops in different towns due to the large geographical scope of

Some questions truncated to save space

the area. Our Region also hosted the Plains States Zonal Forum CAR/CAT workshop in February in Des Moines.

How does your region reach a conscience about WSC matters?

We hold a CAR Conscience gathering day in April, in which the RCM's bring the consciences of their areas. We hold discussions that day to find out the reasoning behind their decisions. It is tallied by majority (RRO), not consensus.

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**
Issue Discussion Topics ..... **Helpful**
Planning Basics ..... **Helpful**
PR Basics ..... **Helpful**
Service Pamphlets ..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **Approximately the same**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

• Service System Proposals-Moving from PI and H&I subcommittees to a combined PR subcommittee at the regional level • Regional PR projects • US Fellowship Assembly/US Service Conference • Regional 1-800 # creation • Apathy of service/getting people involved in service • Mentoring • Following traditions/concepts • GSR's not attending Area and why • Spirituality and unity • Helping newcomers/relapse of members

Please describe the most significant challenge your region has faced since WSC 2010.

• Year-long trial and subsequent approval and creation of PR Committee at Region, making sure H&I doesn't get lost in the process, transitions can be messy • Apathy/getting people involved/burnout (all of our regional positions are filled and gratefully active, with the exception of one subcommittee position, but some difficulties at area/group levels, and some lack of interest at topics concerning our fellowship as a whole-SSP, etc). Also, financial expense and rotation of region has caused some areas not to show up to every region. • Our regional finances have fluctuated. We are ok now, but some quarters have been low and not able to fund everything we want to do or donate to World. • Area events still don't seem to be well coordinated between areas (so sometimes there is more than one function on the same day in a nearby area/town and attendance suffers at both) • A couple of our areas struggle, one has folded (with some of their groups joining other areas, some not), with distance, human support, willing servants. Some rural and/or outlying towns/groups don't get much support from area/region and there are gaps in service and meeting availability. Outreach at area and regional levels definitely could be created/strengthened.

Please describe some highlights or successes your region has experienced since WSC 2010.

Region: • Our region turned 30 and we had a 30th anniversary celebration in October 2011 • Switching to PR at region has also been a source of success. At the PR committee

Some questions truncated to save space

(only), we have implemented the use of CBDM and color cards for discussing and consenting. People really like the color cards! Also have created an annual planning session at PR and utilize workgroups. • 2 annual regional conventions (IRCNA 27 and 28) • Regional website revision, with monthly reminders send out to area trusted servants asking for meeting schedule updates. This has really helped with keeping our list of meetings on the website more current. • We will be adding a 1-800 regional phoneline • Making regional officer budgets and having those and subcommittee budgets go back to areas/groups for approval. This moves us more towards being planning-oriented and more responsible to the groups we serve. • We have moved from a 1-day to a 2-day quarterly RSC. This give us more time to spend on RCM orientation, subcommittees, workshop, open forum, and business meeting. It has also been somewhat of a challenge, in that it is an added expense for areas/individuals. • Having time quarterly workshops at RSC to discuss relevant topics (Concepts, IDT's, SSP, etc.) • In 2011 we had a General Assembly day with workshops Areas: • Creating interest for service • additional literature sales inventory • surviving group relocations • additional H&I panels • creating area PR subcommittee • limited outreach successes with helping rural groups attend ASC, a couple areas getting meetings started in rural communities • switching to cell phone for phoneline

What additional information would you like to share with other conference participants?

Conference Input

Is there anything in particular you want to discuss at the conference?

Motions vs. proposals at WSC, social media, ranch costs, mentoring/training tools, apathy, Service System Proposals, planning tools, new IDT's, literature survey-looking ahead, making world board responses to regional motions more pro/con based, less one-sided/recommendation based, add PR to GLS, how to downsize WSC and what plans the WB has to assist the US fellowship in trying to create some national body to aid discussion of US issues (an RCM says, "without creating more controversy"...I'm not sure that is possible with any sort of change though :))

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

-As RD's, RCM support of us attending, usefulness, financial impact of Zonal has been questioned off and on for years. Our region also does not donate to PSZF. However, we continue to attend, and have majority support for, Plains States Zonal Forum and strive to make it a more relevant resource for our region. Personally, it has been a great resource for getting to know other RD's and getting training/information sharing/ support from them, which in turn has helped me be a better RD. -Trying to get information up to the group and member level has proved challenging. The one-page RD team handout has been helpful in communication and RCM's want it to continue, but doesn't always get to the group. Emailing has helped communications also-and if feedback is needed, setting deadlines helps get more responses. -Utilizing multiple

Some questions truncated to save space

communication methods, phone, email, handouts has helped. Not just relying on one format. -Online forums are helpful for information and communications, they can also be time-suckers and drama-filled. -Coordinating with other regional officers on projects/tasks has worked well. Setting deadlines, having single points of accountability are extremely helpful. -Lack of motions for the CAT is slightly challenging, although the letter states the project plans will be motions, so that helps. Getting people interested in the CAR/CAT in general, can be challenging also. Trying to explain the 4 different types of decisions and their implications in the CAR is difficult. It seems to turn people off and they tune out, it is a little overwhelming for some. I understand all their different functions, but simplifying is sometimes better! -Being given time at the RSC to do workshops has enabled us a forum to discuss relevant issues, bring back workshops, IDT's from Zonal and World. People really seemed to like the In Times of Illness workshop, but there was a lot of grumbling beforehand, I think because it is such a strong, complicated, hard to talk about topic, but the workshop made it easier to discuss. -Being RD has been an amazing experience. Having the ability to communicate with addicts doing service all across the world has enriched my recovery and abilities, broadened my perspective, as well as help bring some of that back to my region, area, and home group. -Growing more planning focused is a good direction for our fellowship and it is great to see light bulbs go off when people are in brainstorming sessions. Some really good ideas come out of those, having the human and financial resources to implement new projects always seems to be a stumbling block.

Some questions truncated to save space

Facts about Iran Region

Regional Delegate ..... **Javad M**
Have you attended a WSC before? How many? ..... **No**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Mahmoud C**
Have you attended a WSC before? How many? ..... **Yes, 1**
How many areas are in the region? **21**
How many groups are in the region? **3913**
How many meetings take place each week in the region? **18195**
How many H&I panels take place each week in the region? **640**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$67,407.00**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **90**
- Conventions and events? **0**
- Literature sales? **10**

What were the total annual expenses for your regional service committee in 2011? **$52,007.00**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **8%**
- H&I? **3.4%**
- Holding workshops and service meetings? **15%**
- Traveling to service meetings and workshops? **5%**
- Holding events? **30%**
- Any other expenses? **38.60%**

Total money contributed by the region to your zonal forum **$15,000.00**

Your Regional Service Structure

Does your region have a regional office? ..... **Yes**
Does your region have a regional convention? ..... **No**
- Is attendance increasing, decreasing, or staying the same? .....

Did your regional convention make a profit this year? .....
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? **5**
- Is attendance increasing, decreasing, or staying the same? ..... **Increasing**

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? ..... **NGO**
- Did your regional corporation have to pay any taxes or duties last year? ..... **Yes**
- Do you have tax-exempt or duty-free status? ..... **No**

Is your region insured? ..... **No**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

About 500 workshops with avg attendance of 150 to 250 with topics about: money in NA, Traditions, H&I, PI, Unity, Service based recovery,.....

What kind of training and mentoring efforts take place in your region and its areas?

Workshops and Learning days.

Describe what kind of planning activities your region and its areas utilize.

Budget planning

Successes with communication in your region or its areas

Holding Multi-area assembly in 6 different areas.

Please describe PR efforts carried out in your region.

Maintaining contact with government officials and holding workshops for Professionals. Clearing the misunderstandings and answering questions.

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.

Giving address of the meetings

How many areas have their own phoneline or helpline? **5**

Please describe your area phoneline/helpline experience.

Same as above

Do you have a regional website? ..... **Yes**

www.na-iran.org

Do you keep your meeting information updated here?..... **Yes**

Has your region hosted CAR workshops?..... **No**

Please describe your efforts such as number of workshops and average attendance.

How does your region reach a conscience about WSC matters?

The questions were translated and sent to Areas for their comments.

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**

Issue Discussion Topics ..... **Helpful**

Planning Basics ..... **Helpful**

PR Basics ..... **Helpful**

Service Pamphlets..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **growing**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

Generating information about 12 traditions booklet. Holding workshops

Please describe the most significant challenge your region has faced since WSC 2010.

Service Structure. insufficient guide lines. Weakness in Planning

Some questions truncated to save space

Please describe some highlights or successes your region has experienced since WSC 2010.

Holding regional assembly. Growing of the fellowship in quality. Helping the neighbouring countris such as Afghanistan.

What additional information would you like to share with other conference participants?

Our relationship with our government was not good for a while. But in the past year we have re-established our good relations using basic PI tools.

Conference Input

Is there anything in particular you want to discuss at the conference?

NO

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

Unity. Diversity. Exchanging experience and workshops.

Some questions truncated to save space

Facts about Ireland Region

Regional Delegate ..... **Michael B**
Have you attended a WSC before? How many? ..... **Yes, 1**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Jane M**
Have you attended a WSC before? How many? ..... **No**
How many areas are in the region? **4**
How many groups are in the region? **190**
How many meetings take place each week in the region? **190**
How many H&I panels take place each week in the region? ..... **20 approx**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$5,000.00**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **40**
- Conventions and events? **36**
- Literature sales? **21**

What were the total annual expenses for your regional service committee in 2011? **$20,000.00**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **3%**
- H&I? **2%**
- Holding workshops and service meetings? **45%**
- Traveling to service meetings and workshops? **25%**
- Holding events? **27%**
- Any other expenses? .....

Total money contributed by the region to your zonal forum **0**

Your Regional Service Structure

Does your region have a regional office? ..... **Yes**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **increasing**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? **1**
- Is attendance increasing, decreasing, or staying the same? ..... **increasing**

Is there a corporation or an entity with legal status that is a part of your regional structure? **No**
- What is the type of legal registration? .....
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **No**

Is your region insured? ..... **Yes**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

• Workshop on new funding/self support pamphlets 40 attendees, • Workshop on role of regional delegate team 40 attendees, • workshop on building stronger homegroups 60 attendees, • workshop on revised "In Times of Illness" 50 attendees • CAR workshops planned/under way, • workshop on purpose and functioning of EDM zonal forum 50 attendees, • Leadership workshop 20 attendees, • workshop on "Disruptive and violent behavior" 30 attendees.

What kind of training and mentoring efforts take place in your region and its areas?

All of our workshop aim to inform and train, in one of areas we have a homegroups sub committee and another another an outreach committee which mentor and train groups on how to set up well and thereby most effectively create an atmosphere of recovery and carry our message

Describe what kind of planning activities your region and its areas utilize.

We are currently in the final year of a strategic planning process, most of the objectives we had have been achieved, we plan to undertake another plan

Successes with communication in your region or its areas

Holding workshops has been successful in engendering unity and opening communication by creating new newtworks of members with common interests, changing from using personal email addresses or gmail Yahoo etc hosted on our website to addresses specific to service positions

Please describe PR efforts carried out in your region.

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.

How many areas have their own phoneline or helpline? **4**

Please describe your area phoneline/helpline experience.

Do you have a regional website? ..... **Yes**

http://www.na-ireland.org

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

How does your region reach a conscience about WSC matters?

Discussion and debate at CAR workshops and REC meetings

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**
Issue Discussion Topics ..... **Helpful**
Planning Basics ..... **Helpful**
PR Basics ..... **Helpful**
Service Pamphlets ..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **growing**

Some questions truncated to save space

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

Literature prices, debate at 1 area regarding court cards

Please describe the most significant challenge your region has faced since WSC 2010.

Financial challenge has been significant and the usual difficulty in finding members to do service

Please describe some highlights or successes your region has experienced since WSC 2010.

Our regional convention continues to be on of our great highlights for fun, recovery meeting and speakers and seivice/recovery topic workshops

What additional information would you like to share with other conference participants?

Conference Input

Is there anything in particular you want to discuss at the conference?

We have an issue on childcare protection legislation which.has been enacted in Ireland and its potential to affect us

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

The amount of information which we have to deal with and how to disseminate that information

Some questions truncated to save space

Facts about Israel Region

Regional Delegate ..... **Yoel**
Have you attended a WSC before? How many? ..... **Yes, 1**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Netta**
Have you attended a WSC before? How many? ..... **No**
How many areas are in the region? **7**
How many groups are in the region? **270**
How many meetings take place each week in the region? **270**
How many H&I panels take place each week in the region? **50**

Budget

Total amount of money contributed to the region by groups and areas in 2011? .....
What percentage of your RSC's annual budget comes from:
- Group and area contributions? .....
- Conventions and events? .....
- Literature sales? .....

What were the total annual expenses for your regional service committee in 2011? .....
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? ..... %
- H&I? ..... %
- Holding workshops and service meetings? ..... %
- Traveling to service meetings and workshops? ..... %
- Holding events? ..... %
- Any other expenses? .....

Total money contributed by the region to your zonal forum .....

Your Regional Service Structure

Does your region have a regional office? ..... **Yes**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **increasing**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? **2**
- Is attendance increasing, decreasing, or staying the same? ..... **increasing**

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? ..... **non-profit organization**
- Did your regional corporation have to pay any taxes or duties last year? ..... **Yes**
- Do you have tax-exempt or duty-free status? ..... **No**

Is your region insured? ..... **Yes**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?
social media, guide lines, translation, planing, NA public image, money matters, Steps, Speakers, Tradition. average attendance - 50 people.

What kind of training and mentoring efforts take place in your region and its areas?
sponsorship, tradition work shops

Describe what kind of planning activities your region and its areas utilize.
learning the area planning tool

Successes with communication in your region or its areas
emails communication started to take place. attempting to coordinate area events through website. the website is very active

Please describe PR efforts carried out in your region.
presentations and panels to professionals, radio commercial and TV movie clip, meetings with collaboration with H&I with prison officials

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.
we have a helpline in the center, in the south and in the north. 25 calls a week average

How many areas have their own phoneline or helpline? **2**

Please describe your area phoneline/helpline experience.
answering 24 hours a day to the phone calls

Do you have a regional website? ..... **Yes**
http://naisrael.org.il/

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.
1 workshop in the European Convention

How does your region reach a conscience about WSC matters?
we currently don't have a procedure to share the WSC matters. we are working on that

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**
Issue Discussion Topics ..... **Do not use**
Planning Basics ..... **Helpful**
PR Basics ..... **Helpful**
Service Pamphlets ..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **growing**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?
changing the service structure and the regional structures, rotation and election guidelines, H&I and P&R cooperation, problems with tax exempt

Some questions truncated to save space

Please describe the most significant challenge your region has faced since WSC 2010.

coordinating between the areas and subcommittees, the issue of seven tradition vs. our tax exempt privileges

Please describe some highlights or successes your region has experienced since WSC 2010.

European convention, dividing into areas, prison authority bought 15,000 dollar value of literature

What additional information would you like to share with other conference participants?

Conference Input

Is there anything in particular you want to discuss at the conference?

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

translating the mateiral is very very challenging. a good helpful tool is the PP presentation, IDT is helpful to keep members

Some questions truncated to save space

Facts about Italy Region

Regional Delegate ..... **Luisa R**
Have you attended a WSC before? How many? ..... **Yes, 1**
Is your region planning to send an Alternate Delegate? ..... **No**
Alternate Delegate .....
Have you attended a WSC before? How many? ..... **Yes**
How many areas are in the region? **6**
How many groups are in the region? **52**
How many meetings take place each week in the region? **90**
How many H&I panels take place each week in the region? .....

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$7,798.00**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **57**
- Conventions and events? **28**
- Literature sales? **14**

What were the total annual expenses for your regional service committee in 2011? **$13,030**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **15%**
- H&I? **0%**
- Holding workshops and service meetings? **10%**
- Traveling to service meetings and workshops? **10%**
- Holding events? **10%**
- Any other expenses? ..... **Web site 10%, General service assembly, once a year 20% Travelling expenses for one day Regional Service meeting, 3 time a year 25%**

Total money contributed by the region to your zonal forum **$1,303**

Your Regional Service Structure

Does your region have a regional office? ..... **No**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? . **In the last year the number has increased from 150 to over 220, but in previous years the number had been decreasing**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? ..... **Between 6 and 7**
- Is attendance increasing, decreasing, or staying the same? ..... **not sure, getting an answer from the RCM is like drawing blood from a stone**

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? **We are legally registered with a Social Statute and a Company Act**

Some questions truncated to save space

Did your regional corporation have to pay any taxes or duties last year? ..... **Yes**
Do you have tax-exempt or duty-free status? ..... **Yes**
Is your region insured? ..... **No**

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

***We held 2 workshops for the Regional committee sponsored by the EDM Fellowship Development committee, at our Assembly weekend in October, on the Service System Proposals and the Planning Basics. Another was held for all GSR's on the IDT Our Service Structure., and about 30 members were there. *During the last cycle workshops were held in Brescia and Milan, with a frequency of about 20 members at the first and up to 80 at the second, both on Scanning and Planning. *Another workshop was held in Bari on the IDT Our Service Structure, at which maybe 12 members attended. There is doubt amongst some members if there is any utility in holding workshops, as they are expensive to organize and there seems to be some trepidation in getting members to speak their minds. This is not though the general consensus The Area Centro have held 2 workshops. A third one will take place in march. Subjects: scanning and planning to better carry the message, to where we should carry the message, the web and anonymity issues, in march we will present our program what we do what we don't do, how we do it, our personal experience as trusted servants, where we go etc, in order to attract people in to the committee. We hold presentations at the Approdo treatment center, clinic san Valentino, policlinico Gemelli, and at the Sert, (methadone clinic) in via dei Frentani. *Becky and Jane came to our InterArea weekend event in Latina and held a workshop on PI for us, much loved and appreciated. We also participated at the ISAM in Milan the same weekend, in October 2010.**

What kind of training and mentoring efforts take place in your region and its areas?

I believe that only the Area Brescia holds frequent teaching days but I haven't been able to get any specific news from them...Area Centro has held afternoon teaching seminars at group level...

Describe what kind of planning activities your region and its areas utilize.

We have not yet begun to prioritize our budgets. Any committee may present a budget which is accepted and the funds are handed over when necessary, during the course of the following year, if there are funds.

Successes with communication in your region or its areas

***The Milan area which has been undergoing some difficulties has unanimously decided to revise their Guide Lines and this has been seen as a step in the right direction. * The Area Centro has undertaken an Inventory sheet found in the Basic Planning booklet to hold an Area Inventory day… The South Area, which is too small to hold area meetings and not yet able to hold Skype meetings are trying to set up some festive meetings to celebrate their first meetings some 6/7 years ago**

Some questions truncated to save space

Please describe PR efforts carried out in your region.

Workshops were held in July 2011 on PI work, also Planning and Scanning, and how to Prioritize In the Northern Area they have held meetings with speakers sharing their experience on service, meetings on the concepts and traditions, and the local PI committee has been reformed, and they intend to begin with a study of the PI guidebook. The general consensus is that doing workshops is improving a sense of unity and has been productive.

Does the region have any type of NA phoneline or a helpline? .....

Please describe your phoneline/helpline efforts.

Yes, run by Regional PI. Our Regional number receives at times ¾ calls a week by people seeking information on where to find a meeting in their area, and they are given the local numbers of each area,.out of 6 areas

How many areas have their own phoneline or helpline? .....

Please describe your area phoneline/helpline experience.

Do you have a regional website? ..... **Yes**

www.na-italia.org

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **No**

Please describe your efforts such as number of workshops and average attendance.

How does your region reach a conscience about WSC matters?

I have e-mailed copies of the Living Clean book to numerous English speaking members, asking them to give me their input by April. WE have held a workshop on the Proposals so I do have an idea of the Italian members opinion.…I have posted on our mailing l

Which of the following tools have you made use of and do you find them helpful?

H&I Basics .....

Issue Discussion Topics ..... **Helpful**

Planning Basics ..... **Helpful**

PR Basics ..... **Helpful**

Service Pamphlets .....

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **Growing, both Torino and Sardinia are in the process of opening new meetings ....Also Pordenone and Gardone**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

Unfortunately I haven't been able to enter into a communication with our RCM's, neither at our regional meetings nor via e-mail. Inviting them to openly discuss their thoughts or opinions on any topic is met by a wall of silence, or maybe a couple of them will say that they don't have any opinion. I really hope that we can change this with time

Some questions truncated to save space

Please describe the most significant challenge your region has faced since WSC 2010.

Communication with the RCM's.

Please describe some highlights or successes your region has experienced since WSC 2010.

***Holding the workshops that FD from the EDM financed. *The good participation at our Convention. *The formation of a Regional PI committee, and this year also a O&I Regional committee, which still has to take off. *Doing a regional inventory.**

What additional information would you like to share with other conference participants?

NA Italy is growing and amongst our members there are many able people who would like to serve more efficiently, and in a more modern way.. Our efforts at Public Information and even O&I are falling on deaf ears, because we have no Governmental recognition, and little respect as a viable program of recovery. Whilst our efforts to spread our message have spread in the field of the Health system, with some success, we have made NO effort at all to approach the Judiciary, neither at the level of the local police stations nor at a higher level. It seems that our Italian members are distrustful or unable to approach this part of the social system, where we are most likely to find addicts that have never heard of NA. Most of the Italian population has never heard of Narcotics Anonymous, even though we exist in this country for 30 years.

Conference Input

Is there anything in particular you want to discuss at the conference?

How to begin to gain Governmental recognition and respect. How to begin a collaborative relationship with the Judiciary in Italy.

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

Our Trustees held a meeting on the Principles of Leadership which was well frequented and appreciated by all, at the end of our Assembly weekend. It was a moment of real spiritual sharing. The biggest challenge has been to face those members who think that they have nothing to learn about service, and who view service even at regional level as an endeavor to appear more important.

Some questions truncated to save space

Facts about Japan Region

Regional Delegate ..... **Takashi K**
Have you attended a WSC before? How many? ..... **Yes, 1**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Matsuura Y**
Have you attended a WSC before? How many? ..... **No**
How many areas are in the region? **13**
How many groups are in the region? **156**
How many meetings take place each week in the region? **405**
How many H&I panels take place each week in the region? .....

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$60,200**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **25**
- Conventions and events? **17**
- Literature sales? **58**

What were the total annual expenses for your regional service committee in 2011? ..... $**75,000.00**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **10%**
- H&I? **10%**
- Holding workshops and service meetings? **0%**
- Traveling to service meetings and workshops? **25%**
- Holding events? **25%**
- Any other expenses? ..... **maintaining of regional office 30%**

Total money contributed by the region to your zonal forum **$1,500.00**

Your Regional Service Structure

Does your region have a regional office? ..... **Yes**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **increasing**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? ..... **one**
- Is attendance increasing, decreasing, or staying the same? ..... **same**

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? ..... **Ministry of Justice,Ministry of Health,Labor and Welfare**
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **No**

Is your region insured? ..... **No**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

Service workshops are held in regional conventions; topics covered are regional /area/group services and explanation of contributions; once per year; 200 attend.

What kind of training and mentoring efforts take place in your region and its areas?

none

Describe what kind of planning activities your region and its areas utilize.

RSC, ASC

Successes with communication in your region or its areas

We started applying brainstorming in RSC, and it's working quite well.

Please describe PR efforts carried out in your region.

NA internet homepage; NA posters at hospitals, prisons,etc.

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.

Providing informations about meetings, such as where and when they are held,etc.

How many areas have their own phoneline or helpline? **13**

Please describe your area phoneline/helpline experience.

Providing informations about where and when meetings are held.

Do you have a regional website? ..... **Yes**

http://najapan.org

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **No**

Please describe your efforts such as number of workshops and average attendance.

How does your region reach a conscience about WSC matters?

Via printed materials and direct report at RSC and ASC.

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Do not use**

Issue Discussion Topics ..... **Do not use**

Planning Basics ..... **Do not use**

PR Basics ..... **Do not use**

Service Pamphlets ..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **growing**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

How should we deal with cross addiction.

Please describe the most significant challenge your region has faced since WSC 2010.

Sending message delegates to Korea.

Please describe some highlights or successes your region has experienced since WSC 2010.

Publishing of HOW&WHY.

Some questions truncated to save space

What additional information would you like to share with other conference participants?

Plans for 2013 Japan Regional Convention are undecided yet.

Conference Input

Is there anything in particular you want to discuss at the conference?

We would like to discuss about how to set new areas, and how to support areas which are getting weak in activity.

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

Topics covered at WSC are well transmitted to the region, due to attaining budgets for translation.

Some questions truncated to save space

Facts about Le Nordet Region

Regional Delegate ..... **Carl B**
Have you attended a WSC before? How many? ..... **No**
Is your region planning to send an Alternate Delegate? ..... **No**
Alternate Delegate .....
Have you attended a WSC before? How many? ..... **No**
How many areas are in the region? **3**
How many groups are in the region? **43**
How many meetings take place each week in the region? **57**
How many H&I panels take place each week in the region? **4-5**

Budget

Total amount of money contributed to the region by groups and areas in 2011? ..... $**9,834.00**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? .....
- Conventions and events? .....
- Literature sales? .....

What were the total annual expenses for your regional service committee in 2011? .....
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? ..... %
- H&I? ..... %
- Holding workshops and service meetings? ..... %
- Traveling to service meetings and workshops? ..... %
- Holding events? ..... %
- Any other expenses? .....

Total money contributed by the region to your zonal forum ..... $**10,800.00**

Your Regional Service Structure

Does your region have a regional office? ..... **No**
Does your region have a regional convention? ..... **No**
- Is attendance increasing, decreasing, or staying the same? .....

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? **2**
- Is attendance increasing, decreasing, or staying the same? .....

Is there a corporation or an entity with legal status that is a part of your regional structure? **No**
- What is the type of legal registration? .....
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **No**

Is your region insured? ..... **No**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

We've just held a general annual assembly – which had been postponed for the past two years. 66% of the GSR was present at this event, which is an exploit considering past meetings of this type. The RSC held a Traditions' workshop in the Saguenay & Lac ASC.

What kind of training and mentoring efforts take place in your region and its areas?

11 training sessions within groups and ASCs

Describe what kind of planning activities your region and its areas utilize.

Successes with communication in your region or its areas

Please describe PR efforts carried out in your region.

9 training & internal PR trips to the Outreach groups ("Drugy Buggy")

Does the region have any type of NA phoneline or a helpline? ..... **No**

Please describe your phoneline/helpline efforts.

How many areas have their own phoneline or helpline? **1**

Please describe your area phoneline/helpline experience.

The Saguenay & Lac ASC also has its own phoneline which is reported to be effective.

Do you have a regional website? ..... **No**

Do you keep your meeting information updated here? ..... **No**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

We held a CAR workshop following its publication.

How does your region reach a conscience about WSC matters?

Which of the following tools have you made use of and do you find them helpful?

H&I Basics .....

Issue Discussion Topics .....

Planning Basics .....

PR Basics .....

Service Pamphlets .....

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010?

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

Finally, the Quebec region and Le Nordet are working closely in brainstorming to implement of the new service system project… It looks promising so far. More is to be revealed on that account but cooperation and willingness are both in hand!

Please describe the most significant challenge your region has faced since WSC 2010.

For the time being, our challenge is to integrate all that's been done (decisions, guides, procedures, templates) within our guidelines' document and to set a new action plan in order to implement the orientations agreed on at our annual assembly and thus insure

Some questions truncated to save space

continuity in our service efforts. Our first priority remains to do everything in our power to insure that Le Nordet keeps focused on the support and facilitation of the local development and growth of NA within our region.

Please describe some highlights or successes your region has experienced since WSC 2010.

The support of developping outreach communities is one of our top priorities and requires a lot of work. The "Caravan" ("Drugy Buggy") travels across a large territory, visiting NA groups within Port Cartier, Rimouski, Edmundston, Cabano, St. Quentin and other locations. To put a picture to mind: the territory travelled by the "Caravan" is as large as the combined US States of New York and Massachusetts (West to East) and those of Vermont to Maryland (North to South). Dates for the next one still remain to be set. Usually, the "Caravan" travels twice a year, taking into account the local necessities (seasonal work profile).

What additional information would you like to share with other conference participants?

Conference Input

Is there anything in particular you want to discuss at the conference?

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

Considering that the RD position is a new thing for me, I am dedicating myself to developing my skills in order to insure that I serve adequately – I've begun taking English classes and visiting different service committees in both regions. I hold service to this Fellowship dear and it is a privilege for me to be allowed to help the members of my community. With all I've seen during our last annual assembly, I can guarantee you that I really want to keep devoting time and effort to make recovery available to all the addicts of our region.

Some questions truncated to save space

Facts about Lithuanian Region

Regional Delegate ..... **Ilona A**
Have you attended a WSC before? How many? ..... **Yes, 1**
Is your region planning to send an Alternate Delegate? ..... **No**
Alternate Delegate .....
Have you attended a WSC before? How many? ..... **No**
How many areas are in the region? **0**
How many groups are in the region? **19**
How many meetings take place each week in the region? **41**
How many H&I panels take place each week in the region? **4**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$1,600.00**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **31.9**
- Conventions and events? **19.2**
- Literature sales? **40**

What were the total annual expenses for your regional service committee in 2011? **$2,967.17**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? ..... %
- H&I? ..... %
- Holding workshops and service meetings? ..... %
- Traveling to service meetings and workshops? ..... %
- Holding events? ..... %
- Any other expenses? ..... **1.973,33 for all the subcommittees**

Total money contributed by the region to your zonal forum ..... $**400.00**

Your Regional Service Structure

Does your region have a regional office? ..... **No**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **Decreasing**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **No**
- How many per year? .....
- Is attendance increasing, decreasing, or staying the same? .....

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? ..... **Public association**
- Did your regional corporation have to pay any taxes or duties last year? ..... **Yes**
- Do you have tax-exempt or duty-free status? ..... **Yes**

Is your region insured? ..... **No**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

2 Workshops on Planning basics, 1 workshop-Presentation of WSC 2010, 1 Workshop on CAR and Service System Proposals, Planned workshop on Money matters. Our Members took part in the EDM FD workshop on PI and planning in Latvia and brought back the experience. Average attendance - 30 people.

What kind of training and mentoring efforts take place in your region and its areas?

Only the Workshops and Seminars mentioned above . Training of trusted servants is a completely new idea for us that we will are glad to hear about in new Service System proposals. We think we really would benefit from that and we are willing to start that

Describe what kind of planning activities your region and its areas utilize.

We have held 2 Workshops based on Area Planning Tool material. We try to use in the subcommittees and at the regional meetings. This concept still needs stronger follow up. The Subcommittees use APT while doing the reports at the RSC– reporting upcoming activities and budgets for next quarter.

Successes with communication in your region or its areas

We are a small Region, so it is usually very easy to communicate. We cannot mention any particular success, it always functions quit well.

Please describe PR efforts carried out in your region.

We have a functioning PI subcommitee on regional level with trusted servants from several towns. They run the phone help line and maintain the meeting list. They help the new groups to organize open meetings and announce them in media. After the EDM FD workshop in Latvia the subcommittee started to apply planning in all their activities, read traditions and analyze service literature at service meetings and started numerous activities – contacts with drug stores, detox centers, addiction treatment centers, schools. They have arranged PI presentations for detox emploees, police emploees, for school teachers and their students. One of the highlights of this cycle was our participation at the NKD (Drug Control Departament) Conference, which took place at the Parliament. We had our info booth there. Many contacts were establishesd there.

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.

Phone line is being answered everyday from 10 a.m to 6 p.m. One member has a phone for a month and then passes it on to the next one. There are not so many calls on the phone line, maybe 15 calls a month. We advertise our phone line via the Sticker Campaign in public Transport, Police Stations and Detox centers, Hospitals, private Household add boards, drug stores.

How many areas have their own phoneline or helpline? **0**

Please describe your area phoneline/helpline experience.

Do you have a regional website? ..... **Yes**

http://www.lietuvos-na.lt/

Some questions truncated to save space

Do you keep your meeting information updated here? ..... **Yes**
Has your region hosted CAR workshops? ..... **Yes**
Please describe your efforts such as number of workshops and average attendance.

We held our first ever CAR workshop during the regional convention in Kaunas. Around 50 members attended the workshop and got familiar with the service system proposals and the motions. This was a very new information for our members, we had a discussion and collected some feedback, but not much. In was mainly about informing our members.

How does your region reach a conscience about WSC matters?

Since we did the first time, we experiment and collected the conscience via the workshop during the Regional Convention. We will also posted some info on our forum and collect the feedback. Generally we are just getting used to CAR so next time we will p

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Do not use**
Issue Discussion Topics ..... **Helpful**
Planning Basics ..... **Helpful**
PR Basics ..... **Do not use**
Service Pamphlets ..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **Growing**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

We were mostly interested in H&I services and topics connected to it. The subcommitee really expanded and we were not ready to operate on a bigger scale. We dublicated the efforts and did not follow up our commitments in other places, especially correctional facilities. We had misunderstandings with correctional facilities which were trying to push their rules on us.

Please describe the most significant challenge your region has faced since WSC 2010.

We generally had problems of maturity – becoming a real region out of small close little family and trying to carry the message on a bigger scale. We were not completely ready. The atmosphere of recovery was missing in some meetings, some meeting spaces were lost, older members started to have active lifes and giving the resposabilities smoothly to the new generation did not go completely smoothly. The old group of trusted servants faces challenges to rotate off their duties and find new interested members. The new groups were being created in the new cities and we attempted to help them in the best possible way. We created a seperate subcommittee for that. H&I was also facing the problems of expanding and we had several conflicts with the prisons. One prison was forcing 200 unmotivated inmates to come to a meeting every week so there was no atmosphere of recovery at all and a trusted servant who was responsible for this prison did not know anymore what to share about for an hour every week. In another

prisons our servants were not showing up as they promised or did not have proper documents. There were also cases of using H&I service just to enter the prison for personal purposes. We had letters from prisons that got unaswered. We had to really start planning and learning to do region wide effective H&I. We started to use the Planning Basics and APT and still learning.

Please describe some highlights or successes your region has experienced since WSC 2010.

The challenges are also our successes – we are really growing. We started to do regular H&I in all detox centers, treatment centers, some juvenille instutions, foster homes, prisons. We started to be quit active in our PR efforts. Both H&I and PI subcommittees expanded in several cities and start to use planning tools for their service efforts. The new groups started to pop up in the cities where we never had NA before or where it has been weak and vanished for some time like Klaipeda, Siauliai, Alytus. Elektrenai. Several groups opened in the correctional facilities. We have good reputation in front of officials from the health institutions through the 12 step treatment centers that constatly send people to our meetings. Almost all centers in Lithuania are 12 step centers and that helps us as well.

What additional information would you like to share with other conference participants?

Conference Input

Is there anything in particular you want to discuss at the conference?

Local services as a part of service system proposal

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

I have experienced the usual challenge of any delegate – to bring back huge amounts of information in a small time that my fellowship was giving me for my reports. I have partly managed to overcome this difficultly by leading several workshops in the region on WSC 2010 material not as a part of my report and showing many video presentations. It was also a challenge to plan and hold first ever CAR workshop back home since we had no experience with that. I think we will use a different format next time.

Some questions truncated to save space

Facts about Lone Star Region

Regional Delegate ..... **Henry C**
Have you attended a WSC before? How many? ..... **Yes, 2**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Cathy N**
Have you attended a WSC before? How many? ..... **No**
How many areas are in the region? **8**
How many groups are in the region? **88**
How many meetings take place each week in the region? **686**
How many H&I panels take place each week in the region? **I could not gather the information**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$12,836.75**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **60**
- Conventions and events? **40**
- Literature sales? **0**

What were the total annual expenses for your regional service committee in 2011? **$13,867.47**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **0%**
- H&I? **30%**
- Holding workshops and service meetings? **2%**
- Traveling to service meetings and workshops? **17%**
- Holding events? **0%**
- Any other expenses? ..... **14% Reg Phoneline**

Total money contributed by the region to your zonal forum **$1,000.00**

Your Regional Service Structure

Does your region have a regional office? ..... **Yes**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **staying the same**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? **1**
- Is attendance increasing, decreasing, or staying the same? ..... **staying the same**

Is there a corporation or an entity with legal status that is a part of your regional structure? **No**
- What is the type of legal registration? .....
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **No**

Is your region insured? ..... **No**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

Consensus Based Decision Making; Money Matters; Living Clean; In Times of Illness; 3 Service System Proposal wkshps; 3 CAR wkshps; Avg attendance 20

What kind of training and mentoring efforts take place in your region and its areas?

We do workshops at the beginning of RSC; we have an annual Regional Assembly; at least one area has given CBDM wkshps and some are giving CAR Wkshps

Describe what kind of planning activities your region and its areas utilize.

We prepare a budget and have discussion of what the budget will be used for. The larger areas have a budget.

Successes with communication in your region or its areas

not especially; we've talked about utilizing technology better but have not put anything into practice.

Please describe PR efforts carried out in your region.

If there is a conference of some type we will attend; we call members with PI experience to man the booth; we did not have any events in the past cycle.

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.

We have a 1-888-naworks line that links to the area phonelines. We have a Spanish phoneline that is worked by Spanish Area members.

How many areas have their own phoneline or helpline? **8**

Please describe your area phoneline/helpline experience.

Dallas Area has a service where members leave their number and get a call back or the volunteer sets up to have the service call them when someone leaves a message; Ft Worth Area has a live person who gives information and contacts a volunteer if needed; I think for the smaller areas the service is set up to dial a phone direct;

Do you have a regional website? ..... **Yes**

www.lsrna.org

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

The RD team gave 3 workshops; 1 in Dallas Area; 1 in Rose City Area and 1 in Heart of Texas Area; Average attendance was 20 participants, mostly GSR's or GSRA's

How does your region reach a conscience about WSC matters?

We request individual members complete a tally sheet or GSR take tally and complete number of Yes and number of No for each item. If a member completes a sheet we ask they not participate in their groups' tally.

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**

Issue Discussion Topics ..... **Helpful**

Planning Basics ..... **Helpful**

Some questions truncated to save space

PR Basics ..... **Helpful**
Service Pamphlets ..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **staying the same**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?
Service System Proposals; United States Fellowship Assembly; Consesus Based Decision Making at RSC

Please describe the most significant challenge your region has faced since WSC 2010.
understanding Consensus Based Decision Making; Not discussing United States Fellowship Assembly; communication

Please describe some highlights or successes your region has experienced since WSC 2010.
Consensus Based Decision Making; disbanding standing committees at the Regional Level and creating an H&I coordinator and PenPal coordinator;

What additional information would you like to share with other conference participants?

Conference Input

Is there anything in particular you want to discuss at the conference?

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

Some questions truncated to save space

Facts about Louisiana Region

Regional Delegate ..... **Rodney H**
Have you attended a WSC before? How many? ..... **Yes, 2**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Ronald D**
Have you attended a WSC before? How many? ..... **Yes, 1**
How many areas are in the region? **10**
How many groups are in the region? **122**
How many meetings take place each week in the region? **275**
How many H&I panels take place each week in the region? **23**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$25,003.64**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **16**
- Conventions and events? **84**
- Literature sales? **0**

What were the total annual expenses for your regional service committee in 2011? **$16,757.65**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **1%**
- H&I? **1.5%**
- Holding workshops and service meetings? **10%**
- Traveling to service meetings and workshops? **26%**
- Holding events? ..... **%**
- Any other expenses? ..... **8% Donation to NAWS**

Total money contributed by the region to your zonal forum .....

Your Regional Service Structure

Does your region have a regional office? ..... **No**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **Fluctuates**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? **1**
- Is attendance increasing, decreasing, or staying the same? ..... **increasing**

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? ..... **non-profit**
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **Yes**

Is your region insured? ..... **Yes**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?
H&I Learning Day, 1 held, 60 in attendance
What kind of training and mentoring efforts take place in your region and its areas?
GSR Learning Day, 1 Held, 35 in attendance
Describe what kind of planning activities your region and its areas utilize.
Successes with communication in your region or its areas
Please describe PR efforts carried out in your region.
Recently participated in an event held in the New Orleans area sponsored by the Federal Attorney's office for the local substance abuse community orginizations.
Does the region have any type of NA phoneline or a helpline? ..... **Yes**
Please describe your phoneline/helpline efforts.
we are currently planing to impliment a regional phoneline.
How many areas have their own phoneline or helpline? **10**
Please describe your area phoneline/helpline experience.
Most simply provide meeting information. We are holding a PR learning day 3/10/2012 and are looking to inpliment the referal resource from the PR handbook
Do you have a regional website? ..... **Yes**
www.larna.org
Do you keep your meeting information updated here?..... **Yes**
Has your region hosted CAR workshops?..... **Yes**
Please describe your efforts such as number of workshops and average attendance.
Car workshops begin this weekend. We currently have 5 scheduled over the next month. 03/12
How does your region reach a conscience about WSC matters?
group, area, regional conscience.
Which of the following tools have you made use of and do you find them helpful?
H&I Basics .....**Do not use**
Issue Discussion Topics .....**Do not use**
Planning Basics ..... **Helpful**
PR Basics ..... **Helpful**
Service Pamphlets..... **Helpful**
Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **Growing**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?
Service system project, USFA & USSC
Please describe the most significant challenge your region has faced since WSC 2010.
dealing with the discussion of the USFA & USSC. Lots of passionat debate. Lately I have been feeling like I had to defend the service system project due to all the

Some questions truncated to save space

propaganda and misinformation that has been circulating.

Please describe some highlights or successes your region has experienced since WSC 2010.

H&I seems to be consistently successful throughout the region. We have been able to reach out to some of our smaller areas by holding the RSC in those areas.

What additional information would you like to share with other conference participants?

As RD's I hope that the US deligates feel as I do that it is both a prevalige and an honor to be a part of a true world wide fellowship.

Conference Input

Is there anything in particular you want to discuss at the conference?

I would personally like to have a formal discussion of the USFA and the USSC. Just so that we can reach a group conscience.

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

I have been able to inform the areas of the many available resources to the fellowship to further our service efforts.

Some questions truncated to save space

Facts about Malta Region*

Regional Delegate ..... **Karl**
Have you attended a WSC before? How many? ..... **No**
Is your region planning to send an Alternate Delegate? ..... **No**
Alternate Delegate .....
Have you attended a WSC before? How many? ..... **Yes**
How many areas are in the region? **1**
How many groups are in the region? **7**
How many meetings take place each week in the region? **12**
How many H&I panels take place each week in the region? **2-3**

Budget

Total amount of money contributed to the region by groups and areas in 2011? ..... $**1,469.00**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **29.74**
- Conventions and events? ..... **61.22% (exception were we made a profit due to EDM attendance, normally it is break even or smaller profit)**
- Literature sales? **9.04**

What were the total annual expenses for your regional service committee in 2011? .....
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **8.07%**
- H&I? **7.07%**
- Holding workshops and service meetings? **12.3%**
- Traveling to service meetings and workshops? **11.92%**
- Holding events? **60.91%**
- Any other expenses? .....

Total money contributed by the region to your zonal forum **0**

Your Regional Service Structure

Does your region have a regional office? ..... **No**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **increasing**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? ..... **area and region is the same for us!**
- Is attendance increasing, decreasing, or staying the same? .....

Is there a corporation or an entity with legal status that is a part of your regional structure? **No**
- What is the type of legal registration? .....
- Did your regional corporation have to pay any taxes or duties last year? ..... **Yes**
- Do you have tax-exempt or duty-free status? ..... **Yes**

Is your region insured? ..... **No**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

we held a workshop explaining the regional service structure to our members so that newer members understand what the positions are. we also held an H&I and a PI workshop.

What kind of training and mentoring efforts take place in your region and its areas?

we train each other through experience gained when we rotate positions.

Describe what kind of planning activities your region and its areas utilize.

Successes with communication in your region or its areas

this year we have had better communications between our groups because we have had a new regional committee which is more motivating and also our GSRs are understanding what they should be doing more.

Please describe PR efforts carried out in your region.

we go to schools and to conferences to give pi presentations

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.

we have a member holding a phoneline 24 hours a day

How many areas have their own phoneline or helpline? **1**

Please describe your area phoneline/helpline experience.

Do you have a regional website? ..... **Yes**

www.namalta.org

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **No**

Please describe your efforts such as number of workshops and average attendance.

How does your region reach a conscience about WSC matters?

we are not yet discussing wsc matters

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**

Issue Discussion Topics .....

Planning Basics .....

PR Basics ..... **Helpful**

Service Pamphlets ..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **growing**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

Please describe the most significant challenge your region has faced since WSC 2010.

a challenge we face is service and attracting new members to do service consistently, but it seems that it is getting better.

Some questions truncated to save space

Please describe some highlights or successes your region has experienced since WSC 2010.

we have had EDM held in Malta which helped our members a lot, we also had a beautiful different convention well attended by foreigners due to this. we have also had Gozo, our sister island, start attending regional meetings consistently and they have strengthened their group.

What additional information would you like to share with other conference participants?

we are healthy and growing thanks to our members and to the help we get from other countries, NAWS and the EDM. we look forward to one day be seated in the WSC so that we can continue gaining experience. we have a healthy PI and H&I committee and also a healthy LTC which is now translating the BT, we have funded a professional translator for this to speed up the process from the profit we made from our previous 2011 convention.

Conference Input

Is there anything in particular you want to discuss at the conference?

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

i have not found many challenges, i am learning a lot by attending the EDM, like how to conduct workshops and what we can do to strengthen our community, setting up guidelines. i am very grateful for t his opportunity.

Some questions truncated to save space

Facts about Metro Detroit Region

Regional Delegate ..... **Gene D**
Have you attended a WSC before? How many? ..... **Yes, 3**
Alternate Delegate ..... **Greg S**
Have you attended a WSC before? How many? ..... **No**
How many areas are in the region? **10**
How many groups are in the region? **0**
How many meetings take place each week in the region? **450**
How many H&I panels take place each week in the region? **40**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$13,678.82**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **100**
- Conventions and events? **0**
- Literature sales? **0**

What were the total annual expenses for your regional service committee in 2011? **$10,000.00**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? ..... **%**
- H&I? ..... **%**
- Holding workshops and service meetings? ..... **%**
- Traveling to service meetings and workshops? **10%**
- Holding events? ..... **%**
- Any other expenses? ..... **Helpline 50%**

Total money contributed by the region to your zonal forum **$600.00**

Your Regional Service Structure

Does your region have a regional office? ..... **Yes**
Does your region have a regional convention? ..... **No**
- Is attendance increasing, decreasing, or staying the same? .....

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? ..... **1 - Detroit Area - 4 areas together**
- Is attendance increasing, decreasing, or staying the same? ..... **same**

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? **501c**
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **Yes**

Is your region insured? ..... **Yes**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

3 - service system workshop - 5

What kind of training and mentoring efforts take place in your region and its areas?

none

Describe what kind of planning activities your region and its areas utilize.

none

Successes with communication in your region or its areas

Please describe PR efforts carried out in your region.

Created 4 PSAs with Michigan Region. Distributed to MZF regions and NAWS.

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.

How many areas have their own phoneline or helpline? ..... **None - we are a metro region**

Please describe your area phoneline/helpline experience.

Do you have a regional website? ..... **Yes**

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **No**

Please describe your efforts such as number of workshops and average attendance.

We participate in Area CAR workshops. 4-6 workshops - 6-30 attendance.

How does your region reach a conscience about WSC matters?

CAR workshops vote (1 per area)

Which of the following tools have you made use of and do you find them helpful?

H&I Basics .....

Issue Discussion Topics .....

Planning Basics .....

PR Basics .....

Service Pamphlets .....

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **Growing a little (up 20 meetings) from 430 to 450**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

Service system

Please describe the most significant challenge your region has faced since WSC 2010.

Please describe some highlights or successes your region has experienced since WSC 2010.

PR - PSA

What additional information would you like to share with other conference participants?

Conference Input

Is there anything in particular you want to discuss at the conference?

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

Poor member participation

Some questions truncated to save space

Facts about Michigan Region

Regional Delegate ..... **Les P**
Have you attended a WSC before? How many? ..... **Yes, 1**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Brian H**
Have you attended a WSC before? How many? ..... **Yes, 3**
How many areas are in the region? **13**
How many groups are in the region? **286**
How many meetings take place each week in the region? **466**
How many H&I panels take place each week in the region? **60**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$5,147.16**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **37**
- Conventions and events? **63**
- Literature sales? **0**

What were the total annual expenses for your regional service committee in 2011? **$5,143.46**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **0%**
- H&I? **0%**
- Holding workshops and service meetings? **5%**
- Traveling to service meetings and workshops? **35%**
- Holding events? ..... **%**
- Any other expenses? .....

Total money contributed by the region to your zonal forum **$200.00**

Your Regional Service Structure

Does your region have a regional office? ..... **No**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **Same**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **No**
- How many per year? .....
- Is attendance increasing, decreasing, or staying the same? .....

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? **501c3**
- Did your regional corporation have to pay any taxes or duties last year? ..... **Yes**
- Do you have tax-exempt or duty-free status? ..... **Yes**

Is your region insured? ..... **No**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

5 Service System Workshops, average attendance of 30. Don't think we'll adopt any of it right off. M.W.B.R.

What kind of training and mentoring efforts take place in your region and its areas?

We have the experience to present any workshop topic asked for. Our Regions rotates from Area to Area and facilatates any workshop required.

Describe what kind of planning activities your region and its areas utilize.

Regional Weekend Workshops and Events. Convention Workshops (service related). Areas do a lot on there own. All of our Areas have plenty of strength, hope, and experience to share.

Successes with communication in your region or its areas

Yes, offer food and you seem to get a pretty good turn out. Don't mention the word SERVICE on the flyer. Get the word out early. Add some sort of fun event with it. NA Jeprody, NA Family Fued between Areas, ect, ect.

Please describe PR efforts carried out in your region.

Our two Regions in Michigan got together and created some very nice PSA's. We have a great Sponsorship Behind the Walls program in effect now. IP Stands in some of our Areas.

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.

It will go into affect March 1st. It is set up to handle any type of service each Area wants. Talk to a live addict, meeting list only. Many options available.

How many areas have their own phoneline or helpline? . **We are in transition from individual Area phonelines to a Regional one.**

Please describe your area phoneline/helpline experience.

This could be better answered once we get some time behind the new line.

Do you have a regional website? ..... **Yes**

www.michigan-na.org/

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

Now that we just had our Zonal CAR Weekend, we'll be putting them on as requested. All ready have a few Area, Multi Area ones on the calender for as early as next week.

How does your region reach a conscience about WSC matters?

From Groups to Areas to Region to the Conference.

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Do not use**

Issue Discussion Topics ..... **Do not use**

Planning Basics ..... **Do not use**

PR Basics ..... **Do not use**

Some questions truncated to save space

Service Pamphlets.....**Do not use**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **Growing**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

WSC Seating

Please describe the most significant challenge your region has faced since WSC 2010.

Phoneline

Please describe some highlights or successes your region has experienced since WSC 2010.

Regional Phoneline, Convention, and the Sponsorship Behind the Walls Program.

What additional information would you like to share with other conference participants?

Conference Input

Is there anything in particular you want to discuss at the conference?

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

Apathy, or better yet, most addicts just want to recover. They can't wrap there heads around the CAR or the CAT, or most of the other issues beyond there recovery tables. I don't even know if I can keep up with this ever changing fellowship and all the demands of trying to communicate between NAWS and the addict. Just staying in the process and doing the best I can.

Some questions truncated to save space

Facts about Mid-America Region

Regional Delegate ..... **Misty K**
Have you attended a WSC before? How many? ..... **Yes, 1**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Daniel C**
Have you attended a WSC before? How many? ..... **No**
How many areas are in the region? **8**
How many groups are in the region? **80**
How many meetings take place each week in the region? **0**
How many H&I panels take place each week in the region? **30**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$9,000.00**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **40**
- Conventions and events? **50**
- Literature sales? **0**

What were the total annual expenses for your regional service committee in 2011? **$15,361.00**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? ..... **%**
- H&I? ..... **%**
- Holding workshops and service meetings? ..... **%**
- Traveling to service meetings and workshops? ..... **%**
- Holding events? ..... **%**
- Any other expenses? .....

Total money contributed by the region to your zonal forum **$500.00**

Your Regional Service Structure

Does your region have a regional office? ..... **No**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **About the same**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **No**
- How many per year? .....
- Is attendance increasing, decreasing, or staying the same? .....

Is there a corporation or an entity with legal status that is a part of your regional structure? **No**
- What is the type of legal registration? .....
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **No**

Is your region insured? ..... **Yes**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

We have held SSP workshops, IDTs, H&I, PI, PR, Social Media, Living Clean, with between 30-75 persons in attendence.

What kind of training and mentoring efforts take place in your region and its areas?

We have some trusted servant mentoring and training. We also have an orientation for new persons to the regional meeting.

Describe what kind of planning activities your region and its areas utilize.

Successes with communication in your region or its areas

Please describe PR efforts carried out in your region.

We attend or have booths at professional conferences. We have meetings with law enforcement professionals.

Does the region have any type of NA phoneline or a helpline? ..... **No**

Please describe your phoneline/helpline efforts.

How many areas have their own phoneline or helpline? **7**

Please describe your area phoneline/helpline experience.

Some info lines with recordings and some helplines with live answer or call back.

Do you have a regional website? ..... **Yes**

marscna.net

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

We try to hold at least one CAR workshop in each area. Some areas join together to hold workshops.

How does your region reach a conscience about WSC matters?

By voting at the group level, then forward to area. An area tally is then forwarded to the RD/RDA to measure the conscience.

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**

Issue Discussion Topics ..... **Helpful**

Planning Basics ..... **Helpful**

PR Basics ..... **Helpful**

Service Pamphlets ..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **Staying the same**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

The SSP generated the most discussion on both sides. The Living Clean book got the most attention and participation.

Some questions truncated to save space

Please describe the most significant challenge your region has faced since WSC 2010.

We at times have a lack of trusted servants, apathy toward service.

Please describe some highlights or successes your region has experienced since WSC 2010.

Our region has worked for some time to update the regional policy and guidelines. We now have a completed document in our hands.

What additional information would you like to share with other conference participants?

The Phoenix Group in Salina, KS is celebrating 40 years in July.

Conference Input

Is there anything in particular you want to discuss at the conference?

The contact list from the last conference with our personal information was distributed to to outside entities who then spammed members with their agenda.

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

There has been no lack of material for discussion the last 2 years. The IDTs, SSP, and Living Clean have all provided material for workshops, learning days, and general discussion. There has been much concern about the SSP and the future of the fellowship. Many long-timers have got the fire and returned to service. I for one appreciate their experience strength and hope.

Some questions truncated to save space

Facts about Mid-Atlantic Region

Regional Delegate ..... **Shawn M**
Have you attended a WSC before? How many? ..... **Yes, 2**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Jenna T**
Have you attended a WSC before? How many? ..... **No**
How many areas are in the region? **15**
How many groups are in the region? **430**
How many meetings take place each week in the region? **460**
How many H&I panels take place each week in the region? **86**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$12,352.86**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **75**
- Conventions and events? **25**
- Literature sales? **0**

What were the total annual expenses for your regional service committee in 2011? **$9,892.18**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? ..... **%**
- H&I? ..... **%**
- Holding workshops and service meetings? ..... **%**
- Traveling to service meetings and workshops? ..... **%**
- Holding events? ..... **%**
- Any other expenses? .....

Total money contributed by the region to your zonal forum **0**

Your Regional Service Structure

Does your region have a regional office? ..... **No**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **increasing**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? **4**
- Is attendance increasing, decreasing, or staying the same? ..... **Increasing**

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? ..... **Not for Profit**
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **Yes**

Is your region insured? ..... **Yes**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

In order to keep costs down we tried something different this conference cycle. We tried to gather as many people as possible by holding two or three regional workshops throughout the year. The first service system workshop we did was poorly attended with around 15 people. The second service system workshop we did was strongly attended with around 75 – 100 people. So the attendance fluctuates at different workshops.

What kind of training and mentoring efforts take place in your region and its areas?

All subcommittee chairs have alternates that are mentored through the current chairperson. If there is no alternate, typically the previous chair helps out to mentor the next person to come take his/her place. All area's have alternate's which are typically mentored by their RCM. We did hold a few workshops prior to regions on "Training the Trainer" which went well.

Describe what kind of planning activities your region and its areas utilize.

The only planning process we use is a Regional Timeline, which gives us a timeline of things that have to be done at region. To my knowledge the areas in the region do not have a timeline established for themselves.

Successes with communication in your region or its areas

The only communication we stress as a delegate team is to read the RD and RDA reports, so we make copies of our reports and addendums and personally hand them to all RCM's who attend region. And those who don't attend region typically get a copy of the minutes emailed to them. This way we can say that the communication has taken place from the region to the Area's.

Please describe PR efforts carried out in your region.

We as a region have a Public Relations committee however, the PR Committee meetings are used for area's themselves to talk about what's going on it their respective areas. They are however looking into the possibility of implementing a 1800 number for our region as it was passed as a policy motion years ago.

Does the region have any type of NA phoneline or a helpline? ..... **No**

Please describe your phoneline/helpline efforts.

How many areas have their own phoneline or helpline? **14**

Please describe your area phoneline/helpline experience.

14 Areas use a phonline/helpline, State College Area uses a website

Do you have a regional website? ..... **www.MARSCNA.org**

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

We have hosted two area workshops, one regional assembly, and MARLCNA. At MARLCNA we have had over 400 people in attendance at the CAR Report, plus various in/out people who came and stayed for a while. At the regional assembly the attendance

Some questions truncated to save space

was low with an attendance of 25 people. The two other area workshops have not been held yet and we do not know the outcome of attendance at those workshops.

How does your region reach a conscience about WSC matters?

We send out a tally sheets to each area get a group conscience and then tally the votes. The RD and RDA are also given a vote of confidence at the March regional meeting prior to the WSC.

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**
Issue Discussion Topics ..... **Helpful**
Planning Basics ..... **Helpful**
PR Basics ..... **Helpful**
Service Pamphlets ..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **staying about the same**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

The Service System Project

Please describe the most significant challenge your region has faced since WSC 2010.

Probably dealing with the "Theft of NA Funds", we as a region lost money at a previous MARLCNA because of theft from the NA Treasurer. Luckily we were able to recover everything with the exception of the deductable from the insurance company. There have been other instances involving theft from merchandise vendors and theft from people that were involved in their individual areas. This seems to be a new challenge for us.

Please describe some highlights or successes your region has experienced since WSC 2010.

We were prompted to give a Consensus Based Decision Making workshop at MARLCNA 2011. This was a highlight because it was able to point out the differences of what CBDM is v.s. a Roberts Rules of Order model. Another success was to try to eliminate costs and host a two to three regional workshops per year instead of holding workshops in multiple areas. The idea is to gather as many people as possible to deliver a workshop to large groups rather than small groups. So far things have been doing well with it.

What additional information would you like to share with other conference participants?

The Mid Atlantic Region is situated in the Central and Eastern part of Pennsylvania USA. The Mid Atlantic is one of the oldest regions in NA (The Mothership). We go from Wellsboro, PA in the North, Mason Dixon line in the South, State College, PA to the West and Poconos/Allentown, PA to the East. *The Areas in our Region are as follows, BeeHive, Capital, Central Susquehanna Valley, Cumberland Valley, Lancaster County, Lebanon Valley, Little Apple, Mason-Dixon, Pocono Mountain, Reading, Serenity In The Mountains, Greater Scranton Steamtown, State College, Williamsport, and York. *We continue to hold our annual Mid-Atlantic Regional Learning Convenference each

Some questions truncated to save space

year. This year we celebrate 28 years. MARLCNA is held the second weekend of February of each year. This year it was held at the Lancaster Host, in Lancaster PA, February 10-12, 2012. *We usually have between 2,000 and 2,500 in attendance on the conference year. *Our Areas put on many functions throughout the year, Picnics, Learning Unity Days, Conventions, Marathon Meetings, Campouts, and Pig Roasts. *Our Region is a member of the North East Zonal Forum (NEZF). The NEZF is a very heavily NA populated section of the United States. The NEZF is located in the North East section of the United States from New Jersey, PA, and Ohio excluding Philadelphia, Bucks County PA, and then we go to everything in New York, and all the way North to Maine. We use an alphabetical rotation to host the zone 2 times a year (January and June or July of each year. There are 14 Regions in the NEZF. *At one time all of the regions located in the NEZF were all a part of the Mid-Atlantic Region, along with other regions that are now situated in different zones in our geographical area.

Conference Input

Is there anything in particular you want to discuss at the conference?

To discuss more about the future WSC's and the Service System Project Plan, primarily why the board to a stance going from a workgroup working on the Service System Project to now the Board handling it themselves. This could bring interesting conversation at the WSC.

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

Well… I am very grateful that I have been gifted to be a part of such a wonderful experience. I do think it is important that a Delegate attend two conferences as an Alternate before he/she becomes a Regional Delegate. I had more time to learn what my region actually wants and what they are looking for. This I wasn't able to learn in one conference cycle. When I attended my first conference It was overwhelming, mainly because I didn't know anyone nor did I know how things went. It wasn't until the second one that I had an idea of how things went. This is my third conference; I have an understanding as to how things run and are able to be a delegate and mentor my alternate delegate. I have had a challenge the last two years trying to mentor my alternate, when the past RD's including myself have been to 3 or 4 conferences. This is a challenging. *Another thing I have to share is delegation is an essential role on mentoring someone in a service position. Giving them some sort of trust helps things go smoother. *Overall, I never thought when I got clean at a young age I would ever been in a position I am in. Holding this position has been a life changing experience for me. I was able to grow and mature through the process. Along with my sponsor, the people who I served with really taught me how to be a man. This was able to mold me and it truly has made me become a much stronger leader. This is my last conference as a delegate and I'm sure it will be an emotional one. I will miss all of you who I met around the world that has one common purpose which is our vision statement. All of

you touched my life in one way or another. I look forward to discussions at the WSC 2012.

Some questions truncated to save space

Facts about Minnesota Region

Regional Delegate ..... **Caleb B**
Have you attended a WSC before? How many? ..... **Yes, 1**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Anthony B**
Have you attended a WSC before? How many? ..... **No**
How many areas are in the region? **10**
How many groups are in the region? **363**
How many meetings take place each week in the region? **363**
How many H&I panels take place each week in the region? ..... **Not sure due to us being project based**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$5,000**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **40**
- Conventions and events? **60**
- Literature sales? **0**

What were the total annual expenses for your regional service committee in 2011? **$20,000.00**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **35%**
- H&I? **0%**
- Holding workshops and service meetings? **10%**
- Traveling to service meetings and workshops? **10%**
- Holding events? **5%**
- Any other expenses? .... **30% for helpline, adminitrative, all purpose PR, annual assembly**

Total money contributed by the region to your zonal forum **$0**

Your Regional Service Structure

Does your region have a regional office? ..... **Yes**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ... **staying the same-it has varied**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? **3**
- Is attendance increasing, decreasing, or staying the same? ..... **its been average**

Is there a corporation or an entity with legal status that is a part of your regional structure? **No**
- What is the type of legal registration? .....
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **Yes**

Is your region insured? ..... **Yes**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

The Minnesota Region does many workshops such as trainings on how to do our phone lines which is done on webinars, what is happening at our region, Our Proposed Service System(20 people), our new projects, RCM trainings before our RSC, our new website, Bridging the Gap and lastly the workshops from World Services.

What kind of training and mentoring efforts take place in your region and its areas?

The Minnesota Region prides ourselves on doing webinars as well as workshops in person to properly train people so they can serve effectively in their volunteered position.

Describe what kind of planning activities your region and its areas utilize.

Successes with communication in your region or its areas

Using webinars has made communication more effective as well as helping attendance. People can attend these webinars from the comfort of their own homes. We also use Google groups.

Please describe PR efforts carried out in your region.

The Minnesota Region has table sitting opportunities where professionals attend conferences, our website is professional friendly for professionals, our helplines, Bridging the Gap, PSAs and public bus and shelter advertisements.

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.

In our region, we have actual addicts that answer our phones. As a region, we have 1 phone number that all ASCs use and all the ASCs are saving thousands of dollars.

How many areas have their own phoneline or helpline? **0**

Please describe your area phoneline/helpline experience.

Do you have a regional website? ..... **Yes**

www.naminnesota.org

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

We have done 3 of them and the average attendance is 20-30 addicts.

How does your region reach a conscience about WSC matters?

We have a GSR Assembly which is called Creating Our Common Welfare where we get the conscience of our groups. Its held in March right before the Delegate team goes to the WSC at the end of April.

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**
Issue Discussion Topics ..... **Helpful**
Planning Basics ..... **Helpful**
PR Basics ..... **Helpful**
Service Pamphlets ..... **Helpful**

Some questions truncated to save space

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **growing**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

The projects we are currently working on as well as our webinars.

Please describe the most significant challenge your region has faced since WSC 2010.

Communication and getting more people involved with service.

Please describe some highlights or successes your region has experienced since WSC 2010.

The Minnesota Regions new website, our PR efforts and the implimentation of webinars.

What additional information would you like to share with other conference participants?

Conference Input

Is there anything in particular you want to discuss at the conference?

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

Putting workshops together has worked well and working with a neighboring RSC. Especially when most of our ASCs want the information that is provided. Being more involved with our Zonal Forum has been a challenge. Sometimes our ASCs NOT wanting a workshop or information to be provided to them has been a struggle as well

Some questions truncated to save space

Minnesota Region
www.naminnesota.org • info@naminnesota.org • 877-767-7676

INTRODUCTION

The Minnesota Region covers more than 87,000 square miles in the upper mid-United States. It has 363 groups and 10 active areas: Area of Hope (Saint Paul), Back to Basics (Southern Minnesota), Central Minnesota (St. Cloud), Northern Lights (Duluth), Open Door (Rochester), Recovery in the Heartland (West Metro), South Suburban Fireside, Twin Cities (Minneapolis), Vision of Hope (Southeast Minnesota), Voyageurs (Northern Minnesota), Wee Are Here (North Metro).

The Minnesota Region provides vital services to its members, the general public and professionals in the state. These services and the system in which they are provided are described below through the critical elements that flow together to achieve our Vision of Service: structure, process, people, and resources.

STRUCTURE

The Minnesota Region scraped the antiquated committee/subcommittee configuration in February of 2009 replacing it with a project-based structure. Rather than focus the Region's limited energy and resources on filling subcommittee chair positions with individuals who were ultimately left alone and overwhelmed, the Region now focuses its limited energy and resources around specific services it can provide to its members, the public and professionals. The RSC's focus has shifted from electing people and then finding something for them to do, to deciding what we want to do and then finding the people to do it.

For each idea, the Fellowship Services Team (our single board) creates a project plan which is reviewed and approved by the RSC with an assigned project manager. Then the project manager is the single point of accountability for the project. She forms a team with the authority and accountability to fulfill the objectives of the project. Some projects are on-going like the helpline, but others have defined beginning and ending periods like public relations events.

Early New Service System Trial

NA Groups in the rural southwest formed a Group Service Unit (GSU) in July of this year. As they report, "It's all about getting back to the basics." They have decided to take small steps and focus on specific goals/projects when they meet and, most of all, to build a community! Their first goal was to get members with some clean time down to Worthington as they have lots of newcomers, but minimal clean time. As a result, they started a third meeting in town. They have an email/phone list started and expect the organization to grow over the coming months as they accumulate successes and communicate them to the local groups. Representation at the ASC is officially unchanged as no decision has been made about sending one representative to area. More details will be available in our report in 2014.

Planning

Planning has become second nature in the Minnesota Region. Actually the Fellowship Services Team (FST), uses NAWS and the WSC as models for their planning process. The success of these planning efforts has resulted in relatively short RSC meetings; approximately 6 hours which includes a recovery

Some questions truncated to save space

meeting and a half-hour orientation. A big reason for the effectiveness of the RSC meeting in addition to its brevity is the distribution of a detailed agenda at least a week before the meeting. The agenda includes not only the schedule, but also all motions, executive reports, project status reports, new project ideas, and project plans. Because RSC participants know exactly what to expect at the meeting, they can be prepared with questions and suggestions. The meeting runs more smoothly and efficiently and drama is kept to a minimum because there are no surprises.

Planning the actual service delivery is all about project planning. The process looks like this:

Project Idea

- Purpose: What problem are we trying to solve?
- Objectives: What does the solution look like?
- Benefits: Who does this project help and how?
- Goals: How does this project fit with our long-term goals?
- Download the Project Idea Template

Project Plan

- Project idea: from above
- Scope: What are we doing and NOT doing?
- Success Factors: How can we measure success?
- Plan: Step by step, what are we doing? Who is responsible for getting it done and when?
- Budget: How much is this going to cost?
- Download the Project Plan Template

Budget Plan

The annual budget contains a line item for each ongoing project like the helpline, the website, public relations events, etc. It also contains an estimate of funds required for the unknown projects that inevitably are proposed and implemented over the course of the year. The treasurer presents the first draft of the budget in August. RSC participants discuss and amend it in October and then review and approve it in December for the following year.

Decision-making

The Minnesota Region still allows everyone who attends the RSC meeting to vote on any issue facing the body. An individual doesn't have to be elected to anything in order to vote at our RSC. As far as anyone knows, the Minnesota Region is the only service body in Narcotics Anonymous that operates this way. The MNRSC believes that to give ample opportunity to hear the voice of our loving higher power we need as many members as possible to play a part when decisions are made. This system permits our HP to speak through the roughly 20 – 30 members in attendance. Were the RSC to limit HPs voice to RCMs only, the math looks like this; Quorum requires 50% of active Areas, currently that would be 5 Areas. The minimum majority needed to pass a motion would then be 3 RCMs. The Minnesota Region is more confident that HP is heard through the collective wisdom in the room - that sound decisions are being made - when ten times that number are allowed to create our group conscience.

Some questions truncated to save space

In order to evaluate the validity of this belief the RSC voted twice on every motion for two years; once with everyone voting, and once with RCMs only voting. In two years there was no variance. The same decision was made in every case. The RCMs control the agenda because an RCM is required to make or second a motion. The RSC maintains that the power isn't in the voting, it is in determining what we're voting on.

GSR Assembly: Creating Our Common Welfare

The annual GSR Assembly has come to be known as "Creating Our Common Welfare". The meeting isn't just for GSRs, but when the RSC changed the name to Regional Assembly or Annual Assembly, the GSRs stopped showing up. The idea is that by focusing on what comes first, "our common welfare", the FST can increase the attendance of all NA members without losing the GSRs.

Assembly Goals

- Garner member input and regional consensus on world-wide NA issues.
- Discuss issues facing the Minnesota region
- Strategic planning

Assembly Process

- Presentations
- Small Group Discussion
- Large Group Discussion

Communication

Just like every other organization in the world, communication is the number one challenge facing the Minnesota region. In an effort to equalize the opportunity to serve for more members, the RSC uses conference calls, webinars and email Google groups to work on projects and keep in closer contact between RSC meetings. Because of this, the FST and project teams can actually get work done between RSC meetings and use the RSC meeting to simply report the progress of the work and solve problems that may have arisen. These are the communication methods utilized:

- *MNRSC Google Group* – Email discussion group of NA members in Minnesota
- *FST Google Group* – Email discussion group for Fellowship Services Team members
- *Project Specific Google Group* – Some project teams use email discussion groups to facilitate their work.
- *Conference Call/Webinar* – The FST meets at least once between each RSC meeting this way. Project teams also use this to do their work. Training sessions, Workshops and even the full RSC Meeting use this tool, www.anymeeting.com.
- *Email via website* – Regional and Area trusted servants can be contacted with the click of a mouse.
- *Facebook* – A social media account used to present NA news and local event reminders to friends of NAminnesota. (Currently 1,887 friends)
- *Twitter* - A social media account used to present NA news and local event reminders to followers of NAminnesota. (Currently 63 followers)
- *Face to Face* – Bimonthly RSC meetings. Meeting in person is always the best way.
- *Google Documents* – Online documents help provide accountability, transparency, and real-time collaboration. They are used for Volunteer sign-ups, Helpline activity reporting, Treasury bookkeeping, convention registration, inventory and project document sharing.
- *Email distribution lists* – subscribers (nearly 700 professionals and members) receive meeting lists emails once a month

Virtual RSC

As a relatively large state, 550 miles across, it is difficult for member areas in the north to travel to the bimonthly RSC meetings. In addition, weather can be a problem. Last year the RSC meeting was canceled in the face of a massive snowstorm. In order to handle that inevitability again, the FST planned and held a virtual RSC meeting via conference call and webinar. The response was overwhelmingly positive. In the evaluation survey, nearly every metric was 4+ on a scale of 1-5.

The RSC used www.anymeeting.com for the conference call/webinar. It is free and allows up to 200 participants to connect. The technology is quite solid. A full evaluation is available on our website at this link: Online MNRSC Meeting Evaluation.

PEOPLE

Members contributing their time to the fellowship make up the backbone of the services the Minnesota Region provides to its members, the general public, and to professionals. Signing up to serve is easy, just a few clicks away on www.naminnesota.org, or a member can simply send a text message. More than 220 members have signed up to participate in the Region's service projects since the launch of the website in October of 2010. When NA members are offered specific, focused opportunities to carry the message, then they are willing to volunteer. Most members want to do service if they don't have to go to committee meetings.

New Project Highlight: Bridging the Gap

The Bridging the Gap (BTG) project was approved in early summer of 2011 and was officially launched in October. BTG is a temporary contact program that offers new members a chance to make a connection to NA before walking into their first meeting. Volunteers, geo-coded in a confidential mapping database, are put in contact with a newcomer with the intent of meeting them at their first few meetings, introducing them to other members and potential sponsors, and sharing their own experience with recovery through NA. As of December 7th 182 NA members had signed up as temporary contacts, and there have been 26 requests by either the addicts themselves or professionals requesting a temporary contact on behalf of their clients. Requests for a contact can be made through the web, mail, text message, or by calling our helpline.

One of the stumbling blocks early on has been professionals being confused about what we are offering. BTG is not a temporary sponsorship program, though forming that type of relationship is possible. The project team is currently looking into how the program can be presented better to help clear up confusion. Another stumbling block has been that many of the people being released from facilities have no email address and no phone number where they can be reached. The team is brainstorming solutions to these issues.

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Helpline

The Minnesota Region adopted an ongoing project to move its helpline from an answering service to an online Virtual PBX, www.phone.com. Since the move on July 19, 2010 we have received more than 6,200 calls (as of Dec 2011), a third of which, nearly 2,000, were people calling to talk to an addict. Within a minute, calls to addicts were answered 92% of the time with only 8% of the calls to volunteers going to voicemail. A dedicated volunteer returns the voicemail messages within 12 hours, typically within three. Members can volunteer to serve answering calls for as few as 3 hours per week from the comfort of their cell phone. Currently there are 64 volunteers serving on the state-wide helpline.

Since the move, all Area helplines have consolidated their helpline numbers into the Region's making it truly statewide. Not only has the Region's helpline bill been cut by more than 50%, the Areas no longer have this expense on their books, saving even more. Altogether, the helpline consolidation continues to save the Region and its Areas more than $10,000 per year while at the same time providing service opportunities to addicts in far flung parts of Minnesota.

Public Relations Projects

The Minnesota Region continues to resource public relations projects such as attendance at the annual LGBT Pride festival attracting more than 350,000 participants, the Minnesota Association of Resources for Recovery and Chemical Health attended by more than 3,000 Chemical Dependency professionals, along with several other events both large and small. In response to projects brought to the Region by Areas, the Region is supporting bus shelter and bus bench advertisements.

The RSC obtained the video public service announcements produced by the Michigan Region modified with the tag altered to include our helpline number (877) 767-7676 and www.naminnesota.org. The Back to Basics Area has placed this PSA on local television and radio stations.

Recruitment

Validating our belief that countless members will do service so long as they don't have to attend committee meetings, more than 220 members have signed up to volunteer via a form on our website.

RESOURCES

Website: www.naminnesota.org

We launched our new website in October of 2010 after nearly nine months of planning and development. The project plan called for six months of design and three months of development. It is designed to serve three user types: Professionals, the general public, NA members. We worked hard at making the layout natural and intuitive, drawing heavily on the principles found in Steve Krug's book Don't Make Me Think. The information that most users seek is within two clicks of the homepage:

- Find an NA Meeting
- Print a Meeting List
- Frequently Asked Questions
- Information about NA
- Contact Us
- NA Events
- A section for each ASC
- An online file cabinet for each board and committee

www.naminnesota.org is becoming a focus for Narcotics Anonymous across the state. The Digital Project Team (DPT) successfully uses social media to

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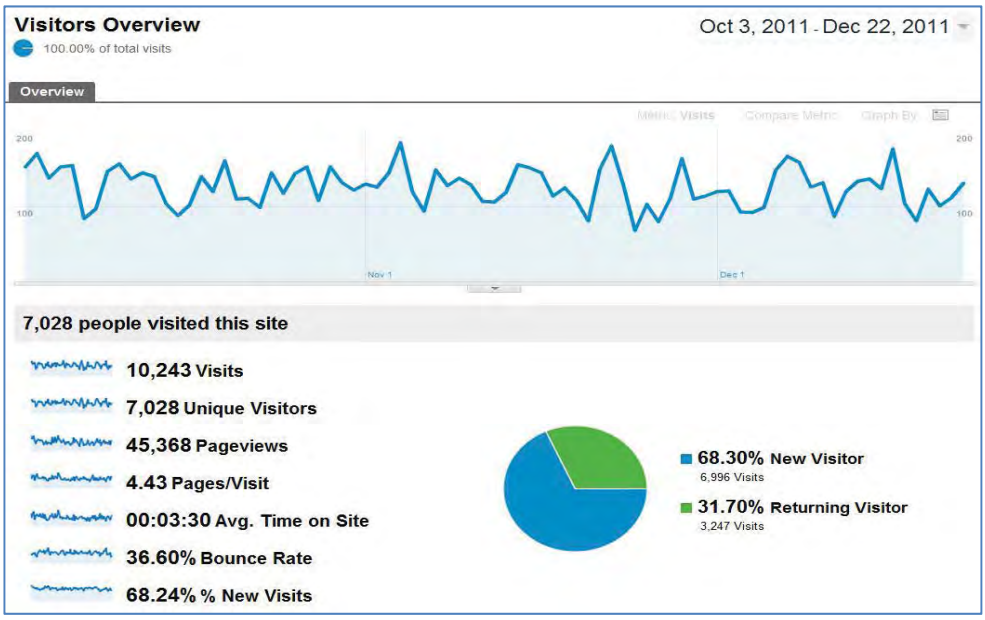
push news and event reminders out to subscribers, driving requests for more information to the region's website. One ongoing Public Relations effort pulls probation professionals to our website by having this Narcotics Anonymous notice listed on the Minnesota Association of County Probation Officers website, http://www.macpo.net/juvenilecd.php#narca. After the RSC paid for the first year's placement, the organization decided to run the notice for free thereafter.

Before the launch of the new website some member Area Service Committees had been maintaining their own websites, but after seeing the value in a consistent professional presentation to the public and the added value afforded by the regional site, every one of them chose to abandon their old sites. Now each ASC has a web publisher who can manage the Area's online file cabinet, and local events from the website front-end. The DPT hosts training via conference call/webinar with the web publishers every month to answer questions and make sure that they each have the minimal skills required to manage their section of the site.

We use Google Analytics to evaluate the effectiveness of our site. This is a summary for the last 3 months.



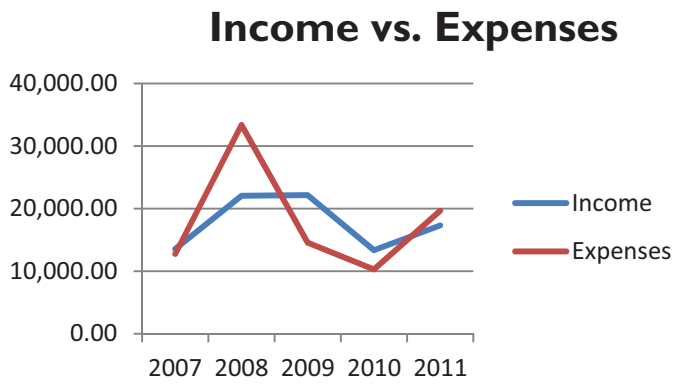
Basic Meeting List Toolbox

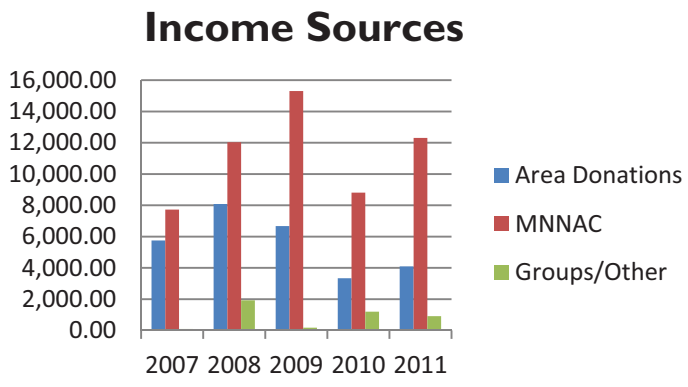
The Region's number one priority is to provide NA members, potential members, professionals and the general public with as many ways as possible to find Narcotics Anonymous meetings in Minnesota. It all starts with the Basic Meeting List Toolbox (BMLT). This powerful and easy to use platform provides a central repository for Regional meeting information. The BMLT, with its ever expanding list of Regions and Areas served, is free and technically supported by a generous NA member. It offers:

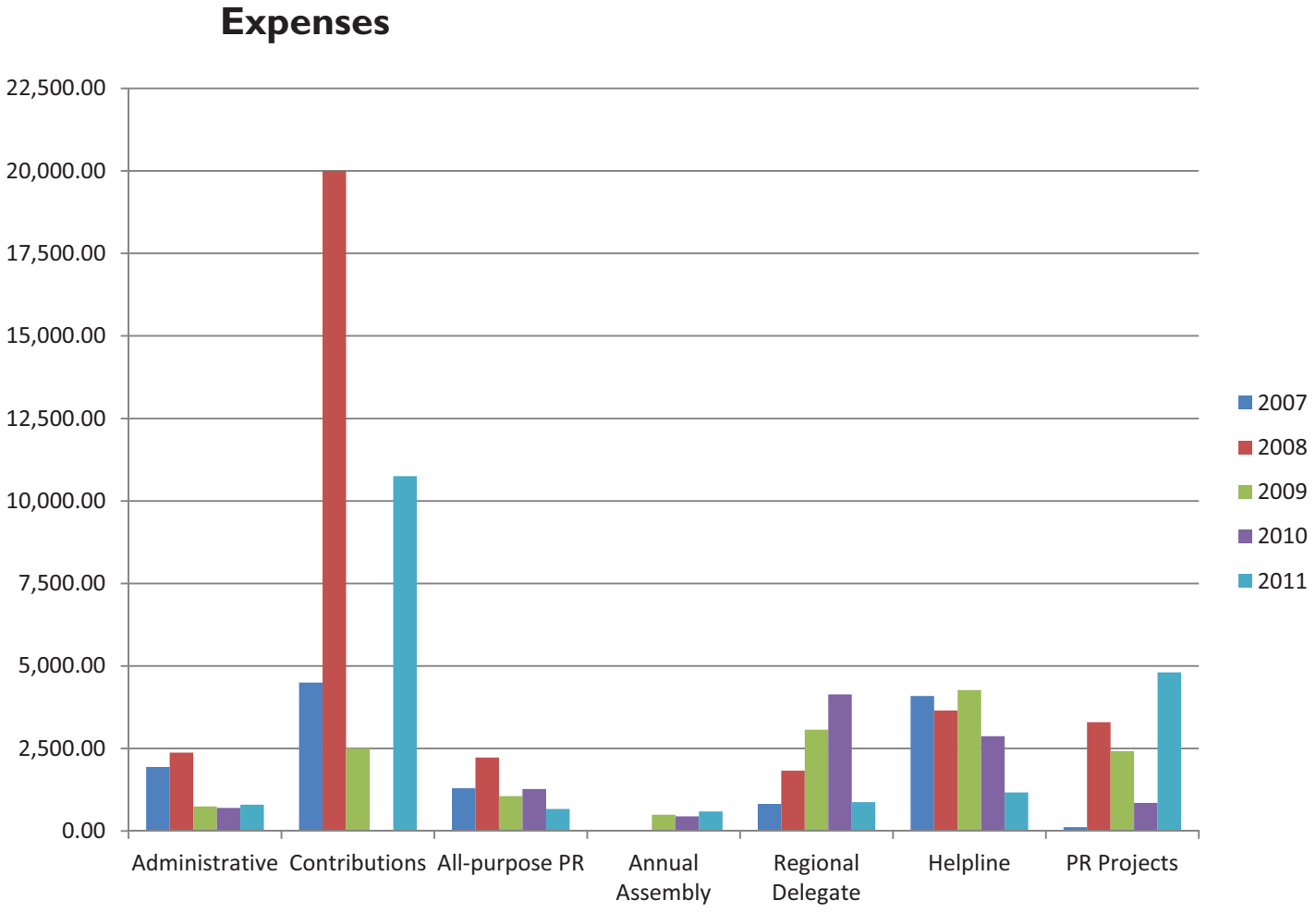
- Meeting schedule made accessible through helpline recordings
- Printed lists by State, multi-area (Metro), four geographic sections, and by common need
- Area lists
- Smartphone integration (app and mobile site)
- Meeting list subscribers (nearly 700) who receive meeting lists emails once a month

By cloning the BMLT, the DPT solved a longstanding difficulty of knowing who in the Region is willing to be of service, and in which ways. Instead of entering Narcotics Anonymous meetings into the database, volunteer information is entered including specifics of willingness. In addition to providing a visual representation of the location of volunteers, this clone, the Trusted Servant List Tool (TSLT), allows the FST to provide monthly reports to the Areas detailing those willing to help with Public Relations, Hospital and Institutions, and Activities projects. Unlike the publicly available BMLT, the TSLT maintains the volunteer information in strictest confidence.

MNRSC Financials







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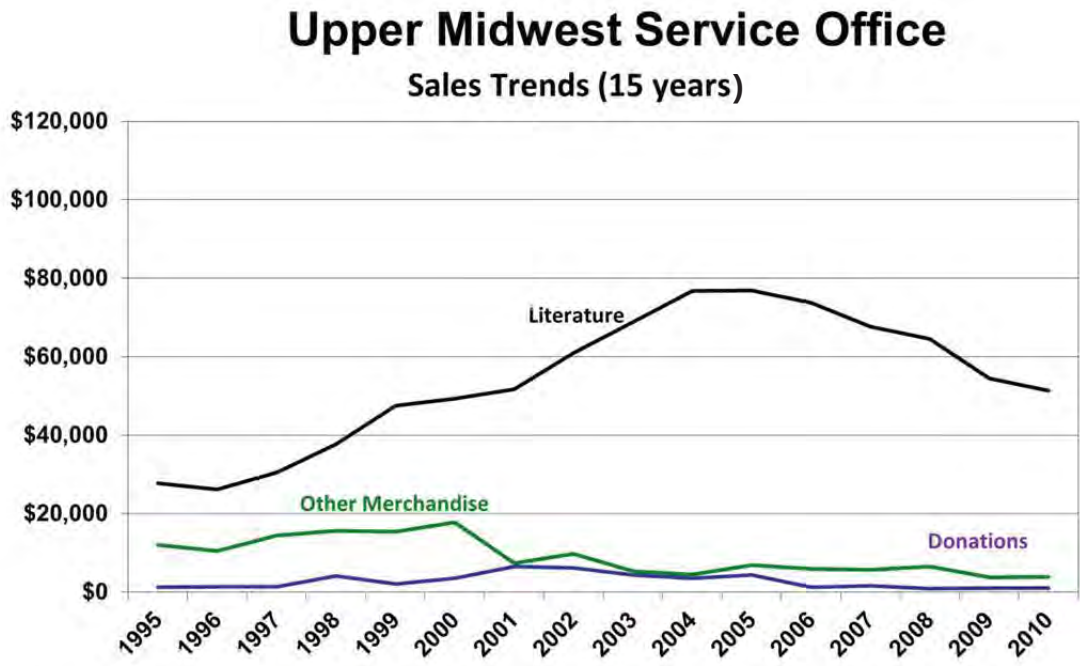
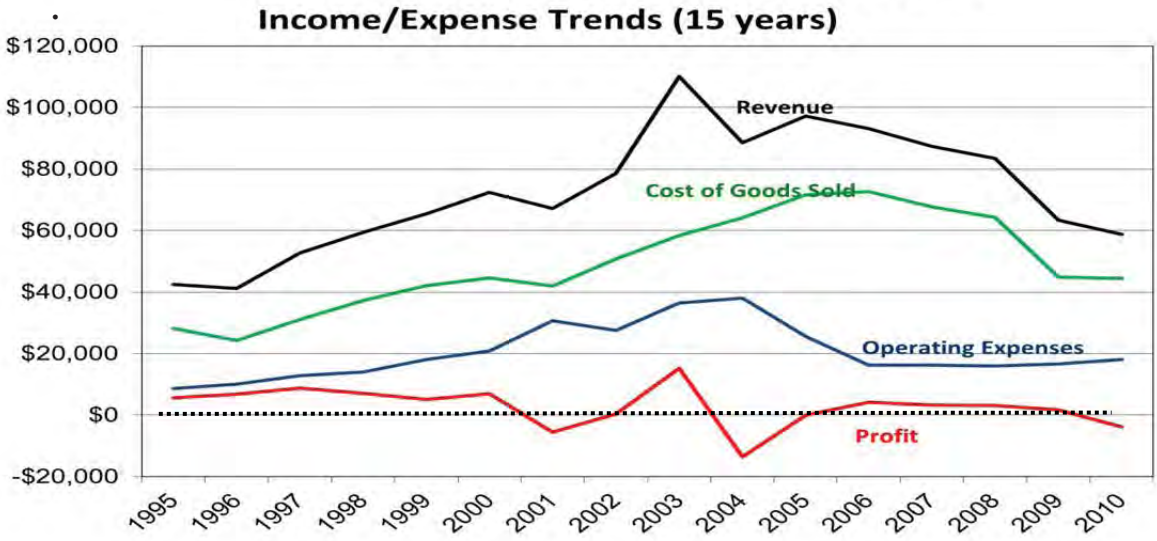
Upper Midwest Service Office

In recent years the long-term viability of our regional service office has come into question. The board has contracted services as sales have declined. The board is looking for ways to reverse these trends.

- Eliminated printing of regional and area meeting lists
- Eliminated shipping orders to individuals
- Reduced attendance at area events
- Reduced open office hours
- Sales down 40%
- Operating expenses flat

Full evaluation available: UMSO Business Analysis





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Facts about Mississippi Region

Regional Delegate ..... **Jerry T**
Have you attended a WSC before? How many? ..... **Yes, 4**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Brett G**
Have you attended a WSC before? How many? ..... **No**
How many areas are in the region? **5**
How many groups are in the region? **65**
How many meetings take place each week in the region? **190**
How many H&I panels take place each week in the region? **13**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$2,500**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? ..... **10% or less**
- Conventions and events? ..... **90% or more**
- Literature sales? ..... **Region doesn't sell lit**

What were the total annual expenses for your regional service committee in 2011? ..... **At this point we have slowed spending to get a handle on what our real expenditures are**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? ..... %
- H&I? ..... %
- Holding workshops and service meetings? ..... %
- Traveling to service meetings and workshops? ..... %
- Holding events? ..... %
- Any other expenses? .....

Total money contributed by the region to your zonal forum .....

Your Regional Service Structure

Does your region have a regional office? ..... **No**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **depends on which area hosts the event**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? ..... **all have either a camp out or covention**
- Is attendance increasing, decreasing, or staying the same? ..... **Increasing**

Is there a corporation or an entity with legal status that is a part of your regional structure? **No**
- What is the type of legal registration? .....
- Did your regional corporation have to pay any taxes or duties last year? ..... **Yes**
- Do you have tax-exempt or duty-free status? ..... **No**

Some questions truncated to save space

Is your region insured? ..... **No**

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

Other than the two CAR/CAT workshops we are have a PR learning event and a RCM/GSR roles and responsibilities to increase awareness of the SS that will be held at our GSR assembly

What kind of training and mentoring efforts take place in your region and its areas?

We are at this time just beginning to stress region wide the concept of mentoring and training that is required to keep all members informed and interested in functions of our SS.

Describe what kind of planning activities your region and its areas utilize.

The planning tools that have been brought back in the past from previous RD's and RDA's have been helpful, however we meet quarterly and what is hot topic today may be less relevant by our next meeting. The groups and areas seem to have incorporated it into their processes and are very sucessful with the inventory and change that allow for better services.

Successes with communication in your region or its areas

Communication is something that we are working on that will devrlop over time.

Please describe PR efforts carried out in your region.

On a regional level our chair is always prepared to do informational sessions at NA events to inform the areas and groups what P/R is and how the subcommittee will be purpose driven by area and group requests.

Does the region have any type of NA phoneline or a helpline? ..... **No**

Please describe your phoneline/helpline efforts.

These services are handled by areas

How many areas have their own phoneline or helpline? ..... **all**

Please describe your area phoneline/helpline experience.

Meeting places and times

Do you have a regional website? ..... **Yes**

mrscna.net

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

We as a region have held two (2). One for the north and one south. Four of our Five rcms attended the group sizes were about 10 to 15

How does your region reach a conscience about WSC matters?

We will at the GSR assembly to be held the 9th,10th and 11th of March

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**

Issue Discussion Topics ..... **Helpful**

Planning Basics ..... **Not helpful**

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PR Basics ..... **Helpful**
Service Pamphlets ..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **We are seeing a increase in general membership however service partisapation is lacking**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

Budgets,accountability and a workable policy. Annual budgets are in place, accountability to the fellowship and confidence in the region is much better. The policy is still a work in progress.

Please describe the most significant challenge your region has faced since WSC 2010.

Finding out what has been taking place at the world level over the past two or three cycles. We have had a communication brake down somewhere between our RSS, and ASS levels and back to most home groups.

Please describe some highlights or successes your region has experienced since WSC 2010.

We feel that we are much better prepared in our partisapation at all levels of service as far as communications and our ability to carry out the duties, however we look forward to trying to implement new and bold ideas that may make either the new or old SS more managable.

What additional information would you like to share with other conference participants?

Conference Input

Is there anything in particular you want to discuss at the conference?

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

The sucesses and challenges that we as a region have enjoyed come from teaching and learning from each other. My biggest challange is continuing to keep my mind open.

Some questions truncated to save space

Facts about Montana Region

Regional Delegate ..... **Berta H**
Have you attended a WSC before? How many? ..... **Yes, 3**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Dawn P**
Have you attended a WSC before? How many? ..... **Yes, 1**
How many areas are in the region? **8**
How many groups are in the region? **44**
How many meetings take place each week in the region? **108**
How many H&I panels take place each week in the region? **8**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$3,872.81**
What percentage of your RSC's annual budget comes from:
Group and area contributions? **67**
Conventions and events? **33**
Literature sales? ..... **0%- We sell our literature at cost**
What were the total annual expenses for your regional service committee in 2011? **$4,088.77**
Approximately, what percentage of your RSC's annual expenses cover:
PR efforts? **55%**
H&I? **8%**
Holding workshops and service meetings? ..... **includes hosting the summer 2011 meeting of the Rocky Mountain Zonal Forum - 13%**
Traveling to service meetings and workshops? **13%**
Holding events? ..... **our events are self supporting %**
Any other expenses? ..... **1% - providing literature to new groups when areas are unable to do so and other such literature support**
Total money contributed by the region to your zonal forum **It is the conscience of the Rocky Mountain Zonal Forum that we not have a treasury. The expenses of holding meetings of the Rocky Mountain Zonal are borne by the hosting region on a rotating basis. The expenses borne by the MRSC for the 2011 Zonal Forum summer meeting were approximately $350.00**

Your Regional Service Structure

Does your region have a regional office? ..... **No**
Does your region have a regional convention? ..... **Yes**
Is attendance increasing, decreasing, or staying the same? ..... **About the same**
Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **No**
How many per year? .....
Is attendance increasing, decreasing, or staying the same? .....
Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
What is the type of legal registration? ..... **Public Benefit Corporation**

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Did your regional corporation have to pay any taxes or duties last year? ..... **No**
Do you have tax-exempt or duty-free status? ..... **No**
Is your region insured? ..... **No**

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

By the time of the conference the Montana Region and its areas will have hosted 10 workshops covering the following topics: * 12 concepts for NA service (1); * Service in Narcotics Anonymous (2); * Service System Proposals (1); * H&I Training (2); * PR Training (2); * Helpline Training (1); * CAR (2); * Rocky Mountain Zonal Forum - we covered A Vision for NA service and In Times of Illness. Average attendance at the aforementioned workshops varied from 15 - 30.

What kind of training and mentoring efforts take place in your region and its areas?

Our region continues its attempts to be clear with expectations of trusted servants and, whenever possible, have a training period for incoming trusted servants (e.g. webservant and webservant in training). We also seek to keep outgoing trusted servants involved (e.g. our past delegate helps with writing the WSC report and continues to be involved with the RSC). Our areas do some of the same but it is not across the board. After the last WSC, our region decided to use delegate travel funds for sending the delegate and alternate delegate to do "fellowship development" workshops in our areas with topic(s) being chosen by the areas.

Describe what kind of planning activities your region and its areas utilize.

This is still a relatively abstract concept for many in our region. We have made some gains in moving towards a planning process for local service delivery in one area and the region has used a simplified planning process for PR and H&I projects which has yielded results. We used some of the techniques learned in discussion topic workshops of the past decade.

Successes with communication in your region or its areas

1. We have started using Web Ex (webex.com) for online meetings with fabulous success. We have used it for communications subcommitee meetings, work group meetings and to allow people to attend the regional meetings via Web Ex when not physically able to be present. It is a great resource and we have folded it into our communications subcommittee budget. 2. The namontana.org website's content management system has been upgraded which will enable more trusted servants to use this tool to communicate upcoming events, meetings etc. 3. The MontaNA Messenger has a new look, due in part to the new content management system, and the webservant is the single point of accountability. 4. All events and meeting additions, changes and other updates go through our webservant and/or our meeting list coordinator which has and continues to work extremely well.

Please describe PR efforts carried out in your region.

1. Region wide Television PSAs have been running and are increasing the number of calls to our helpline. 2. Our region's work group has sent out a script and sample radio

Some questions truncated to save space

PSAs to all areas for disbursement to local radio stations. Areas can either use the ones provided by region or they can create their own with the provided script. 3. One area in our region has worked collaboratively with the region's work group and NAWS PR manager in developing a presentation which has become a part of the Montana Spine and Pain Center's pain school regular offerings (see successes).

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.

We have switched from cell phones to google voice, thanks to Southern Idaho's initial research, saving the Montana region approximately $1,000 per year. Our helpline co-chairs are responsible for ensuring a live addict answers the phone and if for some reason a call is missed, the lead chair ensures the voicemail is checked and the call is returned ASAP. The goal of our helpline is to disseminate information about Narcotics Anonymous and get people to meetings. We will be doing more region-wide trainings utlizing Webex once the training materials have been updated for Google Voice and approved by Communications Subcommittee at our summer meeting.

How many areas have their own phoneline or helpline? **0**

Please describe your area phoneline/helpline experience.

Do you have a regional website? ..... **Yes**

http://www.namontana.org

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **No**

Please describe your efforts such as number of workshops and average attendance.

At the time of this report, no but by the time of the conference 2 workshops will have been held.

How does your region reach a conscience about WSC matters?

Consensus

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**
Issue Discussion Topics ..... **Helpful**
Planning Basics ..... **Helpful**
PR Basics ..... **Helpful**
Service Pamphlets ..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **A few meetings have started in small towns in the last few years. Attendance in the larger towns grows and shrinks which results in meetings closing and starting up again. The most growth in membership was in our larger cities, Billings and Missoula**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

The history project workshop at the First Annual Fall Convention in Billings generated a lot of interest. A lot of effort went into the helpline and other PR efforts such as the

statewide PSA project.

Please describe the most significant challenge your region has faced since WSC 2010.

A significant challenge is the widespread and common use of medication to treat addiction in treatment facilities and the prison system here in Montana. Many addicts are given multiple diagnoses of mental illness, are prescribed multiple medications and when they come to our meetings are often impaired. Medical marijuana has been an issue over the last number of years as well.

Please describe some highlights or successes your region has experienced since WSC 2010.

1. Television PSAs increasing number of calls to our helpline 2. Helpline going from cell phones to Google Voice. 3. Use of Webex for service meetings improving communication between regional meetings greatly. 4. Reinstatement of the MontaNA Messenger as a communication tool. 5. Switching to a more user friendly content management system for our website 6. The addition of a Fall Convention- with the 2nd Annual Fall convention being held in October in Billings. 7. The MontaNA History Project- we had our first presentation of the project at the first fall convention in 2011. 8. Successful presentations at Montana Spine and Pain Center have increased our credibility as a viable program of recovery within the medical community in West Central Montana. We have done 2 presentations to approximately 60 medical providers and are being asked to do more.

What additional information would you like to share with other conference participants?

Conference Input

Is there anything in particular you want to discuss at the conference?

We feel it is covered in the CAR and CAT.

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

Fellowship development workshops and Webex have both been a great addition and success. Our biggest challenge is consistent even though we are improving- Lack of human resources.

Some questions truncated to save space

Facts about Mountaineer Region

Regional Delegate ..... **David H**
Have you attended a WSC before? How many? ..... **Yes, 1**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Rob O**
Have you attended a WSC before? How many? ..... **No**
How many areas are in the region? **10**
How many groups are in the region? **14**
How many meetings take place each week in the region? **150**
How many H&I panels take place each week in the region? **13**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$3,200.00**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **10**
- Conventions and events? **90**
- Literature sales? **0**

What were the total annual expenses for your regional service committee in 2011? **$23,000.00**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **8%**
- H&I? **2%**
- Holding workshops and service meetings? **2%**
- Traveling to service meetings and workshops? **8%**
- Holding events? **50%**
- Any other expenses? ..... **Insurance, phone line, Meeting lists,**

Total money contributed by the region to your zonal forum **$0.00**

Your Regional Service Structure

Does your region have a regional office? ..... **No**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ... **Yes, we have two conventions per year. Attendance is steadily increasing.**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **No**
- How many per year? .....
- Is attendance increasing, decreasing, or staying the same? .....

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? **501c3**
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **Yes**

Is your region insured? ..... **Yes**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

We have held work shops on The Living Clean book, Social Media service IP, The Service System Project and CBDM. Also numerous workshops on the CAR.

What kind of training and mentoring efforts take place in your region and its areas?

We have have Vice Chairs and Alts and encourge partisipation by all in our service events.

Describe what kind of planning activities your region and its areas utilize.

we hold an Regional inventory every year and use that informention to help guide efforts and budgets for the up comming year.

Successes with communication in your region or its areas

We a have a beautiful park like setting for convention and regional service meeting. This encourages members to attend just to be in this place. We always have two day regional quartertly meetings and have a great recovery meeting at the end of service on Saturday.

Please describe PR efforts carried out in your region.

We purchased a professional display for our PR efforts arround the state (this can be borrowed by areas). We do numerous PR booths an presentation through out the year. we also have a couple of billboard around the state and some PSA's on a community bulletin board on TV.

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.

We use a recorded phone line greeting that has options by pressing keys. 1 is to speak directly to an NA member, 2 for recorded meeting information, 3 is for professionals.

How many areas have their own phoneline or helpline? **0**

Please describe your area phoneline/helpline experience.

Do you have a regional website? ..... **Yes**

mrscna.org

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

We hold one regional workshop and one workshop for each area that requests it. Areas sometimes join together for this.

How does your region reach a conscience about WSC matters?

We have a Regional for voting before the WSC. We use CBDM were possible and vote as a last resort.

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**

Issue Discussion Topics ..... **Helpful**

Planning Basics ..... **Do not use**

PR Basics ..... **Helpful**

Some questions truncated to save space

Service Pamphlets ..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **Growing steadily**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

The service system project

Please describe the most significant challenge your region has faced since WSC 2010.

Changing our phoneline service.

Please describe some highlights or successes your region has experienced since WSC 2010.

Changing our phoneline service.

What additional information would you like to share with other conference participants?

We have had great success with CBDM at our region an encourage others to try it and give it a little time to develope.

Conference Input

Is there anything in particular you want to discuss at the conference?

Would love to discuss options for literture development.

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

Balancing time and information. Als, alot of members are intrested in what's happening in greater NA but few will commit to participating in service events.

Some questions truncated to save space

Facts about Nebraska Region

Regional Delegate ..... **Mark B**
Have you attended a WSC before? How many? ..... **Yes, 2**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Diane B**
Have you attended a WSC before? How many? ..... **No**
How many areas are in the region? **9**
How many groups are in the region? **100**
How many meetings take place each week in the region? **150**
How many H&I panels take place each week in the region? **35**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$11,500.00**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **60**
- Conventions and events? **40**
- Literature sales? **0**

What were the total annual expenses for your regional service committee in 2011? **$15,000.00**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **12%**
- H&I? **12%**
- Holding workshops and service meetings? **10%**
- Traveling to service meetings and workshops? **22%**
- Holding events? **15%**
- Any other expenses? ..... **15% Insurance policy**

Total money contributed by the region to your zonal forum **0**

Your Regional Service Structure

Does your region have a regional office? ..... **No**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **staying the same**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? **1**
- Is attendance increasing, decreasing, or staying the same? ..... **increasing**

Is there a corporation or an entity with legal status that is a part of your regional structure? **No**
- What is the type of legal registration? .....
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **Yes**

Is your region insured? ..... **Yes**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?
6 service learning wkshops, 6 service structure wkshops, 10 car wkshops. Attendance varies based on population of area where held

What kind of training and mentoring efforts take place in your region and its areas?
service learning wkshops

Describe what kind of planning activities your region and its areas utilize.
none at this point

Successes with communication in your region or its areas
emailing info to a large regional based list of addicts or email blasts

Please describe PR efforts carried out in your region.
Multi regional Govenors conference on substance abuse annually. Bus benches, bill boards, PSA's

Does the region have any type of NA phoneline or a helpline? ..... **No**

Please describe your phoneline/helpline efforts.
Most of or areas have their own help/phone lines ranging from answering machines to cell phones

How many areas have their own phoneline or helpline? **6**

Please describe your area phoneline/helpline experience.
see #36

Do you have a regional website? ..... **Yes**
www.nebraskana.org

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.
10 wkshops. 1 for each area plus a q&a at an area convention

How does your region reach a conscience about WSC matters?
simple majority vote at this time

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**
Issue Discussion Topics ..... **Do not use**
Planning Basics ..... **Helpful**
PR Basics ..... **Helpful**
Service Pamphlets ..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **growing**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?
service system project/proposals; the Living Clean Project

Some questions truncated to save space

Please describe the most significant challenge your region has faced since WSC 2010.

sorting thru the service system project in conjuntion with the developement of the USFA and other such groups

Please describe some highlights or successes your region has experienced since WSC 2010.

more areas adopting consensus based decision making processes. reducing sub committee budgets with out a cut in services

What additional information would you like to share with other conference participants?

Conference Input

Is there anything in particular you want to discuss at the conference?

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

more discussion based sessions prior to business sessions.

Some questions truncated to save space

Facts about Nepal Regional

Regional Delegate ..... **Suyash R**
Have you attended a WSC before? How many? ..... **No**
Is your region planning to send an Alternate Delegate? ..... **No**
Alternate Delegate ..... **Bijay L**
Have you attended a WSC before? How many? ..... **No**
How many areas are in the region? **8**
How many groups are in the region? **72**
How many meetings take place each week in the region? **85**
How many H&I panels take place each week in the region? ..... **10-12 by 4 ASC**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$2,640.00**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **98**
- Conventions and events? **2**
- Literature sales? **60**

What were the total annual expenses for your regional service committee in 2011? **$1,981.00**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **5%**
- H&I? ..... **%**
- Holding workshops and service meetings? **55%**
- Traveling to service meetings and workshops? **10%**
- Holding events? **10%**
- Any other expenses? ..... **20% stationary and room rent**

Total money contributed by the region to your zonal forum... **$250.00 (money and merchandise stuffs like pandants and t-shirts))**

Your Regional Service Structure

Does your region have a regional office? ..... **Yes**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **increasing**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? ..... **3 convention and almost 6 Campoutss**
- Is attendance increasing, decreasing, or staying the same? ..... **increasing**

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? ..... **Non for profit organization NGO**
- Did your regional corporation have to pay any taxes or duties last year? ..... **Yes**
- Do you have tax-exempt or duty-free status? ..... **Yes**

Is your region insured? ..... **No**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

Role of leadership 65 attendance; Funding NA service 35 attendance; 12 steps 60 participation; 12 traditions 70 attendance; NA service structure 48 attendance; Sponsorship 100 Attendance; Unity and our primary purpose 48; Atmosphere of recovery 150 Attend; Convention workshop 60 attended; NAWS workshop: PR, atmosphere of recovery& personal recovery depends on NA unity 100 attendance.

What kind of training and mentoring efforts take place in your region and its areas?

H&I orientation,PI orientation,New comers workshop,Assemblies and Group service roles and responsibilities orientation and Regular business meetings and group and area inventory conducted

Describe what kind of planning activities your region and its areas utilize.

In our RSC meeting we make a work plan for RSC acitivities and its strategic planning for our RSC to function and approved it by RCMs and RSC committee

Successes with communication in your region or its areas

Yes we do have.we do our RSC meeting each time to each area by rotation.we have communication through emails and Phone numbers.we do have a good unity among our areas in region and each area support its new neighboring ASCs and Region too,because of this we are growing fast than ever before among 8 areas one area sometimes have a lack of communications and do not participate at RSC meetings too.

Please describe PR efforts carried out in your region.

Yes we do Public relation most of the time when we hold some events mostly conventions.We do PI to Government authorities life chief district officer,army,police,ward office,hotels facilities and locals communities.Now its seems Like paper media journalist are also interested to know about NA so we are going to make Relationship with them too.we have a good relations with treatment facilities because in Nepal most of the treatment center is run by Recovering addicts.Whenever Area Hold PI efforts Nepal RSC provide the resource person from the Region.

Does the region have any type of NA phoneline or a helpline? ..... **No**

Please describe your phoneline/helpline efforts.

How many areas have their own phoneline or helpline? ..... **Kathmandu Area have one which has been running since 2010**

Please describe your area phoneline/helpline experience.

KTMArea PI committee is responsible for this helpline sub committee where NA members directly give the answer and informed about NA .we have a approved guidelines and we are keep in touch with SFVASC phone line committee for Guidance.we listed ou helpline number at www.nakathmandu.org website,also in our Area meeting list and local newsletter.now a days our phone line committee gets at least two calls in a day.mostly out of KTM area members and foreign visitors are calling and we are once again grateful to fulfill our service through this committee

Some questions truncated to save space

Do you have a regional website? ..... **Yes**

www.nakathmandu.org

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

We are planning to have CAR workshop in coming April 6 at Katmandu area convention and also we will cover A vision for NA service.we expect 350-400 members in this convention.

How does your region reach a conscience about WSC matters?

1.we are happy to get and read the Living clean the journey continues book and 2.About New service system our Region conscience is still function in the current structure.

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**

Issue Discussion Topics ..... **Helpful**

Planning Basics ..... **Do not use**

PR Basics ..... **Helpful**

Service Pamphlets ..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **we are growing in number and strenght in recovery**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

1.Living clean the journey continues and 2.Service system projects

Please describe the most significant challenge your region has faced since WSC 2010.

Literature send by NAWS became a frustrating challenge for us most of times due to custom problem at Nepal.

Please describe some highlights or successes your region has experienced since WSC 2010.

1. Held 8 RSC Meetings since last 2010; 2. Organized 2nd Regional Assembly on 6th January 2011; 3. New service body formation of RSC; 4. Organized different workshop at each Area we hold RSC meeting; 5. 3rd Regional Convention held with successfully; 6. Formed Adhoc Committee to register Nepal RSC as a non for profit NGO in the Nepal government; 7. Attended two APF zonal conference; 8. Areas Contribute regularly for literature and RSC; 9 .Good Unity among ASC and Region; 10. Literature translation is moving fast since 2011; 11. Good experience is having in our culture that If convention will be in surplus area should contribute that surplus to region,zonal forum and NAW;S 12. we have effective and systematic way to distribute literature and key tags for each area through region; 13. 8 ASC celebrate 8 Unity day each year

What additional information would you like to share with other conference participants?

Sharing our problem with other NA worldwide communities who have gone through such issues and have found a good solution may benefits us to solve our problems.As You know its very hard for Nepalese citizen to get visa for us,if we still could not be there we are there in the spirit of Unity.

Some questions truncated to save space

Conference Input

Is there anything in particular you want to discuss at the conference?

Yes we wanna put our Regional proposal that if we printed our Information Pamphlets and some of the books like basic text and Just for today book in our country we can get benefits for two reason. 1. we will not have a problem at customs. 2.To pint here its cheap,so that NAWS can also save money for shipping cost and printing cost too.

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

Interaction and participating in conference like APF and NAWS and other delegate has worked well to keep me informed about the current news and have been so much help to learned from experience NA communities and share our success with new NA communities.have build myself a role of leadership and Grateful for being in service.Very few challenges like internal communication in our Area and region others wise i have experiences a lots and lots

Some questions truncated to save space

Facts about New England Region

Regional Delegate ..... **Andrew L**
Have you attended a WSC before? How many? ..... **Yes, 1**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Jaime V**
Have you attended a WSC before? How many? ..... **No**
How many areas are in the region? **13**
How many groups are in the region? **585**
How many meetings take place each week in the region? **615**
How many H&I panels take place each week in the region? ..... **365 combined RSC/ASCs**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$10,988.17**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **42**
- Conventions and events? **42**
- Literature sales? **13**

What were the total annual expenses for your regional service committee in 2011? **$15,520.81**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **3%**
- H&I? **5%**
- Holding workshops and service meetings? **3%**
- Traveling to service meetings and workshops? **12%**
- Holding events? **5%**
- Any other expenses? ..... **40% operating expenses, 15% insurance, 2% hosting NEZF, 15% NAWS contributions**

Total money contributed by the region to your zonal forum..... **generally we provide $50-$100 per Zone (2x yr) toward "unfunded trusted servants" & cover RD/RDA related travel/housing expenses - we also incurred costs to host the NEZF in July 2011**

Your Regional Service Structure

Does your region have a regional office? ..... **No**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **Biannual Convention - attendance staying the same**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? ..... **6 of 13 Areas have conventions, most are biannual at this point**
- Is attendance increasing, decreasing, or staying the same? ..... **some have stayed the same, most have decreased - guess the shine's wearing off?**

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**

Some questions truncated to save space

What is the type of legal registration? .....**Convention Corporation - 501c3**
Did your regional corporation have to pay any taxes or duties last year? ..... **Yes**
Do you have tax-exempt or duty-free status? ..... **Yes**
Is your region insured? ..... **Yes**

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

We hosted the July 2011 NEZF Zone Wide Workshop & engaged in presentation/discussion forums regarding the SSP & Social Media/Principles - we also facilitated at least 5 SSP Workshops ranging in attendance from 5 to 35 addicts, a CAR assembly with 45 addicts there, several H&I/PI Learning Days (always well attended) and gave NAWS update presentation at NERC 2011.

What kind of training and mentoring efforts take place in your region and its areas?

Alternate, Vice and Assistant positions are often used as "apprentice type" roles, designed to mentor the individual toward fulfilling the "actual" position following service rotation. We have also just created a Regional Fellowship Development Subcommittee whose purpose it is to learn, understand, teach & train on Service Related Material (such as SPs & Basics Booklets) and practices. More will be revealed!

Describe what kind of planning activities your region and its areas utilize.

We have just passed a motion to have our very first annual Planning Assembly in August 2012 (first meeting after our annual June elections) - we hope to utilize CBDM for this. Again, more will be revealed!

Successes with communication in your region or its areas

EBlasts & the website (www.nerna.org) seem to be effective communication tools

Please describe PR efforts carried out in your region.

Standard PI Presentations to schools, communities, education professionals/students, healthcare providers and law enforcement professionals as well as workshops for our members.

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.

meeting directory, urgent, non-urgent & professional callback services, literature sales

How many areas have their own phoneline or helpline? **3**

Please describe your area phoneline/helpline experience.

same as above + live addict answering

Do you have a regional website? ..... **Yes**

www.nerna.org (formerly www.newenglandna.org which will still direct you to the correct address)

Do you keep your meeting information updated here?..... **Yes**
Has your region hosted CAR workshops?..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

We have always hosted at least one Regional Assembly on the CAR, this cycle's attracted 45 addicts which included a number of RCMs, GSRs, Area Chairpersons and

Some questions truncated to save space

interested Members as well 2 previous Delegates. We used the NAWS provided powerpoint as well as handouts, entertained lots of robust discussion, Q&A and strawpolling. We also meet requests to do presentations as a Team (RD/RDA) to ASCs and as individuals to Groups.

How does your region reach a conscience about WSC matters?

If consensus is evident in discussion, our Chair will call for any objections, seeing none, consensus is called. Otherwise we use standard Rob's Rules voting. We are hoping to move toward CBDM and are currently working toward this by investigating differe

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Do not use**

Issue Discussion Topics ..... **Helpful**

Planning Basics ..... **Do not use. this is only because it is such recent info we have not yet had the chance.**

PR Basics ..... **Helpful**

Service Pamphlets ..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **we are definitely growing, this is due in part to the recent absorption of 2 Areas.**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

Service System Proposals Project

Please describe the most significant challenge your region has faced since WSC 2010.

The dissemination of information regarding the Service System Proposal Project.

Please describe some highlights or successes your region has experienced since WSC 2010.

***Providing Regional Email addresses for our RSCs Trusted Servants; *Seeing the relevance, importance & accelerated pace of the SSP Project, we sent 3 teams of 2 (RD/RDA + 2 other 2 person teams) to SSP Workshops and those individuals have stayed involved and assisted with local presentations; *Boston Area Convention is being held in Boston Area again!**

What additional information would you like to share with other conference participants?

Conference Input

Is there anything in particular you want to discuss at the conference?

Consensus Based Decision Making methods that work.

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

challenge: trying to hold IDT, SSP & other workshops while performing the other duties of the RD role (time consuming) worked well: 1-regional email addresses; 2-being funded to attend NEZF, MRLE, MARLCNA, FRSSNA & SSP Workshops, etc. in

Some questions truncated to save space

order to learn & gather info to report to RSC; 3-rotating locations of RSC bimonthly meeting (member Areas take turns hosting)

Some questions truncated to save space

Facts about New Jersey Region

Regional Delegate ..... **Kenneth B**
Have you attended a WSC before? How many? ..... **Yes, 2**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **still to be determined**
Have you attended a WSC before? How many? ..... **Yes, 2**
How many areas are in the region? **12**
How many groups are in the region? **0**
How many meetings take place each week in the region? **0**
How many H&I panels take place each week in the region? ..... **100+**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$20,756.85**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **53.1**
- Conventions and events? ..... **0 convention lost $271.12**
- Literature sales? ..... **none done at regional level**

What were the total annual expenses for your regional service committee in 2011? **$6,700.00**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **9%**
- H&I? **0.01%**
- Holding workshops and service meetings? **7%**
- Traveling to service meetings and workshops? **8%**
- Holding events? **0%**
- Any other expenses? ..... **12 for phoneline**

Total money contributed by the region to your zonal forum **$331.00**

Your Regional Service Structure

Does your region have a regional office? ..... **No**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **decreasing**

Did your regional convention make a profit this year? ..... **No**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? **5**
- Is attendance increasing, decreasing, or staying the same? ..... **same**

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? ..... **non profit**
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **Yes**

Is your region insured? ..... **Yes**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?
15 service system project, 10 CAR
What kind of training and mentoring efforts take place in your region and its areas?
assistant and vice duties
Describe what kind of planning activities your region and its areas utilize.
conference to conference
Successes with communication in your region or its areas
Please describe PR efforts carried out in your region.
Manning booths at statewide counselor convention; Basic txt mailings to state prisons; Poster printing and placing
Does the region have any type of NA phoneline or a helpline? ..... **Yes**
Please describe your phoneline/helpline efforts.
It is one of the efforts of our statewide shared services committee, along with the meeting list and website. Its annual cost is $9200
How many areas have their own phoneline or helpline? **0**
Please describe your area phoneline/helpline experience.
Do you have a regional website? ..... **Yes**
nanj.org
Do you keep your meeting information updated here? ..... **Yes**
Has your region hosted CAR workshops? ..... **Yes**
Please describe your efforts such as number of workshops and average attendance.
10 and counting with an average attendance of 15
How does your region reach a conscience about WSC matters?
Group tally
Which of the following tools have you made use of and do you find them helpful?
H&I Basics ..... **Do not use**
Issue Discussion Topics ..... **Not helpful**
Planning Basics ..... **Helpful**
PR Basics ..... **Helpful**
Service Pamphlets ..... **ServicePamphlets-donotuse**
Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **growing**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?
service system profect, with USSC/USFA running a close second
Please describe the most significant challenge your region has faced since WSC 2010.
getting full fellowship participation in the service system project before any action is attempted with regards to changes in the current service structure

Some questions truncated to save space

Please describe some highlights or successes your region has experienced since WSC 2010.

getting all of the groups and service meetings insured

What additional information would you like to share with other conference participants?

There is major concern in our area about whether the general fellowship's voice is really represented at the WSC

Conference Input

Is there anything in particular you want to discuss at the conference?

The above statement, and if we really understand the possible negative consequences to the restructure of the service system in the time period desired by NAWS. We need more time to entertain the changes.

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

Some questions truncated to save space

Facts about Nicaragua Region

Regional Delegate ..... **Francisca P**
Have you attended a WSC before? How many? ..... **No**
Is your region planning to send an Alternate Delegate? ..... **No**
Alternate Delegate .....
Have you attended a WSC before? How many? ..... **No**
How many areas are in the region? **4**
How many groups are in the region? **21**
How many meetings take place each week in the region? **147**
How many H&I panels take place each week in the region? **5**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **0**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **0**
- Conventions and events? **70**
- Literature sales? **30**

What were the total annual expenses for your regional service committee in 2011? **$3,000.00**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? ..... **%**
- H&I? **15%**
- Holding workshops and service meetings? ..... **%**
- Traveling to service meetings and workshops? ..... **%**
- Holding events? ..... **%**
- Any other expenses? ..... **18% for Legal Status**

Total money contributed by the region to your zonal forum **0**

Your Regional Service Structure

Does your region have a regional office? ..... **Yes**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **Decreased**

Did your regional convention make a profit this year? ..... **No**
Do any areas in your region hold conventions? ..... **No**
- How many per year? .....
- Is attendance increasing, decreasing, or staying the same? .....

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? ..... **Non profit Association**
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **Yes**

Is your region insured? ..... **No**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?
10 workshops, 5 on steps and 5 on traditions, average attendance 30
What kind of training and mentoring efforts take place in your region and its areas?
PR workshop, average attendance 30
Describe what kind of planning activities your region and its areas utilize.
Monthly
Successes with communication in your region or its areas
We didnn't have any success
Please describe PR efforts carried out in your region.
use of website, PR workshop, add in yellow pages, World NA Day
Does the region have any type of NA phoneline or a helpline? ..... **Yes**
Please describe your phoneline/helpline efforts.
We answer calls, provide NA information, times and locatiosn of meetings at a national level
How many areas have their own phoneline or helpline? **2**
Please describe your area phoneline/helpline experience.
Same as above
Do you have a regional website? ..... **Yes**
www.nanicaragua.es.tl and www.nanicaragua.org
Do you keep your meeting information updated here? ..... **Yes**
Has your region hosted CAR workshops? ..... **Yes**
Please describe your efforts such as number of workshops and average attendance.
No, the previous delegate did not provide any information about it
How does your region reach a conscience about WSC matters?
Which of the following tools have you made use of and do you find them helpful?
H&I Basics ..... **Helpful**
Issue Discussion Topics .....
Planning Basics .....
PR Basics ..... **Helpful**
Service Pamphlets ..... **Helpful**
Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **Increasing**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?
Service System
Please describe the most significant challenge your region has faced since WSC 2010.
Stabilize and strengthen the structure's functionality
Please describe some highlights or successes your region has experienced since WSC 2010.
2 new groups and 2 new ASCs were formed

Some questions truncated to save space

What additional information would you like to share with other conference participants?

Conference Input

Is there anything in particular you want to discuss at the conference?

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

I was lected RD by the majority of the groups in Nicaragua and I have started being off service with very little support from the trusted servants I have tried to be the balance point bewteen the areas and I have tried to work so we can attain unity in our community which is still submerged in sterile controversy

Some questions truncated to save space

Facts about North Eastern Regional Forum

Regional Delegate ..... **Hijam S**
Have you attended a WSC before? How many? ..... **Yes, 1**
Is your region planning to send an Alternate Delegate? ..... **No**
Alternate Delegate ..... **Heigrujam K**
Have you attended a WSC before? How many? ..... **Yes**
How many areas are in the region? **2**
How many groups are in the region? **12**
How many meetings take place each week in the region? **0**
How many H&I panels take place each week in the region? **2-3**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$80.00**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **5**
- Conventions and events? **75**
- Literature sales? **20**

What were the total annual expenses for your regional service committee in 2011? **$604.60**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? ..... **%**
- H&I? ..... **%**
- Holding workshops and service meetings? **25%**
- Traveling to service meetings and workshops? **75%**
- Holding events? ..... **%**
- Any other expenses? ..... **75% for FD Trips including traveling delegates or other trusted servants to service meetings and workshops/25% for holding workshops and service meetings.**

Total money contributed by the region to your zonal forum ..... **$200.00 (APF2011)**

Your Regional Service Structure

Does your region have a regional office? ..... **No**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **Increasing.**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? **1**
- Is attendance increasing, decreasing, or staying the same? ..... **Increasing.**

Is there a corporation or an entity with legal status that is a part of your regional structure? **No**
- What is the type of legal registration? .....
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **No**

Some questions truncated to save space

Is your region insured? ..... **No**

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

NERF has done some regional workshop in the group level regarding the Topics: "service structure of NERF". We have also done some FD trips in the isolated groups and in Bhutan. During the FD Trip we have organized workshops & speakers meetings. We discussed on the topics: "Service structure of NA services in Guwahati, India" We have 10 local members attending the speaker's meeting at an isolated group, "H&I Basics & Service structure of NA Services" in Thimpu, Bhutan. We have 35 local members attending the workshop. * "Strengthening home group" in Shillong, India. We have 7-8 local members attending the speaker's meeting and some few AA members were also there. * ASC is also holding H&I, PR & ASC workshops every month in the group levels and other sub-committee and committee is also holding workshop whenever proposed by the groups. The topics of H&I and PR are based on the provided topics in the basics guidelines. ASC holds workshop on the topics suggested or proposed by the groups. Some of the common topics are "7th Tradition", 12Concept, 12Tradition, Service structure, strengthening home group, role & responsibilities of trusted servants etc. Average attendance in the group workshop is 20-25.

What kind of training and mentoring efforts take place in your region and its areas?

Region is providing all necessary support such as literatures, starter kits for new groups, sending speakers in isolated group anniversaries, regular regional committee meeting, Region coordinating with the ASCs in ASC FD trips & ASCs events, Region trusted attending ASC meeting if necessary.

Describe what kind of planning activities your region and its areas utilize.

Region is planning for FD Trips and follows up as an ongoing process; we have approved bylaws/policy of the region in the last regional assembly. Organizing workshops to educate the individuals & trusted servants about the bylaws/policy, organizing service workshops to strengthen the weaker groups & ASCs in co-ordination with the concerned ASCs and isolated groups. Region is also going to sponsored the delegates of the isolated groups to attend the RCM meet & Regional Assembly.

Successes with communication in your region or its areas

In the last few years FD trips has been making a major success in carrying the message to the addicts and workshops has been helping to capacitate & educate the trusted servants in group & an ASC level. Delegates & trusted servants who got chances to exposed in the other part of the fellowship are bringing good ideas & knowledge to the local fellowship, which make boost of positive changes in the local fellowship regarding decision making and ways of conducting the business. In all the activities we carried out through communication & co-ordination with the concerned ASCs, whenever the region feels the necessary for the conscience of the ASCs we mailed and also have telephonic conversation.

Some questions truncated to save space

Please describe PR efforts carried out in your region.

The ASC PI is doing regular PI panel presentation in male rehab facility for the addict's family & staffs of the facility. And conducting regular recovery meeting in an outpatient facility for the female addicts as we don't have female NA group for the time being

Does the region have any type of NA phoneline or a helpline? ..... **No**

Please describe your phoneline/helpline efforts.

How many areas have their own phoneline or helpline? **1**

Please describe your area phoneline/helpline experience.

They are answering to all the queries related to NA. They use to provide the helpline number in the PI banner, pamphlet and also during the H&I and PI panel presentation.

Do you have a regional website? ..... **No**

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **No**

Please describe your efforts such as number of workshops and average attendance.

How does your region reach a conscience about WSC matters?

Regional body (NERF) always schedules the regional assembly before the APF meet & WSC so as to reach the conscience about the APF/WSC matters.

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**
Issue Discussion Topics ..... **Helpful**
Planning Basics ..... **Do not use**
PR Basics ..... **Helpful**
Service Pamphlets ..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **Growing.**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

7th Tradition/Service structure of NA/strengthening the fellowship in the interior region and neibouring countries/review of ASC bylaws-policy/holding regional convention at the isolated groups & weaker ASC etc.

Please describe the most significant challenge your region has faced since WSC 2010.

POOR FUND FLOW, LACK OF TRUSTED IN SOME GROUPs & ASC LEVEL.

Please describe some highlights or successes your region has experienced since WSC 2010.

HAVE BEEN ABLE TO REACH OUT TO THE ISOLATED GROUPS, getting more funds from the ASCs & Region is also having a strong communication with the ASCs & groups.

What additional information would you like to share with other conference participants?

Our region has found a new experience in carrying the message through Fellowship Development trip. FD Trips is helping to grow and strengthen the weaker part of the fellowship in the isolated and neibouring countries.

Some questions truncated to save space

Conference Input

Is there anything in particular you want to discuss at the conference?

To hold the CAR workshop one month ahead of the date line of submitting the regional report for WSC so that the regional delegate can have a proper & smooth discussion with the rest of the regional body while preparing for the WSC.

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

There is always a difficulty when I came for the first conference to know the formalities everything seems to be new to me the ways the business has been conducted and sometimes I find it hard to catch up with the languages the terminology etc. Some delegates have suggested me that it's almost the same they face when they came for the first conference. The workshop and the presentation from others delegates during the conference has given me a good experience which have been useful to my local community. I have learned many things from my first conference which I have share with my local fellowship and we become more update about the fellowship regarding services in NA & what is going on in and around the fellowship.

Some questions truncated to save space

Facts about Northern California Region

Regional Delegate ..... **Matt S**
Have you attended a WSC before? How many? ..... **Yes, 10**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Traci P**
Have you attended a WSC before? How many? ..... **Yes, 1**
How many areas are in the region? **22**
How many groups are in the region? **0**
How many meetings take place each week in the region? **0**
How many H&I panels take place each week in the region? **310**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$52,212.95**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **64**
- Conventions and events? **23**
- Literature sales? **0**

What were the total annual expenses for your regional service committee in 2011? **$56,046.43**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **2%**
- H&I? **7%**
- Holding workshops and service meetings? **28%**
- Traveling to service meetings and workshops? **8%**
- Holding events? **2%**
- Any other expenses? ..... **Administrative Overhead 54%**

Total money contributed by the region to your zonal forum **0**

Your Regional Service Structure

Does your region have a regional office? ..... **Yes**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **Attendance is steady, if not slightly down. Only 50% of Attendees register for the Convention; creating increased financial strain in light of rising facilities costs**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? **3**
- Is attendance increasing, decreasing, or staying the same? ..... **Unknown**

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? **501C-3**
- Did your regional corporation have to pay any taxes or duties last year? ..... **Yes**
- Do you have tax-exempt or duty-free status? ..... **Yes**

Some questions truncated to save space

Is your region insured? ..... **Yes**

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

We've held an NA101 Assembly in January 2012 covering topics such as Communication, Consensus, Service System, H&I/PR. Attendance about 50.

What kind of training and mentoring efforts take place in your region and its areas?

Very little. This is a deficiency currently. We do a perfunctory new RCM Orientation prior to each RSC.

Describe what kind of planning activities your region and its areas utilize.

The Regional Service Committee has been engaged in planning for 3 years now. The RSC identifies goals, projects/tasks, and these are funded by discretionary funds once routine "fixed" expense obligations have been met. We're still refining our planning process and tweaking it each cycle.

Successes with communication in your region or its areas

Communications have been a challenge. One innovation has been increased use of online conferencing tools to allow our rural/distant areas to participate in our combined Regional PR/H&I Forum.

Please describe PR efforts carried out in your region.

Attendance at Professional Conferences for California Associations of Alcohol/Drug Counselors and Educators. Some attendance at Corporate health fairs in response to invitations.

Does the region have any type of NA phoneline or a helpline? ..... **No**

Please describe your phoneline/helpline efforts.

How many areas have their own phoneline or helpline? **19**

Please describe your area phoneline/helpline experience.

Most areas maintain their own phone line. Alameda County has a shared services phoneline covering 3 ASCs. Technologies vary widely, but more areas are trending toward virtual PBX providers.

Do you have a regional website? ..... **Yes**

www.norcalna.org

Do you keep your meeting information updated here? ..... **No**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

We've held 3 CAR workshops so far with a 4th scheduled in Mid-March. Attendance has varied from over 100 at our largest to about 12 persons at our smallest.

How does your region reach a conscience about WSC matters?

Our region uses a policy created over 10 years ago that appears to lead to some inequities in the process. Any member present at one of the 4 Regional Assemblies may vote their own personal opinion. However, voting in the areas that did not have or atte

Which of the following tools have you made use of and do you find them helpful?

Some questions truncated to save space

H&I Basics ..... **Helpful**
Issue Discussion Topics ..... **Helpful**
Planning Basics ..... **Do not use**
PR Basics ..... **Helpful**
Service Pamphlets ..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **We have no empirical data on this. The personal sense of the RD is that, although more addicts are being sent to our meetings; active NA Membership "feels" on the decline**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

Service System. The RD and AD have had tremendous challenges in trying to properly inform the fellowship about the actual facts related to this project.

Please describe the most significant challenge your region has faced since WSC 2010.

The constant barrage of negative campaigning by a handful of members, some of whom aren't even in our region, who are opposed to the service system project. Email blasts and social networks have employed loaded and emotive rhetoric, outright distortions and fear tactics to target uninformed members and elicit rash responses with little to no basis in fact. These members have been very successful with this effort.

Please describe some highlights or successes your region has experienced since WSC 2010.

The RCMs continue to exhibit a high level of trust and confidence in our new Fellowship Services Team which has replaced the old RSC "Administrative Committee". They have allowed a lot of delegation in managing discretionary travel and project expenses, funding decisions, and administering our strategic "action" plan. We're still refining our processes, and experimenting with the last critical piece of a new system of service, which is moving away from a monthly report-based RSC meeting. Meeting monthly continues to represent a substantial financial expense, drain on our regional trusted servants, and inhibits our ability to act strategically. Although there are some members concerned with the impact that less frequent RSCs may have on communications; the RSC has allowed us to experiment with taking some months off. These months off have allowed us to do fellowship development work, such as our NA101 workshops.

What additional information would you like to share with other conference participants?

We would gladly share our "Fellowship Services Team" guidelines and our most important document, the "FST Working Group Charter" - which outlines our use of project/task groups for fulfillment of services.

Conference Input

Is there anything in particular you want to discuss at the conference?

We are very disappointed that the Conference Participants mailing list has been misused and shared with non-participants. We've received numerous emails from

Some questions truncated to save space

members outside our region telling us how to do our jobs, what information we "must" pass on, and have been subjected to personal insults from members we don't even know.

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

What has worked well is maintaining complete honesty and transparency with the RSC. Our Regional Delegate team enjoys a high level of trust and respect with the Regional Service Committee.

Some questions truncated to save space

Facts about Northern New England Region

Regional Delegate ..... **Jeremy F**
Have you attended a WSC before? How many? ..... **Yes, 4**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Harry D**
Have you attended a WSC before? How many? ..... **Yes, 1**
How many areas are in the region? **4**
How many groups are in the region? **156**
How many meetings take place each week in the region? **165**
How many H&I panels take place each week in the region? ..... **71 per month**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$2,053.00**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **100**
- Conventions and events? **0**
- Literature sales? **0**

What were the total annual expenses for your regional service committee in 2011? **$1,705.00**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **0%**
- H&I? **0%**
- Holding workshops and service meetings? **25%**
- Traveling to service meetings and workshops? **60%**
- Holding events? **15%**
- Any other expenses? .....

Total money contributed by the region to your zonal forum **$300.00**

Your Regional Service Structure

Does your region have a regional office? ..... **No**
Does your region have a regional convention? ..... **No**
- Is attendance increasing, decreasing, or staying the same? .....

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? **4**
- Is attendance increasing, decreasing, or staying the same? ..... **Staying the same**

Is there a corporation or an entity with legal status that is a part of your regional structure? **No**
- What is the type of legal registration? .....
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **No**

Is your region insured? ..... **No**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

H & I and PI Workshop and Learning Days 20 to 30 addicts.

What kind of training and mentoring efforts take place in your region and its areas?

Some Areas have Orientation packages for new GSR's.

Describe what kind of planning activities your region and its areas utilize.

None really.

Successes with communication in your region or its areas

Not really

Please describe PR efforts carried out in your region.

Not this cycle.

Does the region have any type of NA phoneline or a helpline? ..... **No**

Please describe your phoneline/helpline efforts.

How many areas have their own phoneline or helpline? **3**

Please describe your area phoneline/helpline experience.

Local meetings listed for that day, helpline 24 hours a day.

Do you have a regional website? ..... **No**

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

We have had a couple already and have 3 more scheduled over the next month and a half. Just a handful of addict, but the next 3 should be well attended.

How does your region reach a conscience about WSC matters?

We have all Areas utilize the same ballot and tally votes by groups in each Area and also the number of addicts in case there is a close vote, this would let us know how the individual addicts stand on this issue.

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**
Issue Discussion Topics ..... **Helpful**
Planning Basics ..... **Helpful**
PR Basics ..... **Helpful**
Service Pamphlets ..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **Growing**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

Service System Project

Please describe the most significant challenge your region has faced since WSC 2010.

Lack of Trusted Servants, but have seen an increase in enthusiasm over the past few months.

Some questions truncated to save space

Please describe some highlights or successes your region has experienced since WSC 2010.

We recently had Champlain Valley Area vote to join our Region. They were part of the Mountain Valley Region which has disbanded. We also believe that the Green Mountain Area could also be looking to joining our Region. We had the World Unity Day hookup and was chosen as one of the Regions to be broadcasted on the live hookups.

What additional information would you like to share with other conference participants?

Recovery is alive and getting stronger in the Northern New England Region. If you are in our area, please come and join us in our own little piece of heaven.

Conference Input

Is there anything in particular you want to discuss at the conference?

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

A good working relationship between the Delegate and Delegate Alternate is key to a successful service experience

Some questions truncated to save space

Facts about Northern New Jersey Region

Regional Delegate ..... **Kerri D**
Have you attended a WSC before? How many? ..... **Yes, 1**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Ron V**
Have you attended a WSC before? How many? ..... **No**
How many areas are in the region? **12**
How many groups are in the region? **299**
How many meetings take place each week in the region? **362**
How many H&I panels take place each week in the region? **119**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$23,838.70**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **85**
- Conventions and events? **0**
- Literature sales? **15**

What were the total annual expenses for your regional service committee in 2011? **$19,277.91**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **0%**
- H&I? **15%**
- Holding workshops and service meetings? **20%**
- Traveling to service meetings and workshops? **60%**
- Holding events? **10%**
- Any other expenses? .....

Total money contributed by the region to your zonal forum **0**

Your Regional Service Structure

Does your region have a regional office? ..... **Yes**
Does your region have a regional convention? ..... **No**
- Is attendance increasing, decreasing, or staying the same? .....

Did your regional convention make a profit this year? .....
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? **4**
- Is attendance increasing, decreasing, or staying the same? ..... **Increasing**

Is there a corporation or an entity with legal status that is a part of your regional structure? **No**
- What is the type of legal registration? .....
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **No**

Is your region insured? ..... **No**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

We did a SSP workshop for the Region in early may for the RSC and we did have 50 + people in attendance. We had three additional SSP workshops for four ASC's two collaborated with each other. We did not have the opportunity to workshop the IDT's. We did make the Topics available in# of our reports to the RSC.

What kind of training and mentoring efforts take place in your region and its areas?

We have alternate position which allow for training and mentoring.

Describe what kind of planning activities your region and its areas utilize.

We have not taken the opportunity to implement any of the new planning tools within the RSC.

Successes with communication in your region or its areas

We have not

Please describe PR efforts carried out in your region.

We are actually working in collaboration with the NJ Region on a current project with NJ Drug Court they have been the lead on this project and have invited us in to participate and to represent.

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.

We work in collaboration with the Southern region (NJRSC) to maintain our HelpLine services under our shared services agreement. We utilize one toll free # and a # registered to the suther region for all of our Statewide helpline usage.

How many areas have their own phoneline or helpline? **0**

Please describe your area phoneline/helpline experience.

Do you have a regional website? ..... **Yes**

www.nanj.org

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

We held one at the RSC for the RCM's with all twelve and most alternates in attendance and a great deal of members from the local fellowship. We did have a great deal of support from the RCM's for MARLCNA. We did one other one for the Grt. Plainfield ASC and all ten of the GSR's attended. We have five others scheduled between 2/26 – 3/26.

How does your region reach a conscience about WSC matters?

Discussion during our RSC session's and if need be we will send the discussion back to the groups.

Which of the following tools have you made use of and do you find them helpful?

H&I Basics .....

Issue Discussion Topics ..... **Not helpful**

Planning Basics ..... **Do not use**

Some questions truncated to save space

PR Basics ..... **Not helpful**
Service Pamphlets ..... **Not helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **unknown**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

Since my election Service System Proposal has been all we have been able to focus on.

Please describe the most significant challenge your region has faced since WSC 2010.

I believe our region struggles with obtaining continuity with our RD TEAM.

Please describe some highlights or successes your region has experienced since WSC 2010.

Unable to recall any to date

What additional information would you like to share with other conference participants?

We do have an ASC that has implemented Consensus Based Decision Making on a trial basis the Passaic ASC.

Conference Input

Is there anything in particular you want to discuss at the conference?

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

I am not able to weigh in on this question just yet? We do look forward to our continued working relationship with the North East Zonal Forum which the NNJRSC will be hosting in June 2012 (see attached flier). We also look forward to strengthening our relationship with the World Service Conference.

Some questions truncated to save space

Facts about Norway Region

Regional Delegate ..... **Christin H**
Have you attended a WSC before? How many? ..... **Yes, 2**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Per-Einar S**
Have you attended a WSC before? How many? ..... **Yes, 1**
How many areas are in the region? **6**
How many groups are in the region? **87**
How many meetings take place each week in the region? **120**
How many H&I panels take place each week in the region? ..... **app 1**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$17,822.00**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **35**
- Conventions and events? .....
- Literature sales? **65**

What were the total annual expenses for your regional service committee in 2011? **$41,771.00**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? ..... **%**
- H&I? ..... **%**
- Holding workshops and service meetings? ..... **%**
- Traveling to service meetings and workshops? **35%**
- Holding events? ..... **%**
- Any other expenses? .....

Total money contributed by the region to your zonal forum **$3,744.00**

Your Regional Service Structure

Does your region have a regional office? ..... **No**
Does your region have a regional convention? ..... **No**
- Is attendance increasing, decreasing, or staying the same? .....

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? **6**
- Is attendance increasing, decreasing, or staying the same? ..... **increasing a bit every year**

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? ..... **registrated as an volentair organisation**
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **No**

Is your region insured? ..... **No**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

We have had workshops on the topic service structure in one area both at the areameeting and once at the areaconvention. We also had that topic in the region. We had workshop about Basic Planning in both the region and at the biggest areaconvention.

What kind of training and mentoring efforts take place in your region and its areas?

Some of the areas have learning days. We have an Regional FD commitee who provides workshops and help to the areas.

Describe what kind of planning activities your region and its areas utilize.

Successes with communication in your region or its areas

Please describe PR efforts carried out in your region.

We have panels in most of the large prison in the east area and also in the south area, at detox centers, hospitals, criminal care in freedom, policeacademy and welfare offices. At easter we have tv commersial.

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.

The phone is served every weekday from 5 pm to 7 pm. And we got a lot of service willingness an we try to do this service in all our areas. Try to find people to educate people for 12 step willingness. They got an commercial spot on TV during holydays. The phoneline commitee is eager to talk to other countries in order to get to know how other are doing it.

How many areas have their own phoneline or helpline? ..... **The phoneline is an Regional commitee whish support the whole region.**

Please describe your area phoneline/helpline experience.

Do you have a regional website? ..... **Yes**

www.nanorge.org

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

We will host a CAR workshop at the Regional service conference 16th-17th March.

How does your region reach a conscience about WSC matters?

We discuss at the Region meeting and also we use the workshops we have at conventions and service conferences.

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**
Issue Discussion Topics ..... **Helpful**
Planning Basics ..... **Helpful**
PR Basics ..... **Helpful**
Service Pamphlets ..... **Helpful**

Some questions truncated to save space

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **It has been growing.**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

The service stucture

Please describe the most significant challenge your region has faced since WSC 2010.

We have a lot of request for H&I panels and lack of people to do the work.

Please describe some highlights or successes your region has experienced since WSC 2010.

What additional information would you like to share with other conference participants?

We have a lot of gatherings in our region and you are all most welcome.

Conference Input

Is there anything in particular you want to discuss at the conference?

The new service structure. Communication- how to get the information we get to the members.

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

There is a big challenge in communication with the fellowship as a whole. To get all the information I receive as a RD to the members.

Some questions truncated to save space

Facts about Ohio Region

Regional Delegate ..... **David L**
Have you attended a WSC before? How many? ..... **Yes, 4**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Charles F**
Have you attended a WSC before? How many? ..... **Yes, 3**
How many areas are in the region? **15**
How many groups are in the region? **398**
How many meetings take place each week in the region? **515**
How many H&I panels take place each week in the region? **104**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$13,449.39**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **61**
- Conventions and events? **39**
- Literature sales? **0**

What were the total annual expenses for your regional service committee in 2011? ..... $**10,490.29**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **8%**
- H&I? **2%**
- Holding workshops and service meetings? **29%**
- Traveling to service meetings and workshops? **19%**
- Holding events? ..... **%**
- Any other expenses? ..... **$841.00 (8%) was for regional liability insurance coverage, $3,340.17 (32%) was for the regional phone-line service**

Total money contributed by the region to your zonal forum **$650.00**

Your Regional Service Structure

Does your region have a regional office? ..... **No**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? .....

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? **4**
- Is attendance increasing, decreasing, or staying the same? .....

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? ..... **not-for-profit organization**
- Did your regional corporation have to pay any taxes or duties last year? ..... **Yes**
- Do you have tax-exempt or duty-free status? ..... **Yes**

Is your region insured? ..... **Yes**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

Our Regional Hospitals & Institutions Subcommittee works with member areas to plan & facilitate H&I Service Learning Days, and has continued discussions about the possibility of "Sponsorship Behind The Walls". Many areas within our Region hosted workshops on the Service System Project and other Issue Discussion Topics (IDT's).

What kind of training and mentoring efforts take place in your region and its areas?

Describe what kind of planning activities your region and its areas utilize.

Successes with communication in your region or its areas

Please describe PR efforts carried out in your region.

Our Regional Public Relations Subcommittee has continued to work cooperatively with member Areas & NAWS to facilitate an NA presence at professional events such as the Ohio State University Addiction Studies Institute in Columbus, OH (August, 2010), the Urban Minority Alcoholism & Drug Addiction Outreach Project in Dayton, OH (September, 2011), and the National Association of Social Workers in Columbus, OH (December, 2011).

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.

Our Region operates a toll-free NA helpline, the Ohio Info-Line, (1-800-587-4232). Calls are answered by a professional answering service that can provide the caller with information on local NA meetings and/or refer the caller to any one of six area-operated hotlines for further help. In some cases, the answering service refers messages to NA members serving as contacts for more specific information. According to the most recent reporting, our helpline is receiving around 200-250 calls per month. We are extremely fortunate to be served by an answering service whose staff has learned and respects our Traditions (to the best of their ability). They are timely in their response to calls.

How many areas have their own phoneline or helpline? **6**

Please describe your area phoneline/helpline experience.

Do you have a regional website? ..... **Yes**

www.naohio.org

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

On February 10th, 11th & 12th, our Region hosted a Multi-Regional CAR/CAT Workshop that was held in conjunction with the quarterly meeting of the Midwest Zonal Forum. Our Delegate Team is currently in the process of facilitating Multi-Area CAR/CAT Workshops at various locations throughout the Region prior to our April RSC meeting.

How does your region reach a conscience about WSC matters?

Which of the following tools have you made use of and do you find them helpful?

Some questions truncated to save space

H&I Basics .....
Issue Discussion Topics .....
Planning Basics .....
PR Basics .....
Service Pamphlets.....

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **moderate growth**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

Please describe the most significant challenge your region has faced since WSC 2010.

Many of our areas continue to have difficulty in attracting NA members to become (and remain) actively involved in service work. This is evidenced by low attendance & minimal group representation at Area Service Committee meetings, vacant trusted servant positions, and under-manned or subcommittees. The results of this have been inactive subcommittees and inadequate or non-existent services. We continue to make progress, but there is still much more to do. One of our biggest challenges is in providing training to current & prospective trusted servants.

Please describe some highlights or successes your region has experienced since WSC 2010.

What additional information would you like to share with other conference participants?

Conference Input

Is there anything in particular you want to discuss at the conference?

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

Some questions truncated to save space

Facts about OK Region

Regional Delegate ..... **Gary V**
Have you attended a WSC before? How many? ..... **Yes, 6**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Cindi B**
Have you attended a WSC before? How many? ..... **No**
How many areas are in the region? **5**
How many groups are in the region? **116**
How many meetings take place each week in the region? **325**
How many H&I panels take place each week in the region? **72**

Budget

Total amount of money contributed to the region by groups and areas in 2011? .....
What percentage of your RSC's annual budget comes from:
- Group and area contributions? .....
- Conventions and events? .....
- Literature sales? .....

What were the total annual expenses for your regional service committee in 2011? .....
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? ..... %
- H&I? ..... %
- Holding workshops and service meetings? ..... %
- Traveling to service meetings and workshops? ..... %
- Holding events? ..... %
- Any other expenses? .....

Total money contributed by the region to your zonal forum .....

Your Regional Service Structure

Does your region have a regional office? ..... **Yes**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **increasing**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? **1**
- Is attendance increasing, decreasing, or staying the same? ..... **increasing**

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? **501c3**
- Did your regional corporation have to pay any taxes or duties last year? ..... **Yes**
- Do you have tax-exempt or duty-free status? ..... **No**

Is your region insured? ..... **Yes**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?
SSP USFA

What kind of training and mentoring efforts take place in your region and its areas?

Describe what kind of planning activities your region and its areas utilize.

Successes with communication in your region or its areas

Please describe PR efforts carried out in your region.

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.

How many areas have their own phoneline or helpline? **4**

Please describe your area phoneline/helpline experience.

Do you have a regional website? ..... **Yes, OKNA.org**

Do you keep your meeting information updated here?..... **Yes**

Has your region hosted CAR workshops?..... **Yes**

Please describe your efforts such as number of workshops and average attendance.
1 100

How does your region reach a conscience about WSC matters?
Ballot Group Tally

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**
Issue Discussion Topics ..... **Helpful**
Planning Basics ..... **Not helpful**
PR Basics ..... **Not helpful**
Service Pamphlets..... **Not helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **growing**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?
USFA

Please describe the most significant challenge your region has faced since WSC 2010.
Structure

Please describe some highlights or successes your region has experienced since WSC 2010.
In support of developing a USSC

What additional information would you like to share with other conference participants?
Regional Delegation in accordance to the GTWS

Conference Input

Is there anything in particular you want to discuss at the conference?
USA national body

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?
include ALL information Open discussion

Some questions truncated to save space

Facts about Ontario Region

Regional Delegate ..... **Rob L**
Have you attended a WSC before? How many? ..... **Yes, 2**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Genina A**
Have you attended a WSC before? How many? ..... **Yes, 2**
How many areas are in the region? **18**
How many groups are in the region? **308**
How many meetings take place each week in the region? **399**
How many H&I panels take place each week in the region? ..... **all areas have H&I panels as well as the region has an H&I chairperson**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$17,376.01**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **32**
- Conventions and events? **10**
- Literature sales? **58**

What were the total annual expenses for your regional service committee in 2011? **$55,099.10**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **5%**
- H&I? **10%**
- Holding workshops and service meetings? **25%**
- Traveling to service meetings and workshops? **25%**
- Holding events? **10%**
- Any other expenses? ..... **incidentals admin costs, all figures are guesstimates and will be brought up for future exactness**

Total money contributed by the region to your zonal forum ..... **none that I am aware of**

Your Regional Service Structure

Does your region have a regional office? ..... **No**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **same**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? **1**
- Is attendance increasing, decreasing, or staying the same? ..... **same**

Is there a corporation or an entity with legal status that is a part of your regional structure? **No**
- What is the type of legal registration? .....
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **No**

Some questions truncated to save space

Is your region insured? ..... **Yes**

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

SSP versions 2 & 3, CAR, Mentoring & Continuity, APT, Regional Workshops @ Regional Conventions; sometimes 15 sometimes 50, depending on enthusiasm of the environment

What kind of training and mentoring efforts take place in your region and its areas?

sporatic, the RD Team tries to lead by example, WE are using the Mentoring and are having mixed results. When we go into an area we share the importance of Mentoring , and we show exactly how to recruit TS to follow in our service efforts.

Describe what kind of planning activities your region and its areas utilize.

We have done a RPT and made a calendar complete with workgroups, however this fizzled out and we are anxious to identify why and what best practices will address this issue; A NewsFlash at the Regional level has been discussed, again mixed results.

Successes with communication in your region or its areas

PSA's, beta tape creations, Webservant, rotating meetings have garnered some results, we are hosting a convention in the host area we held a regional rotating meeting we visited last, in our opinion a direct result of that outreach effort.

Please describe PR efforts carried out in your region.

I just did, PSA's and workshops in our Northern Areas at a campout, followed by rap sessions at our Convention

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.

1-800 service, still in it's trial basis, but looks like people are catching on, also Web is being used regularly

How many areas have their own phoneline or helpline? .....**yes**

Please describe your area phoneline/helpline experience.

some voice mail , some cell phones answered by addicts, some use the same link as the 1-800 # others are done independantly

Do you have a regional website? ..... **Yes**

http//www.orscna.org/

Do you keep your meeting information updated here?..... **Yes**

Has your region hosted CAR workshops?..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

2, well attended and as we are dealing with some of the consensus based discussion, people are apprehensive but willing to stay open to the process. SSP we are uniquely situated being a province as a region and a nation as a zonal forum, the only major concern is the GSU issue and the possible loss of direct delegate appointment to the WSC

How does your region reach a conscience about WSC matters?

Robert's Rules, but we have discussed CBDM

Some questions truncated to save space

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**
Issue Discussion Topics ..... **Helpful**
Planning Basics ..... **Helpful**
PR Basics ..... **Helpful**
Service Pamphlets ..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **growing**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

SSP

Please describe the most significant challenge your region has faced since WSC 2010.

economic depression and the need for better communication, time for another RPT

Please describe some highlights or successes your region has experienced since WSC 2010.

all positions filled, a real family feel to our service body, and a real sense of working towards a common goal

What additional information would you like to share with other conference participants?

We are excited to be a part of this process and relish the opportunity to pick the brains of developed and developing NA communities across the world

Conference Input

Is there anything in particular you want to discuss at the conference?

future development with Russia, China, India, not seating so much as how we aid these vast expanse's growth, most other issues are well covered in the CAR & CAT.

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

working as a team concept, and not looking as a primary and secondary role but as equal servants on input and resolution of whatever the issues WE are facing. Sometimes it seems we have a vacancy, and we are forced to put someone green into the position and have to reinvent the wheel all over again. Hard to keep momentum when that happens

Some questions truncated to save space

Facts about Panama Region

Regional Delegate ..... **Sergio R**
Have you attended a WSC before? How many? ..... **Yes, 5**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **John F**
Have you attended a WSC before? How many? ..... **Yes, 1**
How many areas are in the region? **0**
How many groups are in the region? **14**
How many meetings take place each week in the region? **57**
How many H&I panels take place each week in the region? **4**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$1,147.61**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **16**
- Conventions and events? ..... **66.8% in 2010 we didn't have a convention in 2011**
- Literature sales? **73**

What were the total annual expenses for your regional service committee in 2011? **$9,000.00**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **10%**
- H&I? **10%**
- Holding workshops and service meetings? **9%**
- Traveling to service meetings and workshops? **7%**
- Holding events? **5%**
- Any other expenses? ..... **40% of the toal annual expenses combined**

Total money contributed by the region to your zonal forum **$240.00**

Your Regional Service Structure

Does your region have a regional office? ..... **No**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **inccreasing**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **No**
- How many per year? .....
- Is attendance increasing, decreasing, or staying the same? .....

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? ..... **Non profit NGO**
- Did your regional corporation have to pay any taxes or duties last year? ..... **Yes**
- Do you have tax-exempt or duty-free status? ..... **Yes**

Is your region insured? ..... **Yes**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

3-4 PR wolrkshops with health professionals, minsitry of social developement, police, private entities, 20-30 people in each, services workshops on leadership, who''s missing and why, responsible management of NA funds, our service system, 2012 CAR 8-20 people in each.

What kind of training and mentoring efforts take place in your region and its areas?

Describe what kind of planning activities your region and its areas utilize.

Evaluation of our Strtegic Plan 2008-2012, evaluation of the execution of our activities in relation to our timetable and accountability to the Regional Assembly

Successes with communication in your region or its areas

We have improved our webpage, we have a new webmaster and we have updated the page. We are improving but we are lacking trusted servants in both the Web and the helpline. Our relationship with with mass media has improved by communicating with newspapers, tv , radio and magazines.

Please describe PR efforts carried out in your region.

We are utlizing the PR manual, wiht emphasis on flyers, presentations to public ad private entities, fairs and parades

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.

Is part of our PR efforts, we use a cell phone and members take turns 24 hours a day, our line is an information line which directs callers to groups by providin tiem information, it provides information to family members, it links entities with PR, and helps the suffering addict to attend meetings

How many areas have their own phoneline or helpline? **0**

Please describe your area phoneline/helpline experience.

The trusted servant provides information about location of meetings

Do you have a regional website? ..... **Yes**

www.napanama.org

Do you keep your meeting information updated here?..... **Yes**

Has your region hosted CAR workshops?..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

We had a CAR workshop during our III regional assembly where we clarified points during one of the days of the assembly on 1/15/2012. !5-20 members attended. Many members don't know what the discussion process is for the WSC, but we are progressing.

How does your region reach a conscience about WSC matters?

We sent the information by regional mail to 80 members and we discuss it during the monthly meetings of the RSC or in the regional assembly.

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**

Some questions truncated to save space

Issue Discussion Topics ..... **Helpful**
Planning Basics ..... **Helpful**
PR Basics ..... **Helpful**
Service Pamphlets ..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **Increasing**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

The concept of our Service System. The discussion about the site for WCNA in Latin America. The responsible mamangement of NA funds.

Please describe the most significant challenge your region has faced since WSC 2010.

The creation of the new PR committee and the new conventions committee. Lack of trusted servants.

Please describe some highlights or successes your region has experienced since WSC 2010.

We have imporved the way in which we provide information, the creation of the PR committee which was motivated by many programmed activities for 2012. A motivated and prepared convention committee.

What additional information would you like to share with other conference participants?

Lack of trusted servants, the challenge of maintaining our first traditon and its unity concept with spiritula principles before personalities.

Conference Input

Is there anything in particular you want to discuss at the conference?

Discuss the topic if Contributions to NA that are tax deductible as an non profit NGO

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

Maintaining a budget along with a timetable of activities and following an strategic plan has been one of our biggest triumphs. Our biggest challnege continues to be attracting new trusted servants who can stick to service following principles isntead of personalities

Some questions truncated to save space

Facts about Paraguay Region

Regional Delegate ..... **Oliver V**
Have you attended a WSC before? How many? ..... **No**
Is your region planning to send an Alternate Delegate? ..... **No**
Alternate Delegate .....
Have you attended a WSC before? How many? ..... **No**
How many areas are in the region? **1**
How many groups are in the region? **4**
How many meetings take place each week in the region? **13**
How many H&I panels take place each week in the region? **1**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$300.00**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **60**
- Conventions and events? **10**
- Literature sales? **30**

What were the total annual expenses for your regional service committee in 2011? **$250.00**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? ..... **%**
- H&I? ..... **%**
- Holding workshops and service meetings? ..... **%**
- Traveling to service meetings and workshops? ..... **%**
- Holding events? ..... **%**
- Any other expenses? ..... **80% total.Maintaining the helpline**

Total money contributed by the region to your zonal forum **0**

Your Regional Service Structure

Does your region have a regional office? ..... **No**
Does your region have a regional convention? ..... **No**
- Is attendance increasing, decreasing, or staying the same? .....

Did your regional convention make a profit this year? .....
Do any areas in your region hold conventions? ..... **No**
- How many per year? .....
- Is attendance increasing, decreasing, or staying the same? .....

Is there a corporation or an entity with legal status that is a part of your regional structure? **No**
- What is the type of legal registration? .....
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **No**

Is your region insured? ..... **No**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

We had two workshops in 2011, we talked about the &th Tradition, Money matters in NA, H7I and PR services, the grou and its Trsuted Servants, Helpline, Strong Home groups and other topics. Average attendance 15.

What kind of training and mentoring efforts take place in your region and its areas?

We trained trusted servants on how to be off service in H&I and PR, group trusted servants and their functions.

Describe what kind of planning activities your region and its areas utilize.

Members meet to participate in mettings dealing with different objectives of the region, we also have business meetings in the groups wthat have the same purpose.

Successes with communication in your region or its areas

none

Please describe PR efforts carried out in your region.

We had open meetings and we participated in radio and TV programs

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.

A cellphone, the main effort consists of guiding potential members on how to arrive to a group, we also provide information for family members and any other information that we can provide about NA

How many areas have their own phoneline or helpline? **1**

Please describe your area phoneline/helpline experience.

Same as above

Do you have a regional website? ..... **No**

Do you keep your meeting information updated here? ..... **No**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

Not yet

How does your region reach a conscience about WSC matters?

Through the delegates

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**
Issue Discussion Topics ..... **Helpful**
Planning Basics ..... **Do not use**
PR Basics ..... **Helpful**
Service Pamphlets ..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010?

Some questions truncated to save space

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

We did not participate in the last conference cycle

Please describe the most significant challenge your region has faced since WSC 2010.

Please describe some highlights or successes your region has experienced since WSC 2010.

What additional information would you like to share with other conference participants?

Conference Input

Is there anything in particular you want to discuss at the conference?

Nothing in particular

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

Among the thnigs that have worked well are the flow of communciation amongst the members of the RSC, the importance of unity as oppose3 to uniformity to achieve our objectives through our efforts. Among the challenges we ave a greater level of participation in service and in the regional objectives, as well as committ to the responsbilitues that were acquired with the LAZF.

Some questions truncated to save space

Facts about Peru Region

Regional Delegate ..... **Jorge P**
Have you attended a WSC before? How many? ..... **No**
Is your region planning to send an Alternate Delegate? ..... **No**
Alternate Delegate ..... **Yoel P**
Have you attended a WSC before? How many? ..... **No**
How many areas are in the region? **3**
How many groups are in the region? **34**
How many meetings take place each week in the region? **94**
How many H&I panels take place each week in the region? **14**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$1,778.00**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **14.12**
- Conventions and events? **24.71**
- Literature sales? **21.18**

What were the total annual expenses for your regional service committee in 2011? ..... $**12,592.00**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **7%**
- H&I? **7%**
- Holding workshops and service meetings? **1%**
- Traveling to service meetings and workshops? ..... **%**
- Holding events? **0%**
- Any other expenses? ..... **Service office 72% Outreach 5% and Area support 8%**

Total money contributed by the region to your zonal forum **$100.00**

Your Regional Service Structure

Does your region have a regional office? ..... **Yes**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **is the same**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **No**
- How many per year? .....
- Is attendance increasing, decreasing, or staying the same? .....

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? ..... **non profit civil association**
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **Yes**

Is your region insured? ..... **No**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

we have had 6 service workshops on PI, H&I, new service system and step workshops, we have had these workshops in the 3 areas and in one province, we na average attendance of 30 members

What kind of training and mentoring efforts take place in your region and its areas?

We had interactive participative workshops with round talbe discussions about H&I and PI

Describe what kind of planning activities your region and its areas utilize.

We develope work plan for each subcommittee of the RSC and for the area SC as well, which provide us a working budget for each service sc, this way we hcreate a generla work plan for the RSC as a whole for a whole year and then we can set an annual budget, during our last RSC meeting we established a pilot regional service plan for this year, which was agreed upon by the GSRs and trusted servants.

RSC COMPOSITION

Regional Delegate	**Jorge VP.**
Regional Delegate Alternate	**Joel P.**
Coordinator Public Information	**Enrique A.**
Coordinator Hospitals and Institutions	**Patricia M.**
Coordinator Outreach	**Julio César A.**
Administrator Office National Service (OSN)	**Beto V.**
RCM Area Costa Nueva	**Johnny H.**
RCM Area Norte	**Alberto C**
RCM Area Regional Norte	**Elizabeth S.**
Coordinator Events Subcommittee	**Giulianna N.**

THE OFFICE of NATIONAL SERVICE DEVELOPS AN ANNUAL BUDGET PLANNING ALL THEIR EXPENSES.

FOR EXAMPLE:

WORK PLAN
OFFICE OF NATIONAL SERVICE (OSN NA PERU)
2011 - 2012

Budget to cover the service of the various committees, sub-committees and areas of the Peru Region of Narcotics Anonymous.

Maintain an updated inventory and ensure the existence of literature and other materials, which are owned by our fellowship.

Manage the economy of the services of the fellowship through the Office of National Service of Narcotics Anonymous.

Some questions truncated to save space

Meet the different calls, external and internal, for information about Narcotics Anonymous, while maintaining communication between the fellowship and institutions close to them.

BUDGET OF THE
OFFICE OF NATIONAL SERVICE (OSN NA PERU)
2011 - 2012

INCOME	
Opening Balance at August 30:	4,867.00
Sale of literature	12,000.00
Merchandise sales	15,000.00
7th Tradition groups	4,000.00
Events	10,000.00
Other – 7 more special	S/. 3,000.00
Total:	S/. 48,867.00

OUTLAYS OF OSN (without considering subcommittee service)		
	MONTHLY	ANNUAL
Rental	584.70	7,016.40
Special worker	675.00	8,100.00
GRATIFICACIÓN (for 2 months)	675.00	1,350.00
Telephone	160.00	1,920.00
Cellular area	30.00	360.00
Cellular and phone	30.00	360.00
Mobility	30.00	360.00
Cleaning materials	20.00	240.00
Office supplies	20.00	240.00
Photocopies	40.00	480.00
Computer	20.00	240.00
Printing	20.00	240.00
Payment of literature ($ 3,000 x 2.80)	8,400.00	8,400.00
Merchandise purchase	300.00	3,000.00
Processing municipality	200.00	200.00
Various	300.00	300.00
	Total:	S/. 32,806.40

Some questions truncated to save space

WORK PLAN 2011 - 2012
REGIONAL DELEGATES

- PERFORM 4 WORKSHOPS AND REGIONAL FORUMS: ISSUES FOR A NUMBER OF SERVICE AND REGIONAL TOPICS OF INTEREST, AND FOR THE NEW STRUCTURE OF WORLD SERVICE.
- SUPPORT THE SUB-COMMITTEES OF THE RSC AND DIRECTLY SUPPORT THE DEVELOPMENT OF ITS WORK PLAN.
- ATTEND MEETINGS OF THE AREAS AND SUPPORT THEIR STRENGTHENING, GROWTH AND DEVELOPMENT. ENCOURAGE GROUPS WHO DO NOT YET BELONG TO A SERVICE AREA TO HELP THEM INTEGRATE AND PARTICIPATE IN A GEOGRAPHICALLY CLOSE ASSEMBLY.
- SUPPORT AREA COMMITTEES IN THE DEVELOPMENT OF THEIR LOCAL SERVICES.
- PERFORM TWO UNITY EVENTS FOR THE REGIONAL COMMITTEE.
- PROMOTE AND SUPPORT THE FORMATION OF NEW GROUPS TO CARRY THE MESSAGE IN DISTRICTS OR LOCALITIES WHERE THERE IS STILL NO GROUPS OF NA.
- PROMOTE THE SPONSORSHIP OF OLDER GROUPS FORMING NEW GROUPS IN NEARBY TOWNS WHERE THERE ARE NO GROUPS OF NA.
- PERFORM 2 BRIEFINGS, EVERY 4 MONTHS, TO INFORM THE FELLOWSHIP ON THE PROGRESS OF SERVICES DURING THE YEAR.
- KEEP UP TO DATE AND TO SEND THE AGENDA OF ACTIVITIES OF NA PERU TO THE ENTIRE FELLOWSHIP, AT LEAST TWICE A MONTH.
- TO SET IN MOTION A H

Successes with communication in your region or its areas

We have used social networks like Facebook and Twitter succesfully to communicate to the outside, and we have reached 500.000 users tby transmitting them PI information through these means of communication

Please describe PR efforts carried out in your region.

Also through our webpage we ahave presence in several search engines, and a lot of members are arriving due to this. We have also had articles written about us on newspapers and magazines.In the last two months we have partcipated in interviews and in radio programs. We have a radio program in a national radio station and we have a program that is broadcasted to the world every two weeks via Internet. In PI we have achieved the signing of a cooperative Inter Institutional agreement with the most important addiction related institutions in the country, achieving recognition for NA in Peru by the consutlatiuve boards as a proved and viable program of recovery, we communicated internally with a good data base of e-mails and we send written information to the groups by using a good informational toll called NA Peru Agenda which is updated every two weeks and it is sent to evey member in peru, with information about events, H&I and PI workshops, business mettings, group, area and

mebers birthdays, coventions in Peru and in America, news from the LAZF and NAWS, this information tool is very well received

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.

We have 2 helplines that work 24 hrs a day and 1 that works during business hours, trusted servants who have experienced and who have been trained provide meeting information tso callers can go to the nearest meeting. we have thought about creating a list of trusted servants who can reply back quickly to the callers or new comers who can meet them inmediately and take them to a meeting if they wish to go and help line trsuted servants would have this list of zoned available members who can call the newcomers who are the closest to them.

How many areas have their own phoneline or helpline? **2**

Please describe your area phoneline/helpline experience.

it works 24 hours a day, with trusted servants who are trained and iformed, who have meeting directories to provide information about the closest meetings

Do you have a regional website? ..... **Yes**

www.naperu.org

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **No**

Please describe your efforts such as number of workshops and average attendance.

How does your region reach a conscience about WSC matters?

We have had an informational introductory workshop on the new service system and we will have 3 meetings/workshops with each area in March, and with all the trusted servants and GSRs.We have been sending them all the information via e-mail after we had th

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**

Issue Discussion Topics ..... **Helpful**

Planning Basics .....

PR Basics ..... **Helpful**

Service Pamphlets ..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **I beleive the number of members has increased ans this year a lot of newcomers have arrived because we see them being of service in their groups, which reflects more weekly meetings than last year**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

Please describe the most significant challenge your region has faced since WSC 2010.

How to spread the NA message and the creation of groups in the rovinces in Peru, near and far away from the capital, how to have more trusted servants available to be of service

Some questions truncated to save space

Please describe some highlights or successes your region has experienced since WSC 2010.

After trying for many years we have achieved a complete RSC which is united and that wants to accomplish things so NA in Peru can grow and reach out to more places, there is mystic feeling in service, with unconditional love, we meet again and work as a team with the 3 areas of the Peru region, which we divided and separated for several years, we have signed a national inter institutional cooperative agreement in which NA is part of the consultative board and it is considered as a 12 step viable program.

What additional information would you like to share with other conference participants?

Conference Input

Is there anything in particular you want to discuss at the conference?

No right now I will wait to send more input after our meetings in March with the areas

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

We do good work with events and PI internally in Peru. Communication with groups in provinces is very slow and there is very littel input back from them, our 7th tradition contributions are very small and only represented 14% of our income last year, we hope that they will increase this year as a result of our services and events, although it is true that we had the opportunity to do several PI presentations on tv, radio and newspapers on a antional level, the response took us by surprise and we weren't well prepared, which probably had us made some errors abut we will learn from it so we can continue with these PI tasks.We established the pilot plan in the last regional assembly and we decided to do the following: 1. Promote direct services to groups in provincial locations 2.Add the province groups tothe directories and to the Webpage, so they have more information 3. We are doing a financial paln to acquire a 0-800 telephone line as an option for cities where there are no groups 4. Promote land lines and helplines in locations where there are groups 5. An integral plan to promote the formation of new groups and strengthening of existing groups 6. Integral work amongst H&I and PI sub committees, outreach and events

Some questions truncated to save space

Facts about Philippines Region

Regional Delegate ..... **Ronnie V**
Have you attended a WSC before? How many? ..... **No**
Is your region planning to send an Alternate Delegate? ..... **No**
Alternate Delegate .....
Have you attended a WSC before? How many? ..... **No**
How many areas are in the region? **3**
How many groups are in the region? **0**
How many meetings take place each week in the region? **0**
How many H&I panels take place each week in the region? ..... **approx 4-6**

Budget

Total amount of money contributed to the region by groups and areas in 2011? .....
What percentage of your RSC's annual budget comes from:
- Group and area contributions? ..... **Not available at this time**
- Conventions and events? ..... **Conventions 30% & Unity Days 20**
- Literature sales? ..... **Not available at this time**

What were the total annual expenses for your regional service committee in 2011? ..... **Approx Philppine Peso Php 15,000**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? ..... %
- H&I? ..... %
- Holding workshops and service meetings? ..... %
- Traveling to service meetings and workshops? ..... %
- Holding events? ..... %
- Any other expenses? .....

Total money contributed by the region to your zonal forum ..... **$100.00 - $150.00**

Your Regional Service Structure

Does your region have a regional office? ..... **Yes**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **Increasing**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? ..... **Once every year.**
- Is attendance increasing, decreasing, or staying the same? ..... **increasing**

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? ..... **Non-Profit Organization**
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **Yes**

Is your region insured? ..... **Yes**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?
What kind of training and mentoring efforts take place in your region and its areas?
Describe what kind of planning activities your region and its areas utilize.
Successes with communication in your region or its areas

a) Organized and hosted the 1st Luzon Unity Day; b) Started H&I service work at DOH-Tagaytay Rehabilitation Center; c) Started carrying the message to the grass root level with the opening of the NA sa Tatalon home group; d) Conducted a Luzon Learning Day focused on GSR Orientation and H&I Policies and Procedures; e) Formulated Area Policy and GSR Guidelines; f) Updated the Area H&I Guidelines with the incorporation of the Bicutan and Tagaytay service structures; g) Creation, operation, and maintenance of Area e-group and Facebook networks and Area Website; h) Area Meeting List quarterly updating and publication; i) Conducted PI Presentations to the Sangguniang Panlunsod ng Dagupan, DOH-Bicutan Rehabilitation Center staff, and the DOH-Tagaytay Rehabilitation Center in-patients; j) Conducted H&I Workshop for the DOH-Bicutan Rehabilitation Center staff; k) Participated as resource speaker in the After-Care Symposium of the DOH-Tagaytay Rehabilitation Center; l) Expanded public access to Area NA services by making the cellphone numbers of key area trusted servants and the GSRs

Please describe PR efforts carried out in your region.

Conducted H&I Workshop for the DOH-Bicutan Rehabilitation Center staff; Conducted PI Presentations to the Sangguniang Panlunsod ng Dagupan (City Council of the province of Dagupan); DOH-Tagaytay Rehabilitation Center in-patients.

Does the region have any type of NA phoneline or a helpline? ..... **Yes**
Please describe your phoneline/helpline efforts.

It is available for meeting schedules & other matters. It is an active number. But it is not really active, for visitors get endorsed or contact us through our e-group or in the social network media.

How many areas have their own phoneline or helpline? **3**
Please describe your area phoneline/helpline experience.

It is available for meeting schedules & other matters. It is an active number. But it is not really active, for visitors get endorsed or contact us through our e-group or in the social network media.

Do you have a regional website? ..... **No**

Currently under construction

Do you keep your meeting information updated here?..... **Yes**
Has your region hosted CAR workshops?..... **Yes**
Please describe your efforts such as number of workshops and average attendance.

It is brought down to the group level.

How does your region reach a conscience about WSC matters?

In consultation with the RSC & the group members.

Some questions truncated to save space

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**
Issue Discussion Topics ..... **Do not use**
Planning Basics ..... **Do not use**
PR Basics ..... **Helpful**
Service Pamphlets ..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **It is growing slowly**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

Discussions on workshops. Personality conflict, held the fellowship hostage Alleged sexual harassment to a new comer issue RSC has launch to websites which failed because of refusal of past servant to turn it over

Please describe the most significant challenge your region has faced since WSC 2010.

Creating groups & attracting members from grass root lev

Please describe some highlights or successes your region has experienced since WSC 2010.

*** Approval of the Pilipino Introductory Guide to NA.; * Fully functioning service oriented ASR's; * SEC Registration - Narkotiko Anonimo (NA) Pilipinas Inc; * Opening of Bank Account under Narkotiko Anonimo**

What additional information would you like to share with other conference participants?

Conference Input

Is there anything in particular you want to discuss at the conference?

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

Worked-well - Professional recovering individuals entering the service structure for the Luzon Area; Challenges - * Geographic , culture difference, different interpretation of service & recovery. * Not having recover base service

Some questions truncated to save space

Facts about Polish Region

Regional Delegate ..... **Agnieszka**
Have you attended a WSC before? How many? ..... **No**
Is your region planning to send an Alternate Delegate? ..... **No**
Alternate Delegate .....
Have you attended a WSC before? How many? ..... **No**
How many areas are in the region? **4**
How many groups are in the region? **81**
How many meetings take place each week in the region? **69**
How many H&I panels take place each week in the region? **1**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$640.00**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **40**
- Conventions and events? **30**
- Literature sales? **30**

What were the total annual expenses for your regional service committee in 2011? **$2,550.00**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **10%**
- H&I? **30%**
- Holding workshops and service meetings? **20%**
- Traveling to service meetings and workshops? **20%**
- Holding events? **20%**
- Any other expenses? .....

Total money contributed by the region to your zonal forum ..... $**190.00**

Your Regional Service Structure

Does your region have a regional office? ..... **Yes**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **increasing**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? ..... **1 for each area**
- Is attendance increasing, decreasing, or staying the same? ..... **increasing**

Is there a corporation or an entity with legal status that is a part of your regional structure? **No**
- What is the type of legal registration? .....
- Did your regional corporation have to pay any taxes or duties last year? ..... **Yes**
- Do you have tax-exempt or duty-free status? ..... **Yes**

Is your region insured? ..... **No**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?
Back to basic; Vision for NA service
What kind of training and mentoring efforts take place in your region and its areas?
workshop
Describe what kind of planning activities your region and its areas utilize.
financial planing
Successes with communication in your region or its areas
we have quite good comminication between areas and groups
Please describe PR efforts carried out in your region.
P.I.in Medical School in Warsaw - posters, P.I pamflets, meeting in jails
Does the region have any type of NA phoneline or a helpline? ..... **No**
Please describe your phoneline/helpline efforts.
How many areas have their own phoneline or helpline? .....
Please describe your area phoneline/helpline experience.
Do you have a regional website? ..... **Yes**
http://www.anonimowinarkomani.org/index.jsp
Do you keep your meeting information updated here? ..... **Yes**
Has your region hosted CAR workshops? ..... **Yes**
Please describe your efforts such as number of workshops and average attendance.
How does your region reach a conscience about WSC matters?
Which of the following tools have you made use of and do you find them helpful?
H&I Basics .....
Issue Discussion Topics .....
Planning Basics .....
PR Basics .....
Service Pamphlets .....
Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **growing**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?
Basic Text, legal association, creating P.R committee
Please describe the most significant challenge your region has faced since WSC 2010.
Basic Text, legal association, creating P.R committee
Please describe some highlights or successes your region has experienced since WSC 2010.
Basic Text
What additional information would you like to share with other conference participants?
We finally have polish wersion of Basic Text

Some questions truncated to save space

Conference Input

Is there anything in particular you want to discuss at the conference?

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

I was working withaut alternate and it was very challenging. I had to choose what I am able to do and what I am not. There was a lot I wanted to schare with my region but I couldn't.

Some questions truncated to save space

Facts about Portugal Region

Regional Delegate ..... **Marco S**
Have you attended a WSC before? How many? ..... **Yes, 1**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Vasco G**
Have you attended a WSC before? How many? ..... **No**
How many areas are in the region? **9**
How many groups are in the region? **140**
How many meetings take place each week in the region? **140**
How many H&I panels take place each week in the region? **18**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$6496.00**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **50**
- Conventions and events? **18**
- Literature sales? **30**

What were the total annual expenses for your regional service committee in 2011? **$13094.00**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **27%**
- H&I? **0%**
- Holding workshops and service meetings? ..... **%**
- Traveling to service meetings and workshops? **59%**
- Holding events? **7.5%**
- Any other expenses? ..... **10% Help Line**

Total money contributed by the region to your zonal forum. **$652.00 to EDM & $652.00 to WSC**

Your Regional Service Structure

Does your region have a regional office? ..... **Yes**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **Decreasing**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? ..... **2 or 3**
- Is attendance increasing, decreasing, or staying the same? ..... **Drecreasing**

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? ..... **Public Interest (non profit)**
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **No**

Is your region insured? ..... **No**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

Region Service Metting where all the subcomitees form area get together to share experiences, week-end 50 attendants. Work shop about Service System

What kind of training and mentoring efforts take place in your region and its areas?

HI servants where trainned for Institutions Mettings Chairs,

Describe what kind of planning activities your region and its areas utilize.

RSC Mettings are planned 4 times a year. The areas plan theUnity Dayand several other leisure activities

Successes with communication in your region or its areas

Some areas are doing a news letter to the groups.

Please describe PR efforts carried out in your region.

These year we went again with a spot on Television also in internal Metropolitan Net TV. Big advertising billboards where posted in some citys. We have done some pannels and workshops in some areas. Some areas kept to let list of mettings in pharmacies and Govnerment Addict Centers

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.

We have helpline maned in person a few hours on weekdays and the rest of the time maned by answering recorder

How many areas have their own phoneline or helpline? .....**its a region service held by 2 or 3 servants**

Please describe your area phoneline/helpline experience.

Do you have a regional website? ..... **Yes**

www.na-pt.org/

Do you keep your meeting information updated here?..... **Yes**

Has your region hosted CAR workshops?..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

Workshops about Service System

How does your region reach a conscience about WSC matters?

In these workshops. Sometines (not the case) by presenting matters to the areas and groups

Which of the following tools have you made use of and do you find them helpful?

H&I Basics .....

Issue Discussion Topics .....

Planning Basics .....

PR Basics .....

Service Pamphlets..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **slight decreasing**

Some questions truncated to save space

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

Service System

Please describe the most significant challenge your region has faced since WSC 2010.

Faillure of the team who was organising de Regional Convention with need to replaced last minute. The same problem as ever finding servants.

Please describe some highlights or successes your region has experienced since WSC 2010.

We maneged to overcome tresure issues and through PR bring back NA to TV and Streets

What additional information would you like to share with other conference participants?

Conference Input

Is there anything in particular you want to discuss at the conference?

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

Some questions truncated to save space

Facts about Quebec Region

Regional Delegate ..... **Luc D**
Have you attended a WSC before? How many? ..... **No**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Jean-Pierre B**
Have you attended a WSC before? How many? ..... **Yes, 4**
How many areas are in the region? **13**
How many groups are in the region? **204**
How many meetings take place each week in the region? **211**
How many H&I panels take place each week in the region? **23**

Budget

Total amount of money contributed to the region by groups and areas in 2011? ..... $**18,786.00**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **29.58**
- Conventions and events? **24.92**
- Literature sales? **15.86**

What were the total annual expenses for your regional service committee in 2011? ..... $**42,957.00**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **8.78%**
- H&I? ..... **included in a.%**
- Holding workshops and service meetings? **5.43%**
- Traveling to service meetings and workshops? **15.77%**
- Holding events? **0%**
- Any other expenses? ..... **5.30%: internet radio,1.6% web+internet, 19% rent, 11,8% insurance premiums, 3.66% maintenance office, 7.9% other (administration, photocopies, stamps, bank fees, corporate fees, misc.)**

Total money contributed by the region to your zonal forum ..... $**7,555.00**

Your Regional Service Structure

Does your region have a regional office? ..... **Yes**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **same**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? ..... **5 plus a Youth Convention held at regional level**
- Is attendance increasing, decreasing, or staying the same? ..... **same**

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? ..... **Non-profit, provincial jurisdiction**
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **Yes**

Some questions truncated to save space

Is your region insured? ..... **Yes**

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

We are holding service wrkshps in all our regional meetings which are held every second month. Wrkshps are always after lunch on the Saturdays and every member is invited to participate no matter if he is involved in service or not. Once a year at our General Assembly we have a full day of service wrkshps. Attendance at regional wrkshps vary around an average of 30 to 40 members, while the Gen. Ass. will generally draw twice as many members than usual. Since August 2010 most of the wrkshps at regional level were related to the SSP, we also wrkshpd the SSP in conventions (both regionals and ASC's) and some RCM's did SSP wrkshps in their own Areas. As RD's we also assisted RCM's in wrkshps in ASC's and campouts on the consensus decision making process, on the creation of an ASC and on the traditions and Public Relation efforts. We also hold our planning session in the form of a wrkshp.

What kind of training and mentoring efforts take place in your region and its areas?

At Area level, we do regular group GSR and Treasurer training. At regional level we hold training for helpline servant. Some ASC's have created a service position for experience servants to help new GSR's. We are also trying to discourage taking an alternate position when there is no officer in exercise.

Describe what kind of planning activities your region and its areas utilize.

We mostly do planning at the regional level. Only a couple of ASC's are using the planning tool. We still have work to do in order to implement a planning mentality among our local servants.

Successes with communication in your region or its areas

The Montreal subway trains e-adds were very good to draw newcomers. Helpline servants noticed that traffic on the helpline increased during the months that the adds were run.

Please describe PR efforts carried out in your region.

We have regular posting days in ASC's. Adds in local newspapers in some areas. We attend health care conferences. We hold public infos in schools and enterprises. We had electronic adds in the Montreal subway trains. We are currently negotiating to unify our message in the Yellow Pages. Finally we are expandind our website functionalities.

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.

It is a computerized system with servants answering from their homes during their shifts. The line also provides a meeting search and every group secretary is responsible to upload any changes in their meetings. In some far away ASC's they have possibility for transportation to a meeting through a beeper system link to the regional helpline.

How many areas have their own phoneline or helpline? ..... **All areas are covered by the regional helpline with a 800 number.**

Some questions truncated to save space

Please describe your area phoneline/helpline experience.

Do you have a regional website? ..... **Yes, http://www.naquebec.org**

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

One workshop at region level in Jan : 30 members, the English Area did their own separate wrkshp in January. Another regional one is planned for March on the SSP, we expect about the same attendance.

How does your region reach a conscience about WSC matters?

We voted on the Board Motions, we discussed the Regional Proposals and in March we will discuss the 8 SSP Resolutions and try to reach consensus on them and we will take the 9 Stawpolls. It is all taking place during the Regional Meeting but every member

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**

Issue Discussion Topics ..... **Helpful**

Planning Basics ..... **Helpful**

PR Basics ..... **Helpful**

Service Pamphlets ..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **about the same**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

The service system project and contribution/money related problems.

Please describe the most significant challenge your region has faced since WSC 2010.

Keeping in touch with the far away asc's we are trying to develop.

Please describe some highlights or successes your region has experienced since WSC 2010.

The Abitibi-Temiscamingue ASC (around 375 miles from Montreal) that was inoperative for more than 10 years reopen with some 7 groups that have now the possibility to share services and the experience of carrying the message inside and outside their area. Also we put together a sub-committee to overlook convention matters. It will act as an advisory committee and is composed of seasonned servants with a lot of convention experience.

What additional information would you like to share with other conference participants?

We still have the only youth convention in the world (17th edition this year).

Conference Input

Is there anything in particular you want to discuss at the conference?

Our members feel that the World Convention should eventually take place outside the Americas more often that what is foreseen in the Board Motion because of the huge impact WCNA has in remote developing countries.

Some questions truncated to save space

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

Workshops are going well. The biggest challenges are the communications throughout a region with long distances to cover.

Some questions truncated to save space

Facts about Region 51

Regional Delegate ..... **Shelly S**
Have you attended a WSC before? How many? ..... **Yes, 2**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Ira Z**
Have you attended a WSC before? How many? ..... **Yes, 1**
How many areas are in the region? **7**
How many groups are in the region? **130**
How many meetings take place each week in the region? **240**
How many H&I panels take place each week in the region? **31**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$29,755.42**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **95**
- Conventions and events? **5**
- Literature sales? **0**

What were the total annual expenses for your regional service committee in 2011? **$24,111.99**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **36%**
- H&I? **5%**
- Holding workshops and service meetings? **1%**
- Traveling to service meetings and workshops? **19%**
- Holding events? **26%**
- Any other expenses? ..... **13% - Admin**

Total money contributed by the region to your zonal forum **0**

Your Regional Service Structure

Does your region have a regional office? ..... **No**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **staying the same**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? **3**
- Is attendance increasing, decreasing, or staying the same? ..... **staying the same**

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? **501c7**
- Did your regional corporation have to pay any taxes or duties last year? ..... **Yes**
- Do you have tax-exempt or duty-free status? ..... **Yes**

Is your region insured? ..... **Yes**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

3 Service System Workshops held in 3 different areas (separate from the actually ASCs), 2 Consensus Based Decision Making presentations, 1 Area Inventory, 1 Social Media Workshop at our Regional Convention, 2 Area GSU presentations & implementions.

What kind of training and mentoring efforts take place in your region and its areas?

Rather than having Learning Days with very poor attendance, we have been bringing workshops directly to areas where the addicts are already dedicated to attending. That seems to be a more efficient use of time and resources. In certain cirumstances, the delegate team has been meeting home groups as requested for various topics (i.e., CAR, social media, money matters, etc.)

Describe what kind of planning activities your region and its areas utilize.

We are not utilizing Planning Basics Or Environmental Scanning. The old way of doing things is still in progress whereby certain subcommittees will create a budget based on what they "think" they are going to do but it isn't a strategic approach.

Successes with communication in your region or its areas

The Delegate team has made itself very available to Areas and individual home groups that request our experience or facilitation. Having a smaller region makes it a bit easier to communicate and develop more one on one relationships. Members know that they can call us anytime and that we are truly available to them. The delegate team will also make periodic visits to Areas just to "check in" and the members like seeing us and when we can give them a quick update of the most current NAWS News, they are appreciative as they always don't seem to get the information from their RCMs.

Please describe PR efforts carried out in your region.

Besides a combined website for all areas that is under construction, we have a 24 hour helpline with live volunteers, one regional meeting schedule for all areas at no charge, 2 presentations made for the Clark County School District and the Justice Service and 4 booths at nonprofit events/conventions.

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.

Our phoneline is set up to answer more than one incoming call at a time. We have several volunteers on a 6 hour shift so that if 2 calls come in at the same time, the call will bounce to an available volunteer. There are other options as well to either just obtain meeting information, speak to someone in Spanish, leave a message or receive our contact information.

How many areas have their own phoneline or helpline? **0**

Please describe your area phoneline/helpline experience.

Do you have a regional website? ..... **Yes**

www.Region51na.org

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **Yes**

Some questions truncated to save space

Please describe your efforts such as number of workshops and average attendance.

5 workshops total. 3 were held at 3 different ASCs. 2 were held at special arranged meeting times. One of those areas held an event to follow the workshop.

How does your region reach a conscience about WSC matters?

This will be our 2nd CAR that will be based on CBDM. We plan to use 3 simple colored cards: Green (means go ahead), Yellow (means-caution-need more information or discussion) and Red (means stop or to block with the understanding that they can only bloc

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**
Issue Discussion Topics ..... **Helpful**
Planning Basics ..... **Helpful**
PR Basics ..... **Helpful**
Service Pamphlets ..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **Our Region has grown as we had 2 areas join us in the last 2 years.**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

Social media and discussions of creating area and regional Facebook sites with the use of electronic guidelines

Please describe the most significant challenge your region has faced since WSC 2010.

We had a massive misappropriation of regional funds which was perpetuated by not having more strict guidelines and policies as to how money should be handled for regional activities. We are debating filing a police report and pressing charges on this individual.

Please describe some highlights or successes your region has experienced since WSC 2010.

Having 2 areas that were part of 2 different Regions was a huge success and a great addition to our Region and the support that has been provided to these 2 areas. Another highlight is that there ARE NOT a lot of members hyped up about the USSF and the discussions that has created.

What additional information would you like to share with other conference participants?

We have implemented a GSU "forum" at 2 ASCs and it seems to be very successful. Members are enjoying the new format and enjoy attending the ASC.

Conference Input

Is there anything in particular you want to discuss at the conference?

I would like to hear from other Regions as to how they have implemented a GSU and/or LSU. I would also like to hear what specific projects Regions are working on and what their planning processes are.

Some questions truncated to save space

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

Creating personal relationships with Areas has been very beneficial by the occassional visit to an ASC. It has created a sense of accountability and reliability and there is more of a partnership created. The biggest challenge we have is the RCMs not taking all the information back to member areas so taking membership surveys or signing up for the NA Way electronically for examples are general topics that don't always get out. Our attendance at workshops were about what we expected.

Some questions truncated to save space

Facts about Region del Coqui

Regional Delegate ..... **Olga R**
Have you attended a WSC before? How many? ..... **No**
Is your region planning to send an Alternate Delegate? ..... **No**
Alternate Delegate ..... **David L**
Have you attended a WSC before? How many? ..... **No**
How many areas are in the region? **4**
How many groups are in the region? **50**
How many meetings take place each week in the region? **100**
How many H&I panels take place each week in the region? ..... **Presently we visit aprox. 16 institutions, some we visti on wa weekly basis, others every other week and some once a month, but before we carried the message to other institutions**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$6,000.00**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **60**
- Conventions and events? **10**
- Literature sales? **30**

What were the total annual expenses for your regional service committee in 2011? **$19,000.00**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? ..... **%**
- H&I? ..... **%**
- Holding workshops and service meetings? ..... **%**
- Traveling to service meetings and workshops? ..... **%**
- Holding events? ..... **%**
- Any other expenses? **$1.00**

Total money contributed by the region to your zonal forum **$300.00**

Your Regional Service Structure

Does your region have a regional office? ..... **Yes**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **Increasing, every year we have a convention and this year we will host # 23**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **No**
- How many per year? .....
- Is attendance increasing, decreasing, or staying the same? .....

Is there a corporation or an entity with legal status that is a part of your regional structure? **No**
- What is the type of legal registration? .....
- Did your regional corporation have to pay any taxes or duties last year? ..... **Yes**

Some questions truncated to save space

Do you have tax-exempt or duty-free status? ..... **Yes**

Is your region insured? ..... **Yes**

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

We had a service workshop, we have had several H&I learning days, PR workshops, we had a service system workshopp and we are planning to do two more

What kind of training and mentoring efforts take place in your region and its areas?

No conuseling.We provide services for the addict who still suffers, the one who is in a process of recovery and the one who wantrs to be part of H&I, we have H&I worlshops and we attend health fairs when we are invited, so we can let the community know what NA is.

Describe what kind of planning activities your region and its areas utilize.

We do several activites throughout the year. A Steps Festivalm a Traditions Festival, a newcomer day, a Xmas Party, an new years eve party, a World Unity Day, activites to raise funds, a friendship day, a halloween party, etc.

Successes with communication in your region or its areas

Each time that we have our convention, PR visits the newscasts of our country so we can continue carrying the message

Please describe PR efforts carried out in your region.

LIn this last year we have had workshops with health professionals. The convention was announced in the press and in radio programs, we even announced it in the most widely viewed program in our local TV.

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.

Yes we have a daily rotating helpline that operaties 24 hourss a day, except from Saturdays to Mondays andTuesdays to Thursdays. We give directions to the closest meeeting and if the callers are desperate, we try to calm them down by providing them different alternative for meetings during that day.

How many areas have their own phoneline or helpline? **0**

Please describe your area phoneline/helpline experience.

Do you have a regional website? ..... **Yes**

www.prna.org

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

We have a regional assembly befire the WSC wwhich targets the motions that are to be voted on for the WSC.This year we had a orkshop on the service system project and we are going to repeat it twice. Not too may members attended, but we hope that the information reached our members. About 40 members attended

Some questions truncated to save space

How does your region reach a conscience about WSC matters?

Through the delegate, the RDAs and all member swho receive communications from Zonal Forum.

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**
Issue Discussion Topics ..... **Helpful**
Planning Basics ..... **Helpful**
PR Basics ..... **Helpful**
Service Pamphlets ..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **Increasing**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

Service System Project

Please describe the most significant challenge your region has faced since WSC 2010.

We can be self supported, contributions from groups

Please describe some highlights or successes your region has experienced since WSC 2010.

After we did the 1st Service Workshop, we have motivated newcomers to get involved in service.

What additional information would you like to share with other conference participants?

I am very willing to be off service. o give back a little bit of what I ahve received. We must continue promoting service, we need trusted servants, members who are willing to give of their time, to provide effort it is all worth it for the addict who still suffers. Cotinuing on this journey which has given me so many blessings, learning how to walk and learn how to live with myself and with others.

Conference Input

Is there anything in particular you want to discuss at the conference?

Yes, how will the Service System Proyect affect the Regiond el Coqui. We have a lot of doubts in regards to this, especially how and who will divide our region geogrpahically and if this change is optional or is definitive according to the new vision of the structure.

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

I have been of servioce as an an RDA, and now I am becoming an RD, comunication with other countries has been unimaginable,locally we are working in ther front line we have a webpage and a committee that tries to provide all the information related to our fellowship in Puerto Rico; activities, anniverasaries, meeting directories, bulletins, links, literaturte, we are working, ocasionally doing a lot of tasks, but service is ouir responsibility and if there's no chair, several of us do it.

Some questions truncated to save space

Facts about Rio Grande Do Sul Region*

Regional Delegate ..... **Fabricio**
Have you attended a WSC before? How many? ..... **No**
Is your region planning to send an Alternate Delegate? ..... **No**
Alternate Delegate ..... **Jorge**
Have you attended a WSC before? How many? ..... **No**
How many areas are in the region? **2**
How many groups are in the region? **49**
How many meetings take place each week in the region? **97**
How many H&I panels take place each week in the region? **3**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$1,655.55**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? ..... **66% of which 21% come form the regional meeting**
- Conventions and events? **13**
- Literature sales? **0**

What were the total annual expenses for your regional service committee in 2011? **$2,151.00**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **11.18%**
- H&I? **11.18%**
- Holding workshops and service meetings? **6.4%**
- Traveling to service meetings and workshops? **29.6%**
- Holding events? **0%**
- Any other expenses? **0%**

Total money contributed by the region to your zonal forum **0**

Your Regional Service Structure

Does your region have a regional office? ..... **No**
Does your region have a regional convention? ..... **No**
- Is attendance increasing, decreasing, or staying the same? .....

Did your regional convention make a profit this year? .....
Do any areas in your region hold conventions? ..... **No**
- How many per year? .....
- Is attendance increasing, decreasing, or staying the same? .....

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? ..... **Association**
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **No**

Is your region insured? ..... **No**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

H&I forums, self support and concept cycles

What kind of training and mentoring efforts take place in your region and its areas?

These forums serve the purpose of being training session for trusted servants and at the same time they are mock panels for the PR subcomittees of the areas

Describe what kind of planning activities your region and its areas utilize.

We have a planning assembly where the plnas were approved for a two year cycle

Successes with communication in your region or its areas

Yes, we utlized e-mail mailing lists to communicate, and through the presence of regional trusted servants in the meetings of the areas and their subccomittees

Please describe PR efforts carried out in your region.

Panels in schools, in companies, we send informational kits to institutions in general

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.

The areas of the region participate with a shared helpline commitee from neighboring areas.We have a fixed lanline in the Service Center of our areas, whre the phone is answered as an electronic secretary, we also have a cellphone that is answered by another area which is part of the shared committee

How many areas have their own phoneline or helpline? **0**

Please describe your area phoneline/helpline experience.

Hot Line

Do you have a regional website? ..... **Yes**

www.na.org.br and an internal site just for members at http://aspspider.net/longoalcance/

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

Yes the areas and the regions have CAR workshops, but we don't have a regional office yet

How does your region reach a conscience about WSC matters?

through previous debates via e-mail mailing lists, constantly linked to NAWS information through these mailing lists and aslo through the CAR

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**
Issue Discussion Topics ..... **Do not use**
Planning Basics ..... **Helpful**
PR Basics ..... **Do not use**
Service Pamphlets ..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **Increased**

Some questions truncated to save space

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

Service System Project

Please describe the most significant challenge your region has faced since WSC 2010.

Support from the areas PR subcommitteesand Outreach service efforts

Please describe some highlights or successes your region has experienced since WSC 2010.

interacting with area committees working as a tema and led by the region

What additional information would you like to share with other conference participants?

A way in which all the NA communities around the world can participate in the WSC,a seat in the conference

Conference Input

Is there anything in particular you want to discuss at the conference?

Why World Services request more contributions and are not clear and precise about their requests in relation to the finacial reports. The end of moraatoriums for seating at the WSC, well defined criteria for the seating of Brazilian regions

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

The Brazilian Zonal Forum is working, it's a place where the Brazilian regions meet and talk about national matters such as literature, website, Na hostory in Brazil and the management of our national office

Some questions truncated to save space

Facts about Rio Grande Region

Regional Delegate ..... **Laura B**
Have you attended a WSC before? How many? ..... **Yes, 5**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Freddy O**
Have you attended a WSC before? How many? ..... **Yes, 3**
How many areas are in the region? **6**
How many groups are in the region? **124**
How many meetings take place each week in the region? **176**
How many H&I panels take place each week in the region? **112**

Budget

Total amount of money contributed to the region by groups and areas in 2011? .....
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **20**
- Conventions and events? **80**
- Literature sales? **0**

What were the total annual expenses for your regional service committee in 2011? .....
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **0%**
- H&I? **0%**
- Holding workshops and service meetings? **20%**
- Traveling to service meetings and workshops? **40%**
- Holding events? **0%**
- Any other expenses? ..... **website, taxes**

Total money contributed by the region to your zonal forum **0**

Your Regional Service Structure

Does your region have a regional office? ..... **No**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **increasing**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **No**
- How many per year? .....
- Is attendance increasing, decreasing, or staying the same? .....

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? ..... **Corporate service entity**
- Did your regional corporation have to pay any taxes or duties last year? ..... **Yes**
- Do you have tax-exempt or duty-free status? ..... **No**

Is your region insured? ..... **No**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

Living Clean - 4 workshops with attendance from 5-30 people; Group Service - 1 workshop with 10 people; Outreach workshop on the current service structure - 1 workshop with 20 people; Service System - 2 workshops with 12-30 people.

What kind of training and mentoring efforts take place in your region and its areas?

GSR orientation prior to each AC; GSR alternates; Alternate positions for some subcommittee chairs at area level;Some mentoring done inside ASC subcommitte; RCM2 moves to RCM1 with the first year being mentored; Four year AD & 4 year RD positions

Describe what kind of planning activities your region and its areas utilize.

We are in the process of our first regional planning sessio and using Planning Basics

Successes with communication in your region or its areas

We are beginning an effort to use the email database from our regional convention to blast information about our region and world services issues, activities and topics of interest.

Please describe PR efforts carried out in your region.

We do not have a regional PR committee, but the areas in the region do a variety of PR efforts including PSAs, bus placards, placement of schedules and IPs in hospitals, counseling offices, drug court service providers and treatment centers.

Does the region have any type of NA phoneline or a helpline? ..... **No**

Please describe your phoneline/helpline efforts.

Most areas in our region have their own phonelines, but the region has had a request to research and put in place a regional phoneline so that all areas of our region have coverage. It has been prioritized as a project for the region this planning cycle.

How many areas have their own phoneline or helpline? **5**

Please describe your area phoneline/helpline experience.

Each area with a phoneline utilizes their own type of phoneline. We have answering service, cell phone, phone tree, local only phone number and 800 number access

Do you have a regional website? ..... **Yes**

www.riograndena.org

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

We have had one CAR workshop with 40 attendees. We have two more scheduled - one in March and one in April

How does your region reach a conscience about WSC matters?

GSRs attend CAR workshops around the region and take a "ballot" back to their groups. Only groups may submit ballots.

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Do not use**

Some questions truncated to save space

Issue Discussion Topics ..... **Helpful**
Planning Basics ..... **Helpful**
PR Basics ..... **Helpful**
Service Pamphlets ..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **growing**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

Living Clean

Please describe the most significant challenge your region has faced since WSC 2010.

Lack of continuity in service delivery

Please describe some highlights or successes your region has experienced since WSC 2010.

We have an H&I coordinator at the regional level that is outstanding. He has done H&I work for years around the region and has created great relationships with NM Corrections. He was instrumental, along with another member, in creating and maintaining relationships through changes in management, and NM continues to be the only place we know of where a group of Level 1 inmates are brought in as speakers to our annual regional convention to do a workshop on NA behind the walls. Our regional H&I chair has been invited to states in the west to mentor other regions.

What additional information would you like to share with other conference participants?

Conference Input

Is there anything in particular you want to discuss at the conference?

The issue of Communication is not included in the Service System project. I believe this is a key to creating a powerful change in our service delivery, is essential for any collaborative effort, and must be addressed soon.

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

A two-conference-cycle term as AD was essential for me to be a good RD. I have been able to devote a lot of time to traveling around our large region and that has been helpful in understanding the conscience of the members. I have had some really good mentors, and the members with regional and world service experience are involved in the NA community, and available for consultation, discussion and history lessons. The biggest challenge I have faced is in identifying and reaching members in remote towns, who do not have representation at our RSC. The effectiveness of our communication has been based on the service structure - word travels from groups to GSRs to RCMs to RD/AD team and back. If the chain breaks, or if there is no representation at service meetings, the communication stream stops.

Some questions truncated to save space

Facts about San Diego/Imperial Counties Region

Regional Delegate ..... **Pam J**
Have you attended a WSC before? How many? ..... **Yes, 2**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Nila C**
Have you attended a WSC before? How many? ..... **Yes, 1**
How many areas are in the region? **10**
How many groups are in the region? **373**
How many meetings take place each week in the region? **514**
How many H&I panels take place each week in the region? **at 51 facilities serving 230 meetings**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$24,272.30**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **95**
- Conventions and events? **5**
- Literature sales? ..... **Literature sales support the RSO, not RSC.**

What were the total annual expenses for your regional service committee in 2011? **$2,214.94**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **6%**
- H&I? **4%**
- Holding workshops and service meetings? **2%**
- Traveling to service meetings and workshops? **8%**
- Holding events? **Committees are self-supporting through their fundraising, no net expense**
- Any other expenses? ..... **Youth 3%, Copier 23%, Rent 6%, Phone/website services 16%, Schedules 27%, insurance 6%**

Total money contributed by the region to your zonal forum ..... **-0-**

Your Regional Service Structure

Does your region have a regional office? ..... **Yes**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **Decreasing combined with World Convention attendance.**

Did your regional convention make a profit this year? ..... **No**
Do any areas in your region hold conventions? ..... **No**
- How many per year? ..... **n/a**
- Is attendance increasing, decreasing, or staying the same? ..... **n/a**

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? ..... **Non-Profit 501 (c) 3**
- Did your regional corporation have to pay any taxes or duties last year? ..... **Yes**
- Do you have tax-exempt or duty-free status? ..... **Yes**

Some questions truncated to save space

Is your region insured? ..... **Yes**

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

Areas all hold learning days, Traditions & Treats, Cookies & Concepts, Sponsor/Sponsee events.

What kind of training and mentoring efforts take place in your region and its areas?

RSC and ASC's generally hold RCM and GSR training for new attendees 30 minutes prior to the meetings. RD held @ 4 IDT/SSP workshops with between 5 to 60 in attendance at each. This February held 8 CAR workshops; will have a Assembly in March for entire Region. Sub-Committees hold at least one training event per year.

Describe what kind of planning activities your region and its areas utilize.

No planning activities; each sub-committe plans for it's services to the fellowship.

Successes with communication in your region or its areas

Not particularly.

Please describe PR efforts carried out in your region.

Books in libraries. PSA's for radio and TV. Public information booths at local fairs, farmer markets, & professional conventions.

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.

Shifts throughout the day answer phones at Regional office, then transferred to home phone of volunteer at night, 7 days a week, 24 hours/day.

How many areas have their own phoneline or helpline? .....**Northern county consisting of 2 areas coordinate one line.**

Please describe your area phoneline/helpline experience.

Do you have a regional website? ..... **Yes**

www.sandiegona.org

Do you keep your meeting information updated here?..... **Yes**

Has your region hosted CAR workshops?..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

Updating procedures with each conference, we now attend Zonal for CAR review in January with World Board member present. February hold 8 workshops for 10 areas presenting and clarifying informatoion. March will hold a Regional Assembly for small & larger interactive discussions to prioritize focus and gain a group conscience. Ballots will be collected from GSR's or a group representative only, not individuals. This year the ballots will include options of "strong support, support, don't support, don't have enough information, the ask for comments".

How does your region reach a conscience about WSC matters?

We use to have a large assembly, but last few conferences had minimal attendance (60). Last year took workshops to the areas, allowing votes to be turned in to RSC by the RCMS. See above for this year.

Which of the following tools have you made use of and do you find them helpful?

Some questions truncated to save space

H&I Basics ..... **Do not use**
Issue Discussion Topics ..... **Helpful**
Planning Basics ..... **Helpful**
PR Basics ..... **Do not use**
Service Pamphlets ..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **The same or less.**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

Where SSP come from. Why do we need to change structure; we're fine. It's all a conspiracy!

Please describe the most significant challenge your region has faced since WSC 2010.

Funding and manpower to provide services. Apathy.

Please describe some highlights or successes your region has experienced since WSC 2010.

Finding small ways here and there to cut costs.

What additional information would you like to share with other conference participants?

The plan laid out this year for the CAR was collective idea with zonal forum and really offered the RD the best method for gaining information, discussing with other RDs, then carrying to the groups. In our Region, I saw the participants attend more than one workshop and have added an Open Discussion for mid-March for the more experienced members, both against and uncertain so we can discuss it together.

Conference Input

Is there anything in particular you want to discuss at the conference?

Not sure as yet.

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

Holding many workshops and encouraging all to attend 2 or 3. Then, remaining calm and knowledgeable with our own Regions financial statistics and examples of how we are neglecting certain members of the fellowship and how SSP can be applied to it. Remaining calm while some become disruptive or argumentative seems to sway participants to want to learn and ask more to understand the SSP as proposed.

Some questions truncated to save space

Facts about Show Me Region

Regional Delegate ..... **Don M**
Have you attended a WSC before? How many? ..... **Yes, 1**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Rob B**
Have you attended a WSC before? How many? ..... **No**
How many areas are in the region? **19**
How many groups are in the region? **425**
How many meetings take place each week in the region? **707**
How many H&I panels take place each week in the region? **90**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$13,515.23**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **78**
- Conventions and events? **22**
- Literature sales? **0**

What were the total annual expenses for your regional service committee in 2011? **$13,682.36**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? ..... **.05%**
- H&I? **10%**
- Holding workshops and service meetings? **42%**
- Traveling to service meetings and workshops? **28%**
- Holding events? ..... **.03%**
- Any other expenses? .....

Total money contributed by the region to your zonal forum **0**

Your Regional Service Structure

Does your region have a regional office? ..... **Yes**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **About the same**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? **4**
- Is attendance increasing, decreasing, or staying the same? ..... **about the same**

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? **501c**
- Did your regional corporation have to pay any taxes or duties last year? ..... **Yes**
- Do you have tax-exempt or duty-free status? ..... **Yes**

Is your region insured? ..... **No**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

Regional Assembly around 60 in attendance. Topics were the new pamphlets

What kind of training and mentoring efforts take place in your region and its areas?

none

Describe what kind of planning activities your region and its areas utilize.

none

Successes with communication in your region or its areas

We continue to utilize a Yahoo Message Groups for the RCM's

Please describe PR efforts carried out in your region.

There are PR booths at various health relate and professional confrences in teh region

Does the region have any type of NA phoneline or a helpline? ..... **No**

Please describe your phoneline/helpline efforts.

How many areas have their own phoneline or helpline? **3-4**

Please describe your area phoneline/helpline experience.

Do you have a regional website? ..... **No**

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

We hold a Regional Workshop usually 50-60 in attendance ad avergae 4-5 area workshops per cycle

How does your region reach a conscience about WSC matters?

Each NA member has one vote. Each RCM will bring a tally vote, Yes/For, No/Opposed or Abstention for each Motions, Resolutions, Straw Polls, or Proposal. The RD and AD will tally the all area votes. The Regional Vote to the WSC will be a tallied as a vot

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**

Issue Discussion Topics ..... **Do not use**

Planning Basics ..... **Helpful**

PR Basics ..... **Helpful**

Service Pamphlets ..... **Do not use**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **staying about the same**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

Service System Proposals, fear of losing the addicts voice at the World Level, World Board not heard what the addicts are saying and finances

Please describe the most significant challenge your region has faced since WSC 2010.

Finacial situation of our RSO. Trying to get corporation status.

Some questions truncated to save space

Please describe some highlights or successes your region has experienced since WSC 2010.

Seems more members are discussing and raising concerns over the way theings have been going inthe fellowship.

What additional information would you like to share with other conference participants?

Conference Input

Is there anything in particular you want to discuss at the conference?

How the Member can get more timely information so they feell connected. Possibility of video confrence the confrence that would allow any member the ability to view and hear the happenings at the World Service Confrence. Likethe E-Meetings or Skype

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

How to effectively communicate information to RCM's. Sometimes there is information overload and trying to find the balance to get the infomration but not to overwhelm. Social Media outlets have become somewhat of a pain when material is posted that is not accurate or factual.

Some questions truncated to save space

Facts about Sierra Sage Region

Regional Delegate ..... **Richard I**
Have you attended a WSC before? How many? ..... **No**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **James C**
Have you attended a WSC before? How many? ..... **No**
How many areas are in the region? **6**
How many groups are in the region? **151**
How many meetings take place each week in the region? **154**
How many H&I panels take place each week in the region? **6**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$6,330.32**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **93.8**
- Conventions and events? **0**
- Literature sales? **6.2**

What were the total annual expenses for your regional service committee in 2011? **$2,548.60**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **0%**
- H&I? **9.4%**
- Holding workshops and service meetings? **0%**
- Traveling to service meetings and workshops? **7.8%**
- Holding events? **0%**
- Any other expenses? ..... **Schedules 7.8, Webstite 7.7, Outreach 2.8, Miscellaneous 3**

Total money contributed by the region to your zonal forum **0**

Your Regional Service Structure

Does your region have a regional office? ..... **Yes**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **Increasing**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **No**
- How many per year? .....
- Is attendance increasing, decreasing, or staying the same? .....

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? ..... **501 (c)(3)**
- Did your regional corporation have to pay any taxes or duties last year? ..... **Yes**
- Do you have tax-exempt or duty-free status? ..... **Yes**

Is your region insured? ..... **Yes**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?
None

What kind of training and mentoring efforts take place in your region and its areas?
Sponsorship

Describe what kind of planning activities your region and its areas utilize.
Convention, Activities, convention fundraising, Area Inventory

Successes with communication in your region or its areas
E-mail blasts, Regional website, flyers, and word of mouth (the fastest way in a predominately rural region, LOL).

Please describe PR efforts carried out in your region.
An assembly with speakers from drug court and NA.

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.
All phone lines are managed and funded through the RSC. Both local numbers and Toll free numbers.

How many areas have their own phoneline or helpline? ..... **All do.**

Please describe your area phoneline/helpline experience.
Has been a very consistent service for many years.

Do you have a regional website? ..... **Yes**
http://www.sierrasagena.org

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.
CAR Assemblies are hosted in each of the Areas. South Lake Tahoe and North Lake Tahoe Areas have combined during this cylce. Bishop has abstained (so far).

How does your region reach a conscience about WSC matters?
Discussion and balloting at each of the CAR workshops.

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**
Issue Discussion Topics ..... **Helpful**
Planning Basics ..... **Do not use**
PR Basics ..... **Helpful**
Service Pamphlets ..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **Growing**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?
The Service System Project

Some questions truncated to save space

Please describe the most significant challenge your region has faced since WSC 2010.

Finding a Regional H & I coordinator.

Please describe some highlights or successes your region has experienced since WSC 2010.

The local convention is experience a lot more participation in the planning and execution and therefore the quality of the event has improved greatly. This is reflected in the profits.

What additional information would you like to share with other conference participants?

Conference Input

Is there anything in particular you want to discuss at the conference?

The Service System Project. The seeming takeover of "corporate thinking" at the level of the World Board. This fellowship continues to grow because one addict is willing to help another, not because we have a superior corporate organization. A little worried that we are starting to drift from our roots. By the way, this is coming from someone who works for a Fortune 30 corporation and has integrated well into that culture.

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

The IDT and CAR Presentations. The technology (Powerpoints, Computers, and the projector) used during the presentation has worked well because I'm a geek comfortable with this stuff. The presentations have worked well for me, because the principles of the program have made a social animal out of me and I love the interaction with other members of the fellowship. I was elected to the position late in the conference cycle, so getting up to speed on the duties and the collective experience has been a challenge.

Some questions truncated to save space

Facts about South Africa Region

Regional Delegate ..... **Leanne B**
Have you attended a WSC before? How many? ..... **No**
Is your region planning to send an Alternate Delegate? ..... **No**
Alternate Delegate .....
Have you attended a WSC before? How many? ..... **No**
How many areas are in the region? **4**
How many groups are in the region? **126**
How many meetings take place each week in the region? **160**
How many H&I panels take place each week in the region? **49**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$1560.00**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **19.74**
- Conventions and events? **80.26**
- Literature sales? **0**

What were the total annual expenses for your regional service committee in 2011? **$6368.00**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **36%**
- H&I? **20%**
- Holding workshops and service meetings? **6%**
- Traveling to service meetings and workshops? **5%**
- Holding events? ..... **%**
- Any other expenses? ..... **Fellowship Development = 5%, bank charges = 7%, accounting fees for tax purposes = 17%, website hosting = 4%, annual convention expenses were ZAR 228000.00 If expressed as a % this would be approx 80% of our total expenses but convention expenses are not**

Total money contributed by the region to your zonal forum **0**

Your Regional Service Structure

Does your region have a regional office? ..... **No**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **Decreasing**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? ..... **3 areas hold one annual convention**
- Is attendance increasing, decreasing, or staying the same? ..... **Increasing**

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? ..... **Public Benefit Organization**
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**

Some questions truncated to save space

Do you have tax-exempt or duty-free status? ..... **Yes**

Is your region insured? ..... **No**

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

We have held regional workshops on the Service System Proposal and are currently holding CAR workshops. Attendance averages 20 members. One area held a Traditions workshop. Another area held a GSR orientation workshop.

What kind of training and mentoring efforts take place in your region and its areas?

There is no formal training or mentoring. Our service terms overlap so we teach each other.

Describe what kind of planning activities your region and its areas utilize.

Regular committee meetings

Successes with communication in your region or its areas

We make wide use email mailing lists. Our RSC meets monthly via conference call.

Please describe PR efforts carried out in your region.

We have a PSA which is broadcast on several of the free TV channels and a few of the pay TV channels. We have a Linkedin Profile for easy media contact. Our PR chair has made great strides.

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.

A very basic helpline. Someone phones in and follows the voice prompts which eventually ends up giving them several phone numbers of members in their area. We do not have finances or human resources to upgrade.

How many areas have their own phoneline or helpline? **1**

Please describe your area phoneline/helpline experience.

Do you have a regional website? ..... **Yes**

http://www.na.org.za

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

We have held one workshop so far with 2 more planned in March. Attendance was 22 members. It was successful in terms of participation and enthusiasm.

How does your region reach a conscience about WSC matters?

Conscience will be taken at each area CAR workshop and joined together.

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**

Issue Discussion Topics ..... **Not helpful**

Planning Basics ..... **Do not use**

PR Basics ..... **Helpful**

Service Pamphlets ..... **Do not use**

Some questions truncated to save space

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **Growing**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

The Service System Proposal and how it's a waste of time and effort and finances. How World Services is trying to invert the service pyramid and not allow NA to grow organically.

Please describe the most significant challenge your region has faced since WSC 2010.

Our most significant challenge has been allegations of racism. Trying to ensure that ALL people feel included and represented has been a challenge.

Please describe some highlights or successes your region has experienced since WSC 2010.

Highlights include our first regional H&I initiative. H&I T-shirts were made for members to purchase. The member would actually be buying 2 T-shirts and the additional T-shirt was given to a member in prison. It was hoped this would help attract other inmates to NA. In 2011 we changed the structure and agenda of our Regional Assembly and it met with great success. We moved from an information sharing session to an interactive session.

What additional information would you like to share with other conference participants?

We are so keen to host a World Convention :)

Conference Input

Is there anything in particular you want to discuss at the conference?

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

My biggest challenge has been getting information from RCMs and having an uncommitted RDA (who resigned last month). The Regional Assembly 2011 worked really well. There was a lot of interaction and participation and members felt that their voice was heard.

Some questions truncated to save space

Facts about South Dakota Region

Regional Delegate ..... **Carol P**
Have you attended a WSC before? How many? ..... **Yes, 1**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Steve P**
Have you attended a WSC before? How many? ..... **Yes, 1**
How many areas are in the region? **3**
How many groups are in the region? **26**
How many meetings take place each week in the region? **60**
How many H&I panels take place each week in the region? **3**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$750.00**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **75**
- Conventions and events? **25**
- Literature sales? **0**

What were the total annual expenses for your regional service committee in 2011? **$1,600.00**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **$300%**
- H&I? **$200%**
- Holding workshops and service meetings? **$200%**
- Traveling to service meetings and workshops? **$900%**
- Holding events? ..... **%**
- Any other expenses? .....

Total money contributed by the region to your zonal forum .....

Your Regional Service Structure

Does your region have a regional office? ..... **No**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **decreasing**

Did your regional convention make a profit this year? ..... **No**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? **1**
- Is attendance increasing, decreasing, or staying the same? ..... **staying the same**

Is there a corporation or an entity with legal status that is a part of your regional structure? **No**
- What is the type of legal registration? .....
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **No**

Is your region insured? ..... **No**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

traditions workshop- Attendance of 30; funding NA/fund flow- Attendance 30; Service system proposals, four workshops, attendance of 5-20 people; History of NA- attendance of 15; HI/PR workshop - attendance of 30; GSR workshop - attendance of 7; Living Clean, the Journey Continues - five workshops, attendance of 10-15 people.

What kind of training and mentoring efforts take place in your region and its areas?

After elections, there is a two month transition period for newly elected trusted servant to be with outgoing trusted servant to learn the ropes in one area and region. It is difficult to get much participation in the other areas.

Describe what kind of planning activities your region and its areas utilize.

West River Area does an area planning tool every two years to help develop a plan for services. The region is going to utilize a planning tool in the future.

Successes with communication in your region or its areas

Please describe PR efforts carried out in your region.

We have a standing web page, which is a first for us. We have area meeting lists as well as region meeting lists available. Last year a mailing to all counseling agencies as well as to state prison facilities which included the IP, Am I an Addict, the IP Information about NA, the IP Welcome to Narcotics Anonymous, and a region meeting list.

Does the region have any type of NA phoneline or a helpline? ..... **No**

Please describe your phoneline/helpline efforts.

How many areas have their own phoneline or helpline? **2**

Please describe your area phoneline/helpline experience.

We use google voice to enable six people to answer the phone for the hotline. The first to answer cancels out the other five. It seems to be working quite well!

Do you have a regional website? ..... **Yes**

sdrna.com

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **No**

Please describe your efforts such as number of workshops and average attendance.

We have one scheduled, and more to be scheduled after our next region meeting in February.

How does your region reach a conscience about WSC matters?

The RD and RDA go to workshops in each area concerning the CAR and CAT. We tally votes at each, and total them for all areas. Majority rules for each area. Total of 3 votes.

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**
Issue Discussion Topics ..... **Helpful**
Planning Basics ..... **Helpful**
PR Basics ..... **Helpful**
Service Pamphlets ..... **Helpful**

Some questions truncated to save space

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **growing in one area, staying the same in others**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

RD/RDA travel expenses- There are some members who do not think Zone travel should be included in our budget.

Please describe the most significant challenge your region has faced since WSC 2010.

The most significant challenge SD Region has faced since WSC 2010 is difficulty in maintaining communication with areas in our large rural area. Not much money has been forwarded, and the RDA may have to fund himself to go to WSC this spring. Some groups are unwilling to see recovery beyond their meeting space.

Please describe some highlights or successes your region has experienced since WSC 2010.

There were more workshops put on in this region than ever before. The word is spreading that NA is a viable source of recovery.

What additional information would you like to share with other conference participants?

Conference Input

Is there anything in particular you want to discuss at the conference?

WE need fellowship development not only world wide, but within our own boundaries, such as reservations and rural America.

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

I view my role as a conduit of information. I bring warmth and excitement to my service.I look forward to every workshop I am able to share. The challenges I have encountered is traveling 350 miles to put on a workshop requested by an area and not having anyone from that area show up. But I would do it again, because I was asked to do so.

Some questions truncated to save space

Facts about Southern Brazil Region

Regional Delegate ..... **Cristiano D**
Have you attended a WSC before? How many? ..... **No**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Rodolfo**
Have you attended a WSC before? How many? ..... **Yes, 1**
How many areas are in the region? **13**
How many groups are in the region? **178**
How many meetings take place each week in the region? **391**
How many H&I panels take place each week in the region? **27**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$6857.00**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **60**
- Conventions and events? **40**
- Literature sales? **0**

What were the total annual expenses for your regional service committee in 2011? **$10,251.00**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **6%**
- H&I? **6%**
- Holding workshops and service meetings? **43%**
- Traveling to service meetings and workshops? **15%**
- Holding events? ..... **%**
- Any other expenses? ..... **30 (reports, banks, tax)**

Total money contributed by the region to your zonal forum ..... **$561.00 to FZB and NAWS**

Your Regional Service Structure

Does your region have a regional office? ..... **No**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **increasing**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? **7**
- Is attendance increasing, decreasing, or staying the same? ..... **increasing**

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? ..... **nonprofit**
- Did your regional corporation have to pay any taxes or duties last year? ..... **Yes**
- Do you have tax-exempt or duty-free status? ..... **No**

Is your region insured? ..... **No**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

the RSC and ASC hold a lot of learning days and workshops. the RSC cover 3 states and do a big forum in every state. the results of these foruns is that more members can participate of this type of NA event, the number of servers is increasing, the servers are more prepared to service. the topics are self-support, the vision, GSR, communication, HI, PR, helplines, SS project, planning. average attendance is 45 members.

What kind of training and mentoring efforts take place in your region and its areas?

wokshops and learning days, service material as GSR and RCM guides, powerpoints, handbooks, strong communication.

Describe what kind of planning activities your region and its areas utilize.

the RSC do planning sessions every year with GSR´s and RCM´s. half ASC´s do planning sessions too. that practice is improving the way to carry the message, improving the way to serve, members like these sessions and participate. some groups do too.

Successes with communication in your region or its areas

email, MSN, facebook, skype are tools that we use a lot and do the service activities more pratical and more effective. we have a good communication between RSC and ASC´s and RCM´s. the email-groups works well too.

Please describe PR efforts carried out in your region.

pannels to governs, justice, health, factories, website, video for TV, distributing pamphlets, radio, newspaper.

Does the region have any type of NA phoneline or a helpline? ..... **No**

Please describe your phoneline/helpline efforts.

How many areas have their own phoneline or helpline? **8**

Please describe your area phoneline/helpline experience.

some areas use only cellphone to do this service. we have a shared commitee between 4 areas that share a single phone.

Do you have a regional website? ..... **Yes**

www.nabrasilsul.org.br

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

for 2012 was scheduled 4 events. one in regional meeting in january and after one in every state. until now we´ve done 2, around 70 members participated in the first two. in march we´ll have more 2 events. we discuss the CAR by email too.

How does your region reach a conscience about WSC matters?

we understand that all fellowship needs to be conected, that every region has some to share and learn. it´s a chain, we need to be together because isolated we suffer. our members like the NAWS issues, we use a lot the new service material, we are always

Some questions truncated to save space

well informed about NAWS, we translate a lot of material, in 2009 we hold a national event with NAWS presence and participate a lot of NAWS discussions.

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**
Issue Discussion Topics ..... **Helpful**
Planning Basics ..... **Helpful**
PR Basics ..... **Helpful**
Service Pamphlets ..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **growing**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

PR, SS project, donations to NAWS.

Please describe the most significant challenge your region has faced since WSC 2010.

the RSC Rio grande do Sul creation, start the PR regional commitee.

Please describe some highlights or successes your region has experienced since WSC 2010.

new website and video for TV. regional foruns, regional meetings and areas donations. we work a lot to awake the conscience about self-support, that the money needs come from the bag opposite to come from event profit and merchandise. planning facilitate things in our community, this is a commom practice in RSC and almost all areas are starting to use planning. this is a success.

What additional information would you like to share with other conference participants?

nonprofit events. we do an event called "inter-areas forum". we do this event in every state, the topics are training, share information between areas, promote unity. we put 7 conventions realized from areas, but just 1 is a convention, the others 6 annual events are "steps meeting", that are a success here, with workshops and speakers.

Conference Input

Is there anything in particular you want to discuss at the conference?

other ways to brazilians donate to NAWS; online NAWS researches translate to portuguese; Brazil wants to participate more in NAWS issues and donations.

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

worked well: the communication is improving with NAWS, areas, RCM´s. I can hear the areas and groups needs. CAR workshops are great! the time in regional meeting is good. good relation with RCM´s. but this was done along the years with a lot of mentoring, training and time. the challenges are do the informations arrive to groups and GSR´s, because sometimes the information stops in RCM´s, other challenge is the RCM report related to few time and indifference from GSR´s.

Some questions truncated to save space

Facts about Southern California Region

Regional Delegate ..... **Deborah W**
Have you attended a WSC before? How many? ..... **Yes, 1**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Kenneth M**
Have you attended a WSC before? How many? ..... **Yes, 4**
How many areas are in the region? **22**
How many groups are in the region? **1160**
How many meetings take place each week in the region? **1160**
How many H&I panels take place each week in the region? **720**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$50,616.00**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **83.6**
- Conventions and events? **16.4**
- Literature sales? **0**

What were the total annual expenses for your regional service committee in 2011? **$49,713.00**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **14.5%**
- H&I? **21.9%**
- Holding workshops and service meetings? **2.8%**
- Traveling to service meetings and workshops? **12%**
- Holding events? **0%**
- Any other expenses? ..... **Misc 6.3, Rent 42.36**

Total money contributed by the region to your zonal forum **0**

Your Regional Service Structure

Does your region have a regional office? ..... **Yes**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **Decreasing**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? **5**
- Is attendance increasing, decreasing, or staying the same? ..... **Staying the same**

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? ..... **Not for profit corporation**
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **Yes**

Is your region insured? ..... **Yes**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

8 - Service Quarterlies covering H&I, PI, Phonelines and Website. Avg 65; 2 - Regional Assemblies covering SSP and CAR. Avg 100; Various areas held service workshops covering various topics. I don't have information on attendance.

What kind of training and mentoring efforts take place in your region and its areas?

The Service Quarterlies serve to help mentor people to be of service in each of the subcommittees including PI, H&I, Phonelines and Website.

Describe what kind of planning activities your region and its areas utilize.

None

Successes with communication in your region or its areas

Our Website committee meets via Skype starting this past year.

Please describe PR efforts carried out in your region.

Gay Pride events in Los Angeles and Long Beach.National Organization assembly. Booths at 2 County fairs

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.

We have an 800 number that covers the entire Region and is covered by volunteers from a different area each day of the week.

How many areas have their own phoneline or helpline? **18**

Please describe your area phoneline/helpline experience.

These areas have their own phone numbers and utilize volunteers from their areas to cover the phones in shifts. We have a couple of areas that are utilizing online phone services to organize their phonelines, helping to make the phonelines more efficient and less costly.

Do you have a regional website? ..... **Yes**

www.todayna.org

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

We held one Regional CAR Workshop. We had 3 workshops, one for SSP, one for everything else and one for the CAT. We had 162 in attendance.

How does your region reach a conscience about WSC matters?

Each group votes on the issues, carries those votes to the area and the votes are brought to the region. The RD team takes one vote from each area on each issue and uses that to carry the conscience of the Region to the WSC. We collect the tallies from th

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Do not use**

Issue Discussion Topics ..... **Helpful**

Planning Basics ..... **Helpful**

PR Basics ..... **Do not use**

Some questions truncated to save space

Service Pamphlets ..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **Staying the Same**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

Service System Project

Please describe the most significant challenge your region has faced since WSC 2010.

Communicating about the SSP in a way that others can teach it to others.

Please describe some highlights or successes your region has experienced since WSC 2010.

We have cut expenses at the RSO. Our Sponsorship Behind the Walls subcommittee has become quite successful in taking the message into the inmates needing guidance. The committee has grown greatly this past cycle.

What additional information would you like to share with other conference participants?

Conference Input

Is there anything in particular you want to discuss at the conference?

Literature Development

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

I have a good support from my Region, Zonal forum and my past RD, which has made my job much easier. I have been challenged with the SSP. Trying to understand it myself and to pass that information along to others in a way that they can teach to other people. I was afraid I would not be able to do the job and fill the the shoes of the previous RD, but with the support of everyone, including the World Board members, I feel that I am living up to my commitment.

Some questions truncated to save space

Facts about Southern Idaho Region

Regional Delegate ..... **Jodi G**
Have you attended a WSC before? How many? ..... **Yes, 2**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Heywood W**
Have you attended a WSC before? How many? ..... **No**
How many areas are in the region? **5**
How many groups are in the region? **81**
How many meetings take place each week in the region? **118**
How many H&I panels take place each week in the region? ..... **Unknown**

Budget

Total amount of money contributed to the region by groups and areas in 2011? .....
What percentage of your RSC's annual budget comes from:
- Group and area contributions? ..... **Unknown**
- Conventions and events? ..... **Unknown**
- Literature sales? **0**

What were the total annual expenses for your regional service committee in 2011? .... **Unknown**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **0%**
- H&I? **0%**
- Holding workshops and service meetings? **$1500.00**
- Traveling to service meetings and workshops? ..... **Unknown**
- Holding events? ..... **Unknown**
- Any other expenses? ..... **Unknown**

Total money contributed by the region to your zonal forum **0**

Your Regional Service Structure

Does your region have a regional office? ..... **No**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **Decreasing**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **No**
- How many per year? .....
- Is attendance increasing, decreasing, or staying the same? .....

Is there a corporation or an entity with legal status that is a part of your regional structure? **No**
- What is the type of legal registration? .....
- Did your regional corporation have to pay any taxes or duties last year? ..... **Yes**
- Do you have tax-exempt or duty-free status? ..... **Yes**

Is your region insured? ..... **No**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

Regional H&I/PI Learning Day - 6 attendees

What kind of training and mentoring efforts take place in your region and its areas?

None as a Region although we've discussed it, same in Areas

Describe what kind of planning activities your region and its areas utilize.

We completed a Regional Inventory ... never did get the results or make any changes in response to it

Successes with communication in your region or its areas

"Secret" facebook chat room has increased communication in an Area as well as communication between the Areas

Please describe PR efforts carried out in your region.

We participate (information table) in an annual conference attended by substance abuse & criminal justice professionals

Does the region have any type of NA phoneline or a helpline? ..... **No**

Please describe your phoneline/helpline efforts.

How many areas have their own phoneline or helpline? **5**

Please describe your area phoneline/helpline experience.

Area phonelines have improved (& cost has decreased) by utilizing Google Voice

Do you have a regional website? ..... **Yes**

sirna.org

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

We hold a Regional Assembly every February (CAR workshop on conference years). Attendance improved this year, aprx. 30. Was 12 last year.

How does your region reach a conscience about WSC matters?

Every member who attends the Assembly has a vote. We don't poll the Areas or groups because they don't get the same info. if they're not present at the Assembly.

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Not helpful**
Issue Discussion Topics ..... **Not helpful**
Planning Basics ..... **Not helpful**
PR Basics ..... **Not helpful**
Service Pamphlets ..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **Unsure, doesn't seem like a big swing either direction**

Some questions truncated to save space

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

SSP, especially in recent months

Please describe the most significant challenge your region has faced since WSC 2010.

Finances; getting new members involved; decreased attendance at events

Please describe some highlights or successes your region has experienced since WSC 2010.

Increased attendance at this year's Regional Assembly; use of social networking to increase communication and keep members more connected; the delegate team is now allowed to facilitate a workshop at our Regional convention.

What additional information would you like to share with other conference participants?

Conference Input

Is there anything in particular you want to discuss at the conference?

Options to the SSP

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

Attempting to travel the broad expanse of our Region to present information & the resistance by some to using social networking as a partial solution to this challenge; understanding/explaining to others the SSP; getting info. to the Home Group members vs. the few that are committed to service at the Area & Regional levels.

Some questions truncated to save space

Facts about Spain Region

Regional Delegate .....
Have you attended a WSC before? How many? ..... **Yes, 1**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Pablo V**
Have you attended a WSC before? How many? ..... **No**
How many areas are in the region? **10**
How many groups are in the region? **113**
How many meetings take place each week in the region? **173**
How many H&I panels take place each week in the region? .....

Budget

Total amount of money contributed to the region by groups and areas in 2011? .....
What percentage of your RSC's annual budget comes from:
- Group and area contributions? .....
- Conventions and events? .....
- Literature sales? .....

What were the total annual expenses for your regional service committee in 2011? **$87,296.00**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? ..... %
- H&I? ..... %
- Holding workshops and service meetings? ..... %
- Traveling to service meetings and workshops? ..... %
- Holding events? ..... %
- Any other expenses? .....

Total money contributed by the region to your zonal forum **$3,909.00**

Your Regional Service Structure

Does your region have a regional office? ..... **No**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? .....

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **No**
- How many per year? .....
- Is attendance increasing, decreasing, or staying the same? .....

Is there a corporation or an entity with legal status that is a part of your regional structure? **No**
- What is the type of legal registration? .....
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **No**

Is your region insured? ..... **No**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

***FD is going to Huelva, Cartagena, Canaries, Pamplona, Oviedo, Elche and Zaragoza to set up different kind of Workshops. *FD has been working in a similar way as the EDM organizing workgroups and tasks providing FD in various Areas. They also suggest that the RCMs should cover the FD tasks in their own Areas. *FD has been doing FD, PR and H&I workshops in Canary Islands, Mallorca, Estepona, Bilbao, Santander and Madrid. *Service Conference. This project was approved and we will test it during our next Regional Convention in Valencia. It is going to start on Thursday morning until Friday noon (17-18 of May) and the Region is going to fund the rooms for 100 participants.**

What kind of training and mentoring efforts take place in your region and its areas?

Service Conference. This project was approved and we will test it during our next Regional Convention in Valencia. It is going to start on Thursday morning until Friday noon (17-18 of May) and the Region is going to fund the rooms for 100 participants."

Describe what kind of planning activities your region and its areas utilize.

Successes with communication in your region or its areas

Please describe PR efforts carried out in your region.

PR has been organizing PR workshops in Valladolid, Canary Islands, Estepona, Bilbao, Santiago and at the Regional Convention in Murcia.

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.

Helpline had for the last six months so far 560 calls with only one person answering the phone calls 8.00 – 22.00. 41% of these calls come from the web. 15 % from posters, fliers and tags on different places, 15% from addicts in the fellowship, 15% from professionals and 15% from media. There were also some calls from outside of Spain.

How many areas have their own phoneline or helpline? .....

Please describe your area phoneline/helpline experience.

Do you have a regional website? ..... **Yes**

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

RD asked the RCMs sto workshop the CAR in their Areas and bring up conclusions for the WSC 2012.

How does your region reach a conscience about WSC matters?

Which of the following tools have you made use of and do you find them helpful?

H&I Basics .....

Issue Discussion Topics .....

Planning Basics .....

PR Basics .....

Service Pamphlets .....

Some questions truncated to save space

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010?

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?
Please describe the most significant challenge your region has faced since WSC 2010.
Please describe some highlights or successes your region has experienced since WSC 2010.
What additional information would you like to share with other conference participants?

Conference Input

Is there anything in particular you want to discuss at the conference?

We ask for other regions experience of NA being considered as association "Off Public Interest".

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

Some questions truncated to save space

Facts about Sweden Region

Regional Delegate ..... **Petra dB**
Have you attended a WSC before? How many? ..... **Yes, 1**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Linda T**
Have you attended a WSC before? How many? ..... **No**
How many areas are in the region? **13**
How many groups are in the region? **198**
How many meetings take place each week in the region? **388**
How many H&I panels take place each week in the region? **27**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$44,890.00**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **56**
- Conventions and events? **4.8**
- Literature sales? **44.9**

What were the total annual expenses for your regional service committee in 2011? ... **$132,778.00**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? ..... **including H&I - 9.3%**
- H&I? ..... **%**
- Holding workshops and service meetings? **10%**
- Traveling to service meetings and workshops? **30%**
- Holding events? ..... **Our regional events are independent. Committees receive money from the region to start up which they then repay%**
- Any other expenses? **Litterature: 52,3% Phoneline: 2,8% Web: 5,7% translations: 1,1% Steering com.: 6,6% Nomination com.:0,5%**

Total money contributed by the region to your zonal forum **$3,647.00**

Your Regional Service Structure

Does your region have a regional office? ..... **No**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **decreasing**

Did your regional convention make a profit this year? ..... **No**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? ..... **4-6 (a lot more if speakerdays are included)**
- Is attendance increasing, decreasing, or staying the same? ..... **increasing**

Is there a corporation or an entity with legal status that is a part of your regional structure? **No**
- What is the type of legal registration? ..... **non-profit organisation**
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **Yes**

Some questions truncated to save space

Is your region insured? ..... **No**

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

***How to be an efficiant GSR; *How to be an efficiant RCM; *Service System Project; *A Vision for NA Service; *In times of Illness; *Self Support; *Planning; *NA and Medication (replacement drugs); *NA and Social Media; * Learning workshops about PR, Translations, Communication/Information flow, -We have also done FD workshops in other regions as NArkoslavia, Poland and Denmark**

What kind of training and mentoring efforts take place in your region and its areas?

***Learning workshops about PR, Translations, Communication/Information flow; *alternate/vice functions; *dokumentation**

Describe what kind of planning activities your region and its areas utilize.

APT in some areas; Strategic planning on region level, using Planning Basic

Successes with communication in your region or its areas

We use online report templates for Regional reports; We hold regular phone/skypemeetings between regional meetings (RCM:s, Subcommittees); we push information/links to information or reminders about deadlines using sms; we have an online calender for regional service activites

Please describe PR efforts carried out in your region.

***PSAs; *Providing website information, meeting directories, informational letters and pamphlets -NA posters on local buses (pre ECCNA) -Invitations to conventions, serviceconfereces; *Responding to requests for presentations -Distributing posters - Cooperating with the Web-committee, H&I and phoneline committees in overlapping projects -PI in Treatment centers, Criminal Justice, Healtcare, University, College, Rehab/detox, organizations, or the media; *Participation in a council/infogroup for health care made up only of various non-profit organizations as NA/AA/NAr-Anon etc - Local PR phonelines -Announcement in a Social Service guide**

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.

The phone is manned Mondays 18:00 to 22:00; Wednesday 18.00 - 22.00; Fridays 16:00 to 21:00; Saturdays 12:00 to 22:00; Sunday 15:00 to 16:15; Other times, you get a response within 24 hours; We also have a chat on our website wich is open Monday to Friday 18:00 to 19:00.

How many areas have their own phoneline or helpline? **0**

Please describe your area phoneline/helpline experience.

Do you have a regional website? ..... **Yes**

www.nasverige.org

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **Yes**

Some questions truncated to save space

Please describe your efforts such as number of workshops and average attendance.

This year there was only one request from the areas. We will hold a CAR workshop at the regional serviceconference in March.

How does your region reach a conscience about WSC matters?

discussions, straw polls, concensus and voting

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Do not use**
Issue Discussion Topics ..... **Helpful**
Planning Basics ..... **Helpful**
PR Basics ..... **Do not use**
Service Pamphlets ..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **shrinking/staying the same**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

Replacement Drugs/Medication; Social Media

Please describe the most significant challenge your region has faced since WSC 2010.

***Service System changes in our region; *No areas want to bid on regional conventions; *Translations; *Changes in the way we create our action/projectplans to get a balanced budget**

Please describe some highlights or successes your region has experienced since WSC 2010.

***Service System changes in our region, planning; *Website technology improves our communication; * A Buget in Balance; * NA webshop; *A lot of Spiritual Principles working in our service efforts, we feel inspired and we feel unity.**

What additional information would you like to share with other conference participants?

NA Sweden is greatful to be part of a worldwide fellowship of recovering addicts that saves lives! Together we can :)

Conference Input

Is there anything in particular you want to discuss at the conference?

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

Challenges: Translations of service material, as well as the SSP; SSP workshops; A lot of work and time away from home. Worked well: *We are greatful for our Zonal Forum where we can share our experience strenght and hope with other delegates. We have a lot of fun too :) ; *We have created a RD calender (for internal use) with all activites, deadlines, suggestions etc; *We (RD & alt.RD) have worked well together in love and dedication; *Communication; *We bring a wider perspective on NA as a worldwide fellowship wich influence our region and our way of doing service. Our region knows

Some questions truncated to save space

that NA Sweden do not only serve the suffering/recovering addicts in sweden but also in the rest of our world.

Some questions truncated to save space

Facts about Tejas Bluebonnet Region

Regional Delegate ..... **Dawn E**
Have you attended a WSC before? How many? ..... **Yes, 1**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Gary M**
Have you attended a WSC before? How many? ..... **No**
How many areas are in the region? **10**
How many groups are in the region? **221**
How many meetings take place each week in the region? **655**
How many H&I panels take place each week in the region? **77**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$8,891.64**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **100**
- Conventions and events? **0**
- Literature sales? **0**

What were the total annual expenses for your regional service committee in 2011? **$8,493.11**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **7%**
- H&I? **5%**
- Holding workshops and service meetings? **7%**
- Traveling to service meetings and workshops? **64%**
- Holding events? **0%**
- Any other expenses? ..... **Adopt an Inmate 9% lit**

Total money contributed by the region to your zonal forum **$300.00**

Your Regional Service Structure

Does your region have a regional office? ..... **No**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **declined due to bad weather**

Did your regional convention make a profit this year? ..... **No**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? ..... **4(some are every other yr one is every 4 yrs)**
- Is attendance increasing, decreasing, or staying the same? ..... **about the same over all**

Is there a corporation or an entity with legal status that is a part of your regional structure? **No**
- What is the type of legal registration? .....
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **Yes**

Is your region insured? ..... **No**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

This past cycle has been focused primarily on Service System workshops with about 10 workshops over this topic as it progressed with any where from 5 to 25 in attendance throughout the Region. Also held were H&I Learning Days and PI Learning Days with 10- 25 members in attendance on average. We had more success Feb 2012 with having orientation for TDCJ at our convention than in previous yrs with about 20 members getting clearance that day.

What kind of training and mentoring efforts take place in your region and its areas?

We have attempted RCM orientation for the first 15 minutes of RSC. Many of the Areas hold GSR orientations or give out hand books at ASC. We have an Area spending 20 minutes discussing concepts during the ASC.

Describe what kind of planning activities your region and its areas utilize.

As a Region we have not implemented a planning activity as of yet. We have spent some time discussing this idea and how to start. Other than that, Areas report regular activities from dances, speaker jams, floating the river, to bowling. We have several areas that do quarterly financial planning. And an Area that collects Area inventories from home groups at the Jan ASC and then plans the year based on that inventory of needs.

Successes with communication in your region or its areas

We have a couple of Areas using E-blasts one is set up for weekly e-blasts. We are using private facebook events to notify members of upcoming events. We also use all@tbrna.org to reach all regional members and remind of upcoming dates and events. Some Areas have newsletters. And we are in the early stages of using things like gotomeeting for online meetings to prevent travel expenses in our subcommittees including our convention committee, and PI committee.

Please describe PR efforts carried out in your region.

PSAs, Health Fairs, Recovery Walks we have set up tables and handed out pamphlets, Professional presentations, learning days in several areas to get more members involved.

Does the region have any type of NA phoneline or a helpline? ..... **No**

Please describe your phoneline/helpline efforts.

How many areas have their own phoneline or helpline? **10**

Please describe your area phoneline/helpline experience.

Some areas have helplines and others have phones that members answer. Some use virtual PBX. Some areas have it set up for one member to carry a phone for 8 to 12 hrs and other Areas have it to carry the phone for a week at a time with a roll over phone as a backup.

Do you have a regional website? ..... **Yes**

tbrna.org

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

We have held one regional CAR workshop the day after the RSC as requested by the RCMs. This was attended by the RCMs of a little over half of the Areas. There were a few other members in attendance as well and was open to the entire fellowship. The RD team is also putting on several other CAR workshops throughout March. Average attendance 15-20.

How does your region reach a conscience about WSC matters?

The Region goes with the conscience of the home groups that submit tally sheets over the CAR. We are also holding 2 mini assemblys to review some information in the CAT in which the RDs will gather info and input from the members in attendance.

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**
Issue Discussion Topics ..... **Helpful**
Planning Basics ..... **Helpful**
PR Basics ..... **Helpful**
Service Pamphlets ..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **slow growth**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

Service System Proposals, Retaining members with time, getting members involved in service, unity, money, Texas State Convention.

Please describe the most significant challenge your region has faced since WSC 2010.

Getting members involved in service and money. Unity. Disseminating information effectively. Money and self support. PI/PR Efforts. Reaching out to meetings/areas in need facing the financial issues we are facing.

Please describe some highlights or successes your region has experienced since WSC 2010.

A couple of Areas are finding the virtual PBX phone system very helpful and more cost effective. PI Efforts throughout the Region through Regional efforts and Area efforts. Online meetings have helped some with subcommittees and Convention Policy and money has been saved. Some areas are reporting increased attendance in Area activities and members are becoming more creative.

What additional information would you like to share with other conference participants?

My concern with a few members creating disunity and taking the focus away from our primary purpose in the United States. It saddens me and causes me great concern.

Conference Input

Is there anything in particular you want to discuss at the conference?

Thoughts on planning or project priority activities. How to get started from a system of coming in and repeating what's been done to setting priorities and goals for the year or

quarter. Writing reports that are relevant to the particular audience without leaving out important information.

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

Networking has worked well. Still struggling with getting more and more members involved and motivating to see the need and rewards from serving this fellowship. When holding workshops through out the Region, I find that many members in the room do not understand the current service structure which makes introducing the new ideas very difficult at best.

Some questions truncated to save space

Facts about Tri-State Region

Regional Delegate ..... **Jim B**
Have you attended a WSC before? How many? ..... **Yes, 2**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Roshell J**
Have you attended a WSC before? How many? ..... **Yes, 1**
How many areas are in the region? **20**
How many groups are in the region? **528**
How many meetings take place each week in the region? **621**
How many H&I panels take place each week in the region? ..... **unknown**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$17,088.76**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **100**
- Conventions and events? .....
- Literature sales? .....

What were the total annual expenses for your regional service committee in 2011? .....
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? 59%
- H&I? 3.35%
- Holding workshops and service meetings? 25.76%
- Traveling to service meetings and workshops? ..... %
- Holding events? ..... %
- Any other expenses? .....

Total money contributed by the region to your zonal forum ..... **$150.00, $2,459.51 to NAWS**

Your Regional Service Structure

Does your region have a regional office? ..... **Yes**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **increasing**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **No**
- How many per year? .....
- Is attendance increasing, decreasing, or staying the same? .....

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? ..... **501(C)3**
- Did your regional corporation have to pay any taxes or duties last year? ..... **Yes**
- Do you have tax-exempt or duty-free status? ..... **Yes**

Is your region insured? ..... **Yes**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?
Public Information, Help Line, CAR, H&I, and GSR orientation

What kind of training and mentoring efforts take place in your region and its areas?
Public Information, Help Line volunteer training, H&I, GSR orientation, Intro to Service Learning Days

Describe what kind of planning activities your region and its areas utilize.
Conventions, Spiritual Retreats, Learning Days, dances, picnics

Successes with communication in your region or its areas
No particular communication successes

Please describe PR efforts carried out in your region.
Public Information is responsible for maintaining the regional website, regional meeting lists, and the help line. There are General PI workshops, help line workshops, poster and letter campaigns, and media blitzes, and bill board utilization

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.
Callers reach a live operator who then contacts a help line volunteer, connects the call, and leaves the line to provide confidentiality to both parties and anonymity.

How many areas have their own phoneline or helpline? **0**

Please describe your area phoneline/helpline experience.

Do you have a regional website? ..... **Yes**
www.tristate-na.org

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.
There have been 6 CAR workshops

How does your region reach a conscience about WSC matters?
vote (Roberts Rules)

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**
Issue Discussion Topics ..... **Helpful**
Planning Basics ..... **Do not use**
PR Basics ..... **Helpful**
Service Pamphlets ..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **growing**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?
Discussions on regional insurance and the Service System Project

Some questions truncated to save space

Please describe the most significant challenge your region has faced since WSC 2010.

Convention activities not connected to the region, and presenting the service system project

Please describe some highlights or successes your region has experienced since WSC 2010.

successful convention, acquisition of insurance, formation of new meetings

What additional information would you like to share with other conference participants?

no

Conference Input

Is there anything in particular you want to discuss at the conference?

no

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

Workshops and learning days have gone well, but communication between levels of service is still lacking

Some questions truncated to save space

Facts about Turkey Region*

Regional Delegate ..... **Halil**
Have you attended a WSC before? How many? ..... **No**
Is your region planning to send an Alternate Delegate? ..... **No**
Alternate Delegate .....
Have you attended a WSC before? How many? ..... **No**
How many areas are in the region? **1**
How many groups are in the region? **6**
How many meetings take place each week in the region? **21**
How many H&I panels take place each week in the region? **1**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$1,704.00**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **30**
- Conventions and events? **70**
- Literature sales? .....

What were the total annual expenses for your regional service committee in 2011? **20%**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **25%**
- H&I? ..... **%**
- Holding workshops and service meetings? ..... **%**
- Traveling to service meetings and workshops? **30%**
- Holding events? **25%**
- Any other expenses? .....

Total money contributed by the region to your zonal forum **$470.00**

Your Regional Service Structure

Does your region have a regional office? ..... **No**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **increasing**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **No**
- How many per year? .....
- Is attendance increasing, decreasing, or staying the same? .....

Is there a corporation or an entity with legal status that is a part of your regional structure? **No**
- What is the type of legal registration? .....
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **No**

Is your region insured? ..... **No**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

After taking the Area Inventory, we use the "planning basics" and run the 3 phases of planning process. 4 areas, pointed out with inventory, are covered by Action Plans. The Action Plans are assigned to the related subcommittees and volunteers. Two action Plans are started: - Goal: Service traning Action: Setting the Workshop in EDM, Accountable servant: Regional Delegate; - Goal: Service training Action: Translation of 12 Concepts in NA Service, Accountable servant: Volunteer Right now, we are in the final phase; "Monitoring and Evaluating", we have a planning coordinator working with ASC EC Vice Chair.

What kind of training and mentoring efforts take place in your region and its areas?

Describe what kind of planning activities your region and its areas utilize.

Two action plans will start soon. PI Committee may choose one of the goals according to their resources. - Goal: Effective Use of Media, Action: Social Media, Website and Newspaper Operations, Accountable Committee: PI; - Goal: Effective Cooperation with Institutions in Health Sector, Action: Starting Relations with Pharmacies, Accountable Committee: PI After the evaluation part, we will take another area inventory and evaluate the effectiveness of process.

Successes with communication in your region or its areas

Please describe PR efforts carried out in your region.

Next on our agenda is determining a coarse of action on one of the two topics: PR with pharmacists/pharmacies and/or using the media as a PR tool (PSAs on TV, regular meeting announcements in newspapers etc.)

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.

We only give out meeting informations.

How many areas have their own phoneline or helpline? .....

Please describe your area phoneline/helpline experience.

Do you have a regional website? ..... **Yes**

www.na-turkiye.org

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **No**

Please describe your efforts such as number of workshops and average attendance.

How does your region reach a conscience about WSC matters?

Which of the following tools have you made use of and do you find them helpful?

- H&I Basics ..... **Helpful**
- Issue Discussion Topics .....
- Planning Basics ..... **Helpful**
- PR Basics ..... **Helpful**
- Service Pamphlets ..... **Helpful**

Some questions truncated to save space

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **growing**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?
planning basics.

Please describe the most significant challenge your region has faced since WSC 2010.

Please describe some highlights or successes your region has experienced since WSC 2010.

What additional information would you like to share with other conference participants?

Conference Input

Is there anything in particular you want to discuss at the conference?

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?
Participating at the EDM zonal forum helped us a lot to make the members aware of the NA community worldwide. We started to communicate better and started to use the planning tools. It was not easy to get people involved and share the information. Because only a small percentage of members are doing service in our community. But Since we hosted the Winter EDM 2012 in Istanbul Turkey we hope that this will make an impact on making service more attractive and help the growth of the fellowship in turkey and our PI efforts.

Some questions truncated to save space

Facts about UK Region

Regional Delegate ..... **Liz B**
Have you attended a WSC before? How many? ..... **Yes, 2**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Andrew O**
Have you attended a WSC before? How many? ..... **Yes, 1**
How many areas are in the region? **27**
How many groups are in the region? **887**
How many meetings take place each week in the region? **887**
How many H&I panels take place each week in the region? **200**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$48,473.00**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **60**
- Conventions and events? **30**
- Literature sales? ..... **0% - the sale of literature funds our Regional Service Office**

What were the total annual expenses for your regional service committee in 2011? **$60,599.00**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **55%**
- H&I? **10%**
- Holding workshops and service meetings? **2%**
- Traveling to service meetings and workshops? **15%**
- Holding events? **5%**
- Any other expenses? .....

Total money contributed by the region to your zonal forum **$4,478.00**

Your Regional Service Structure

Does your region have a regional office? ..... **Yes**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **Increasing**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? **18**
- Is attendance increasing, decreasing, or staying the same? ..... **Increasing**

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? ... **Our Regional Service Office is a limited company**
- Did your regional corporation have to pay any taxes or duties last year? ..... **Yes**
- Do you have tax-exempt or duty-free status? ..... **No**

Is your region insured? ..... **No**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

The Regional Delegates have facilitated the following workshops.in the Region: How to be an Effective RCM, Self Support, Building Strong Home Groups x 3, Basic Planning, Money Matters, Service Systems Proposals x 9, average attendance 40 members

What kind of training and mentoring efforts take place in your region and its areas?

All service positions have an alternate who can shadow and learn for a year. Our UK H&I and UK PI sub committees carry out at least 4 training or learning days each year. Our National Helpline committee carry out Helpline from Home training

Describe what kind of planning activities your region and its areas utilize.

We use the Area/Regional Planning tool. Our UK PI sub committee has a five-year plan

Successes with communication in your region or its areas

Please describe PR efforts carried out in your region.

Our Area PI sub committees carry out presentations locally to professionals. Our UK PI sub committee have conducted several presentations at medical symposiums and have also made presentations to the National Treatment Agency and as a result the NTA have produced a leaflet on self-help groups giving in-depth information about NA. UKPI also carry out a membership survey each year and run poster campaigns in telephone boxes

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.

We have a National Helpline from Home system which operates 24 hours each day and as a result 97% of all calls are answered.

How many areas have their own phoneline or helpline? **6**

Please describe your area phoneline/helpline experience.

These helplines are manned for a limited period daily and are then diverted to the National Helpline

Do you have a regional website? ..... **Yes**

www.ukna.org

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

The Regional Delegates have carried out 8 CAR workshops with an average attendance of 15 members

How does your region reach a conscience about WSC matters?

RCM's take information back to their Areas and bring their Area consciences to the RSC

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**

Issue Discussion Topics ..... **Helpful**

Planning Basics ..... **Helpful**

PR Basics ..... **Helpful**

Some questions truncated to save space

Service Pamphlets ..... **ServicePamphlets-helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **Growing**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

Service System Proposals

Please describe the most significant challenge your region has faced since WSC 2010.

the biggest challenge has been covering our costs with the 7th Tradition

Please describe some highlights or successes your region has experienced since WSC 2010.

As a result of our UK PI efforts we have been acknowledged as a viable recovery organisation by the Parliamentary Under Secretary of State. Our Regional Convention was the most successful in 2011

What additional information would you like to share with other conference participants?

Conference Input

Is there anything in particular you want to discuss at the conference?

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

Preparing RCMs and Areas since March 2011 for the CAR has paid off and we have had the most requests ever from Areas for CAR workshops. The biggest challenge as ever, is generating enough interest in the CAR.

Some questions truncated to save space

Facts about Upper Midwest Region

Regional Delegate ..... **Wesley K**
Have you attended a WSC before? How many? ..... **Yes, 3**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Jeremy T**
Have you attended a WSC before? How many? ..... **Yes, 1**
How many areas are in the region? **2**
How many groups are in the region? **121**
How many meetings take place each week in the region? **144**
How many H&I panels take place each week in the region? **4**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **0**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **25**
- Conventions and events? **75**
- Literature sales? **0**

What were the total annual expenses for your regional service committee in 2011? **$1,400.00**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? ..... **%**
- H&I? ..... **%**
- Holding workshops and service meetings? **10%**
- Traveling to service meetings and workshops? **50%**
- Holding events? **30%**
- Any other expenses? ..... **10 - group starter kits**

Total money contributed by the region to your zonal forum ..... **unknown**

Your Regional Service Structure

Does your region have a regional office? ..... **No**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **increasing**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? ..... **one; campouts are more popular in this rural region**
- Is attendance increasing, decreasing, or staying the same? **stay the same to increase moderatly**

Is there a corporation or an entity with legal status that is a part of your regional structure? **No**
- What is the type of legal registration? .....
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **No**

Is your region insured? ..... **No**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

GSR Assemblies,CAR workshops, in both areas as well as service structure workshops that have been greatly attended at camp-outs and conventions. There have been more workshops then usual and they are attended by more people then is previous years. One workshop on what is the region and what it does for your area has been a great workshop topic.

What kind of training and mentoring efforts take place in your region and its areas?

Longer mentorship for service positions as well as no longer settling for the warm body syndrome has opened many eyes within the local fellowship. The "service" of an area is so much different then that of a region and has its specific issues. there seams to be a more lack of accountability for service related things at an area level. the rules of order and communication styles and patterns are vast between the areas themselves and between the area and regional service. Being aware of this is but a start to the solution process in the matter of training and mentoring at those levels specifically.

Describe what kind of planning activities your region and its areas utilize.

we do a lot of onsite brainstorming while at a regional meeting. We sometimes delegate specific issues to specific persons able and available to do the task or matter at hand.

Successes with communication in your region or its areas

the use of the US postal service has been great- lick a stamp send off flyers for conventions and low and behold people from outside the area and region show up and support the activities. We have heard that telephone conversations between regional committee members has improved the interpersonal communication between its members and friendships happen care and respect are shown to one another when a service bodies members take time out for one another outside of the service meetings, this is also true for area participants as well.

Please describe PR efforts carried out in your region.

We have participated in the State drug court conference this past cycle. participated in national recovery month by sending information to various facilities in MN and ND. Local service efforts within hospitals and a few institutions has taken place, piggy backing on that idea there have been places that we are"in" that we have spoken with to maintain that open communication with the facilities we "have".

Does the region have any type of NA phoneline or a helpline? ..... **No**

Please describe your phoneline/helpline efforts.

none at regional level. we do have members that are on bordering states that have communication with other regions and areas. We may receive a call about an addict searching for a meting or fresh out of an institution looking for some one within our region and we give them local contacts or closest person- meeting to them which may be at times up to 125 miles or better.

How many areas have their own phoneline or helpline? ..... **both**

Some questions truncated to save space

Please describe your area phoneline/helpline experience.

local meeting lists are given in a menu fashion relating to city. sometimes there is a contact phone number.

Do you have a regional website? ..... **Yes**

http://www.umrna.org

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

five workshops with a good percentage of groups and people attending them

How does your region reach a conscience about WSC matters?

We use a consensus flavored rules of order approach.

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Not helpful**

Issue Discussion Topics ..... **Helpful**

Planning Basics ..... **Not helpful**

PR Basics ..... **Helpful**

Service Pamphlets ..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **roughly 10% growth or better, other cities the growth is 500%**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

To pick one subject specifically it would have to be the formation of a national assembly of groups, areas, and regions. There are and have been many names and flavors of these things like the US assembly or fellowship assembly which desire a place within the NA service system. These have "popped up" recently and have quite a following and presence. A balance of order and power is being asked for by distinct representation of the NA groups within the united states.

Please describe the most significant challenge your region has faced since WSC 2010.

The hardest struggle and challenge of the region has been sifting through the personal agendas- the written rhetoric- conflicting information between either persons and world board members, regional reports of workshop results and information presented by NAWS to the fellowship at large, inconsistency with writings and rants from members groups of members or service bodies within the fellowship. specifically what is the NA message about a united states presence at the world service conference and the formation and implementation of a "service system model" as a response to the United States overpowering presence. How and what can we say to areas and groups within our boundaries that we serve as regions about service boards or committees not currently represented at wsc or through regional or zonal representation that are presenting a voice to the areas and groups specifically.

Some questions truncated to save space

Please describe some highlights or successes your region has experienced since WSC 2010.

Taking part in the state drug court conference and representing Narcotics Anonymous as a viable means of recovery within the state. We have experienced a renewed commitment and influx of "old-timers" getting and staying involved in service at group area and regional levels. They are coming back like they were told in the beginning. The last regional convention was a great representation of most all cities participating in and attending the convention. Again it is an economical and distance issue that does not get mentioned here- people have to get in their vehicle and drive for 6 to 10 hour to get to a convention, and it happens. This is remarkable and outstanding for this day and age.

What additional information would you like to share with other conference participants?

We have the best regional committee in the world and give ourselves a gold medal award for service to Narcotics Anonymous. Come check out our regional meetings they are posted on our website as to the where and when- ,more often then not there is free coffee and free parking- looking forward to seeing you.

Conference Input

Is there anything in particular you want to discuss at the conference?

We were specifically asked about the regional proposal writing process. Why do regions do this and not wb motions? Should not the board set the examples for the regions to follow not the other way about. In explaining the rational to others that this is an experimental process for this conference it came across as odd that since most conference participants have never been there before and are along for the ride and leaning the process that there is a possibility that some groups "voices" are not being heard or accounted for in this process.We ask asked for financial transparency for naws reports and simpler answers to financial questions like; How much did the world make or loose at the the world convention? How much does it cost for the world workshop during the past cycle? How much was spent on travel of world board members? these questions seem like they would be easy for an rd to find somewhere- but there is no definitive place for these kind of questions, can w perhaps have a "most often asked questions" included with the financials that are given out to delegates.

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

The single most item that worked well as a part of the regional delegate team has got to be the use of prayer and specifically inviting a kind and loving God to be in charge that we may be doing his will and work not that of any single person(s). Trusting the process is challenging at times not knowing what exactly to say as a representative of a region to its participants while in workshop or reporting process of a meeting- presenting more then one side of any argument to achieve a true groups conscience has been challenging.

Some questions truncated to save space

Facts about Upper Rocky Mountain Region

Regional Delegate ..... **Tommy O**
Have you attended a WSC before? How many? ..... **Yes, 3**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Delynda H**
Have you attended a WSC before? How many? ..... **Yes, 1**
How many areas are in the region? **5**
How many groups are in the region? **35**
How many meetings take place each week in the region? **121**
How many H&I panels take place each week in the region? **6**

Budget

Total amount of money contributed to the region by groups and areas in 2011? .....
What percentage of your RSC's annual budget comes from:
- Group and area contributions? ..... **unknown**
- Conventions and events? ..... **unknown**
- Literature sales? **0**

What were the total annual expenses for your regional service committee in 2011? ..... **unknown**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **0%**
- H&I? **0%**
- Holding workshops and service meetings? **25%**
- Traveling to service meetings and workshops? **75%**
- Holding events? **0%**
- Any other expenses? **0%**

Total money contributed by the region to your zonal forum ..... **unknown**

Your Regional Service Structure

Does your region have a regional office? ..... **No**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **staying the same**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **No**
- How many per year? .....
- Is attendance increasing, decreasing, or staying the same? .....

Is there a corporation or an entity with legal status that is a part of your regional structure? **No**
- What is the type of legal registration? .....
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **Yes**

Is your region insured? ..... **No**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

The Region meets four times per year with a ninety minute Regional Workshop prior to each RSC. Most workshops this cycle were done on the Service System Project. So, in this cycle we have had eight workshops, with seven on the Service Sytem Project and one on the PR Handbook. The Region also has one Asembly per year, with both Assemblies covering the Service System Project

What kind of training and mentoring efforts take place in your region and its areas?

The Region has an RD and an AD who each serve two conference cycles.

Describe what kind of planning activities your region and its areas utilize.

Successes with communication in your region or its areas

Please describe PR efforts carried out in your region.

Does the region have any type of NA phoneline or a helpline? ..... **No**

Please describe your phoneline/helpline efforts.

How many areas have their own phoneline or helpline? **4**

Please describe your area phoneline/helpline experience.

Mostly meeting information

Do you have a regional website? ..... **Yes**

www.urmrna.org

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

We hold one per cycle inviting all RCMs and GSRs in the Region

How does your region reach a conscience about WSC matters?

Per group tally

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Do not use**

Issue Discussion Topics ..... **Helpful**

Planning Basics ..... **Do not use**

PR Basics ..... **Do not use**

Service Pamphlets ..... **Do not use**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **growing somewhat**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

Service System Project

Please describe the most significant challenge your region has faced since WSC 2010.

Communication between RCMs and GSRs

Please describe some highlights or successes your region has experienced since WSC 2010.

What additional information would you like to share with other conference participants?

Some questions truncated to save space

Conference Input

Is there anything in particular you want to discuss at the conference?

NAWS product division

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

Challenges include communication difficulties in getting information to GSRs in the Region. What has worked well is the meeting of the Zonal Forum where discussion has taken place with other Delegates

Some questions truncated to save space

Facts about Uruguay Region

Regional Delegate ..... **Helena C**
Have you attended a WSC before? How many? ..... **Yes, 1**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Julio F**
Have you attended a WSC before? How many? ..... **Yes, 1**
How many areas are in the region? **3**
How many groups are in the region? **50**
How many meetings take place each week in the region? **140**
How many H&I panels take place each week in the region? **6**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$18,000.00**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **50**
- Conventions and events? **30**
- Literature sales? **20**

What were the total annual expenses for your regional service committee in 2011? **$25,000.00**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **5%**
- H&I? **18%**
- Holding workshops and service meetings? **5%**
- Traveling to service meetings and workshops? **30%**
- Holding events? **5%**
- Any other expenses? ..... **adm expenses 20%**

Total money contributed by the region to your zonal forum **0**

Your Regional Service Structure

Does your region have a regional office? ..... **Yes**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **increasing**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **No**
- How many per year? .....
- Is attendance increasing, decreasing, or staying the same? .....

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? ..... **Foundation**
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **Yes**

Is your region insured? ..... **Yes**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

we held 4 service workshops. the topics covered were: the group; history of NA; the vision of service; self-support; ZFLA

What kind of training and mentoring efforts take place in your region and its areas?

None

Describe what kind of planning activities your region and its areas utilize.

at the beginning of the year we meet and brainstorm about the objectives we have or think are important for that year. we also create a year calendar with the events and service activities of NA.

Successes with communication in your region or its areas

we have a web site which receives emails with questions and comments form addicts, family members and people in general. we have improved our communications with the groups and areas through emails.

Please describe PR efforts carried out in your region.

we visit schools, radios, hospitals, institutions and other 12 step communities.

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.

we are working in improving the technology and services in this committee.

How many areas have their own phoneline or helpline? **0**

Please describe your area phoneline/helpline experience.

Do you have a regional website? ..... **Yes**

www.na.org.uy

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

2 - between 10 to 30 memebers

How does your region reach a conscience about WSC matters?

through the delegates, the workshops, the reports and any other possible and available ways

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**
Issue Discussion Topics ..... **Helpful**
Planning Basics ..... **Helpful**
PR Basics ..... **Helpful**
Service Pamphlets ..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **growing**

Some questions truncated to save space

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

self-support

Please describe the most significant challenge your region has faced since WSC 2010.

the communications and way of working in the RSC. to show members and trusted servants in the whole region the importance of attending workshops and service meetings.

Please describe some highlights or successes your region has experienced since WSC 2010.

we carried out what we called the Multi-regional of the Southern Cone. As a Region, together with Argentina we gave assistance and support to the developing regions (Paraguay and Chile) in our geographical zone. We held workshops, meetings, events and helped with some literature.

What additional information would you like to share with other conference participants?

Conference Input

Is there anything in particular you want to discuss at the conference?

to share what we have been doing in the Multi-Regional of the Southern Cone

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

the fact of working as a team with the Alternate RD has worked well. the biggest challenge was to be the RD and to mediate in conlicts at the RSC meetings.

Some questions truncated to save space

Facts about Venezuela Region

Regional Delegate ..... **Oscar R**
Have you attended a WSC before? How many? ..... **No**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Miriam G**
Have you attended a WSC before? How many? ..... **Yes, 1**
How many areas are in the region? **2**
How many groups are in the region? **45**
How many meetings take place each week in the region? **170**
How many H&I panels take place each week in the region? **6 panels and 6 H&I weekly meetings**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$800.00**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **25**
- Conventions and events? **50**
- Literature sales? ..... **20% The RSC literature service is completely self supported and privides thios contribution to the regions treasury which generated form its profits**

What were the total annual expenses for your regional service committee in 2011? ..... **$3,000.00 approx and $15,000.00 if we include the literature we purchased**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **25%**
- H&I? **10%**
- Holding workshops and service meetings? **20%**
- Traveling to service meetings and workshops? **20%**
- Holding events? **25%**
- Any other expenses? .....

Total money contributed by the region to your zonal forum **$200.00**

Your Regional Service Structure

Does your region have a regional office? ..... **Yes**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **slow increases in attendance but last year it decreased**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **No**
- How many per year? .....
- Is attendance increasing, decreasing, or staying the same? .....

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? ..... **Civil Association of NA Venezuela**
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**

Some questions truncated to save space

Do you have tax-exempt or duty-free status? ..... **No**

Is your region insured? ..... **No**

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

We have about 30 workshops per year on topics such as steps, traditions, service concepts, LAZF and NAWS matters, IDTs, particpation in interest are low. However for a while several persons have gotten involved in these types of activities

What kind of training and mentoring efforts take place in your region and its areas?

Meetings, workshops, assemblies, events, etc., in person and virtual on different topics and NA service matters.

Describe what kind of planning activities your region and its areas utilize.

Meetings, workshops, assemblies, events, etc., in person and virtual on different topics related to plannning processes of the different committees and existing service bodies and service units in NA Venezuela

Successes with communication in your region or its areas

We are always improving in sending printed communications via the Internet. Presently we are trying to visit every group in our region as an RSC with the intention of informing them on everything related to NA in general, and we are handing the groups an envelope with the most recent operational reports of our local fellowship, regional,zonal and world, which we also e-mail to all the groups

Please describe PR efforts carried out in your region.

We have had signs and notifcations on TV, radio, newspapers, movie theaters and the Internet. We hand out flyers and we put posters in different locations, we participate in meetings and events of institutions, associations and social organizations, we meet with health, judicial, police and military officials in the field of education, sports and several religions, both government and private

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.

We receive about 5 calls per day or about 150 per month

How many areas have their own phoneline or helpline? **2**

Please describe your area phoneline/helpline experience.

Most resources and tools that are used in this type of service are channeled through the RSC

Do you have a regional website? ..... **Yes**

www.navenezuela.org

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

We do very few workshops on the CAR and participation is very low, bewteen 15-20 members per workshop

Some questions truncated to save space

How does your region reach a conscience about WSC matters?

By debating and discussing the matters in meetings and workshops and in regional assemblies

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**
Issue Discussion Topics ..... **Helpful**
Planning Basics ..... **Helpful**
PR Basics ..... **Helpful**
Service Pamphlets ..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **It has grown**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

Service System project, Service Vision and Self support

Please describe the most significant challenge your region has faced since WSC 2010.

Atmosphere of recovery and public image. In some groups newcomers are not staying like before, compare to the number of peole who arrive to the meetings looking for information. There are groups where they have fist fights and where they have confrontations, attacks and constant agressions amongst their members, besides being vulgar and not respecting the share order to share during the meeting. There is also a group where they exhibit certain sexual objects during the meeting, even on the table where the leader is. There is a new group whose name has created controversy.

Please describe some highlights or successes your region has experienced since WSC 2010.

We have opened more groups and meetings in Venezuela, there are new trusted servants, there are more workshops and events in the groups and meetings. We have improved communications. We have implemented 3 GSUs in Caracas in accordance to the Service System Project and we have attained postive results with it.

What additional information would you like to share with other conference participants?

Last month in January 2012, we celebrated 20 years of NA in Venezuela, in Spetember we will have our XXI Regional Assembly and in November we will have our VII Regional Cpnvention, amongst other recovery and service events that our groups, members, GSUs, areas and region have

Conference Input

Is there anything in particular you want to discuss at the conference?

No, I believe that the contents in the CAR are enough, perhaps we will have more new business matters to discuss during WCS 2012.

Some questions truncated to save space

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

Communications are more effective. Our preparation and training as RDs has improved lately. The most significant challenge that we constanlty face is the lack of interest and the apathy from the majority of our members, especially GSRs and RCMs in regards to all the matters associated with the services of RDs, in our zonal forum and with NAWS matters

Some questions truncated to save space

Facts about Volunteer Region

Regional Delegate ..... **Peter F**
Have you attended a WSC before? How many? ..... **Yes, 1**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Lucy O**
Have you attended a WSC before? How many? ..... **No**
How many areas are in the region? **11**
How many groups are in the region? **156**
How many meetings take place each week in the region? **393**
How many H&I panels take place each week in the region? **50**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$27,150.00**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **88**
- Conventions and events? **12**
- Literature sales? ..... **No Sales as Region**

What were the total annual expenses for your regional service committee in 2011? **$13,060.00**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **10%**
- H&I? **8%**
- Holding workshops and service meetings? **25%**
- Traveling to service meetings and workshops? **35%**
- Holding events? **22%**
- Any other expenses? .....

Total money contributed by the region to your zonal forum **$300.00**

Your Regional Service Structure

Does your region have a regional office? ..... **No**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **Decreasing**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? ..... **3 Conventions 3 Campouts**
- Is attendance increasing, decreasing, or staying the same? ..... **Decreasing**

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? ..... **501C3 Corp**
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **Yes**

Is your region insured? ..... **No**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

We have workshopped Service System and other IDT's through the cycle Our attendance is low

What kind of training and mentoring efforts take place in your region and its areas?

We train at area level many different workshops through the cycle. Stronger Home Grours The Group Booklet RCM trusted servant workshops.

Describe what kind of planning activities your region and its areas utilize.

We use ourour Region and have a Regional Assembly on the even years in March.

Successes with communication in your region or its areas

We have a Yahoo message board that seems to be growing support but support is low

Please describe PR efforts carried out in your region.

Region has only 1 Standing Sub committee it is Policy all PR & H&I is being done by areas

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.

very little support

How many areas have their own phoneline or helpline? **11**

Please describe your area phoneline/helpline experience.

All area supported some have direct contact others use a call back system

Do you have a regional website? ..... **Yes**

WWW.natennessee.org

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

We held 4 car workshops this year one on regional weekend which had aboutb 20 with 8 RCM's and 1 in the west,central,and east of our state with an average of 18 at each

How does your region reach a conscience about WSC matters?

We count all group votes and follow a majority

Which of the following tools have you made use of and do you find them helpful?

H&I Basics .....

Issue Discussion Topics ..... **Helpful**

Planning Basics ..... **Helpful**

PR Basics .....

Service Pamphlets .....

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **Growing with less doing service**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

Service System; taxes on literature sales for areas

Some questions truncated to save space

Please describe the most significant challenge your region has faced since WSC 2010.

Apathy in service & some splits of areas as a result of USSC"

Please describe some highlights or successes your region has experienced since WSC 2010.

Growth in meetings despite lack of participation

What additional information would you like to share with other conference participants?

Conference Input

Is there anything in particular you want to discuss at the conference?

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

The longer I work at it the more I understand

Some questions truncated to save space

Facts about Washington Northern Idaho Region

Regional Delegate ..... **Julia R**
Have you attended a WSC before? How many? ..... **Yes, 1**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Nick S**
Have you attended a WSC before? How many? ..... **No**
How many areas are in the region? **21**
How many groups are in the region? **548**
How many meetings take place each week in the region? **821**
How many H&I panels take place each week in the region? **130**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$34,946**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **88**
- Conventions and events? **12**
- Literature sales? **0**

What were the total annual expenses for your regional service committee in 2011? **$20,000**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **15%**
- H&I? **5%**
- Holding workshops and service meetings? **13%**
- Traveling to service meetings and workshops? **68%**
- Holding events? ..... **%**
- Any other expenses? .....

Total money contributed by the region to your zonal forum **0**

Your Regional Service Structure

Does your region have a regional office? ..... **No**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **staying the same**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? **2**
- Is attendance increasing, decreasing, or staying the same? ..... **decreasing**

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? .....
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **Yes**

Is your region insured? ..... **Yes**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

We have continued do many workshops. at two of our regional conventions we hold two service workshops each year. We have workshopped, Building strong home Groups, leadership, new financial IP's, What does it mean to be a member, Living Clean, In times of Illness and Social Media. We average 20-30 members per workshop.

What kind of training and mentoring efforts take place in your region and its areas?

Several of our regional positions have training positions to assist with learning the responsibilities of the position. We have a wealth of knowledgable service members in our region and many of us turn to them with questions throughout our terms. We would like to more actively utilize a mentorship pool - perhaps by having available a list of members who have held various service positions so that newer people know hwo to turn to for guidance and questions. Some of our areas also have trainign positions for some positions, and a few have started welcome to NA meetings once a month to answer questions and give newcomers an idea of what NA is about and what they can expect in meetings. A few of our areas have struggled with members who have been very actively involved in service at the area level finally burning out and then disapearing and not being available for any kind of mentoring.

Describe what kind of planning activities your region and its areas utilize.

Many of our areas do yearly or every other year inventories and we are beginnign to utilize the area planning tool as we go out to do inventories with areas. Our region also utilizes the inventory process ans this year will utilize Planning basics in that process

Successes with communication in your region or its areas

As RD's we utilize a one page summary of NAWS News, the NA Way and any other pertinent info to distribute to RCM's for them to copy and give to all groups for inclusion in their activity/announcement books each quarter. This seems to help distill the information down to a manageable quantity for the individual member. Our region also hosts a one day event called a mobile convention that is a one day event designed to go to an area in our regions who all or a part of it is struggling with recovery and needs a boost. This year for the second time, one area is hosting the event that will happen in a different area. Both local communities are very excited about this event.

Please describe PR efforts carried out in your region.

We receive requests for information about NA from many different sources, individuals agencies and the media. We respond to requests for speakers from churches, civic organizations and schools. Distribute information in fliers and public announcements on how to reach us. We hold learning days events at both regional and area levels.

Does the region have any type of NA phoneline or a helpline? ..... **No**

Please describe your phoneline/helpline efforts.

How many areas have their own phoneline or helpline? ..... **all**

Some questions truncated to save space

Please describe your area phoneline/helpline experience.

Many of our areas have switched to systems that automatically forward incoming calls to multiple phones for answering. This seems to be working well as members are no longer having to meet up with the next carrier to deliver the phone.

Do you have a regional website? ..... **Yes**

http://www.wnirna.org/

Do you keep your meeting information updated here? ..... **No**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

We have hosted several CAR workshops around our region - 6 to date with 6 more to go in March. Average attendance has been 25 members

How does your region reach a conscience about WSC matters?

Group conscience is carried thru the RCM's to April region and votes are taken there. We will also be discussing straw polls and proposals and coming to a concensus on our regions opinion on them.

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Do not use**

Issue Discussion Topics ..... **Helpful**

Planning Basics ..... **Helpful**

PR Basics ..... **Do not use**

Service Pamphlets ..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **growing**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

Please describe the most significant challenge your region has faced since WSC 2010.

Please describe some highlights or successes your region has experienced since WSC 2010.

What additional information would you like to share with other conference participants?

Conference Input

Is there anything in particular you want to discuss at the conference?

how the current service proposals will address the underlying issues of apathy and communication problems.

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

Using power points and working together as a team, including each other in communications we have in fulfilling our duties. Presenting workshops together. The zonal forum meetings have been crucial in connecting with other delegates and using them as sounding boards and sharing training tools has been essential.

Some questions truncated to save space

Facts about Western New York Region

Regional Delegate ..... **James L**
Have you attended a WSC before? How many? ..... **Yes, 1**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Stephen D**
Have you attended a WSC before? How many? ..... **No**
How many areas are in the region? **5**
How many groups are in the region? **213**
How many meetings take place each week in the region? **213**
How many H&I panels take place each week in the region? **12**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$1,800.00**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **19**
- Conventions and events? **81**
- Literature sales? **0**

What were the total annual expenses for your regional service committee in 2011? **$6,700.00**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **0%**
- H&I? **0%**
- Holding workshops and service meetings? **6%**
- Traveling to service meetings and workshops? **46%**
- Holding events? **40%**
- Any other expenses? .....

Total money contributed by the region to your zonal forum **$75.00**

Your Regional Service Structure

Does your region have a regional office? ..... **No**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **staying the same**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? **2**
- Is attendance increasing, decreasing, or staying the same? ..... **Staying the same.**

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? .....
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **Yes**

Is your region insured? ..... **No**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

The majority of workshops hosted by the region and the areas have dealt specifically with service work - GSR training - roles of subcommittees - how to set up new literature tables - NA and the Homegroup: Maintaining an Atmosphere of Recovery - Sponsorship - Service Work and Recovery - Service Structure Proposals - CAR & CAT. Number of workshops can be approximated at minimum of 40 with attendance varying from 20 to 75. Some area service activities not specific to service work have had attendance in excess of 100.

What kind of training and mentoring efforts take place in your region and its areas?

Service work and Recovery. GSR training. Area Service...

Describe what kind of planning activities your region and its areas utilize.

Successes with communication in your region or its areas

Please describe PR efforts carried out in your region.

Public Service Announcements and Bill Boards

Does the region have any type of NA phoneline or a helpline? ..... **No**

Please describe your phoneline/helpline efforts.

How many areas have their own phoneline or helpline? **5**

Please describe your area phoneline/helpline experience.

The efforts of each area is independent of the others. The reports provided at the regional meetings confirm that each area has a phoneline/hotline that is up and running with a full compliment of trusted servants. The focus of each is to maintain constant availability to individuals seeking recovery.

Do you have a regional website? ..... **Yes**

nawny.org

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

4 workshops to date with 4 more scheduled to take place before the WSC. Numbers in attendance average approximately 40

How does your region reach a conscience about WSC matters?

It is reached by first providing the communication conduit with as much information as is available - this information is evaluated and summarized; as well as workshopped. It is discussed at the Regional meetings and passed to the Areas via RCMs where it

Which of the following tools have you made use of and do you find them helpful?

- H&I Basics ..... **Helpful**
- Issue Discussion Topics ..... **Helpful**
- Planning Basics ..... **Helpful**
- PR Basics ..... **Helpful**
- Service Pamphlets ..... **Helpful**

Some questions truncated to save space

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **Grown**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

Service Structure Proposals generated significant discussion both inside and outside of workshops. The Living Clean the Journey Continues generated the most positive interest resulting in the new literature tables.

Please describe the most significant challenge your region has faced since WSC 2010.

Although the Areas within the Region seem to have little difficulty in filling service positions there exists a difficulty at the regional level. Many of the faces remain the same.

Please describe some highlights or successes your region has experienced since WSC 2010.

The region's success is truly a result of the effort of the 5 areas of WNY. Each area hosted speaker jams, workshops, and what some would call conventions, each carrying the message of hope and the promise of freedom while celebrating recovery. The region itself due to the committment of trusted servants continued to work throughout the year to provide clear and concise information regarding matters impacting NA. Specific highlights included the significant participation regarding workshops addressing new NA literature (especially Living Clean the Journey Continues) and the service structure proposals, and the annual convention.

What additional information would you like to share with other conference participants?

Conference Input

Is there anything in particular you want to discuss at the conference?

How can we effectively work together within the boundaries or relative geographic locations specific to proximity that will allow for the maximizing of services such as H&I, PI, and Phoneline/Hotline.

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

What works well: being visible in service. Personally attending homegroup and area service meetings for the purpose of keeping the fellowship within WNY informed. Maintaining regular and consistant attention to communication related to issues effecting NA as a whole by providing reports and workshops.

Some questions truncated to save space

Facts about Western Russia Region

Regional Delegate ..... **Andrey G**
Have you attended a WSC before? How many? ..... **Yes, 2**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Fedor**
Have you attended a WSC before? How many? ..... **No**
How many areas are in the region? **20**
How many groups are in the region? **200**
How many meetings take place each week in the region? **600**
How many H&I panels take place each week in the region? **20**

Budget

Total amount of money contributed to the region by groups and areas in 2011? **$20,000.00**
What percentage of your RSC's annual budget comes from:
- Group and area contributions? **48**
- Conventions and events? **5**
- Literature sales? **42**

What were the total annual expenses for your regional service committee in 2011? **$33,000.00**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? **5%**
- H&I? **20%**
- Holding workshops and service meetings? **20%**
- Traveling to service meetings and workshops? **5%**
- Holding events? **50%**
- Any other expenses? .....

Total money contributed by the region to your zonal forum **0**

Your Regional Service Structure

Does your region have a regional office? ..... **No**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **increasing**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? **2**
- Is attendance increasing, decreasing, or staying the same? ..... **increasing**

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? ..... **non-profit organization, fund**
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **Yes**

Is your region insured? ..... **No**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

*** We do service workshops; * In PR - we have organized regional PR assembly for trusted servatns in PR. There were like 50 members; * In H&I - we have organized two big national assemblies, one in Cheljabinsk (Ural), another one in Kiev (Ukraine). There were around 50 members on each.; * Main topics were - how to establish PR or H&I committee, how to maintain this type of service, how to organize presentations.; * In FD we had 4 big events about how to service in NA, how to built strong home groups, how to welcome a newcomer. These events were all over Russia for areas, collected around 30 members each.; * Our delegate had 10 workshops about WSC related topics, but the most popular were about New Service Structure and Startegic planning. Also he did some workshops to train people in PR, H&I and fellowship development.**

What kind of training and mentoring efforts take place in your region and its areas?

LIke it was mentioned above, our delegate and our regional subcommittees organized many training days and workshops, also there are many follow-up connections, phone calls and mailing to maintain communication with areas and groups. Every meeting of our region has two workshops made by our delegate for training our RCMs. * Our delegate did three big two-days workshops using Area planning tool and New service system ideas in Naberezhnye Chelny, Yoshkar Ola and together with Siberia and Far East region in Vladivostok (Russian big city on Far East, near Japan).

Describe what kind of planning activities your region and its areas utilize.

We plan our regional activities for the every half a year, every subcommitee and our delegate has to plan their work in advance. So all activities mentioned above were planned.

Successes with communication in your region or its areas

I had created a forum for trusted servants and uploaded there many service related materials. The forum can be found at www.runa.ws

Please describe PR efforts carried out in your region.

Our new project given to us by our friends from Siberia brought a lot of newcomers to NA in Moscow, Kazan and Naberezhnye Chelny. The idea is to place in pharmacies near a cashier a special stand with information about NA with a special built-in glass pocket with NA business cards. Our experience in this is written by this project coordinator and is avaiable at www.na.org. We have registered a regional fund for NA needs. It is kind of big victory – we were talking about it for the big period of time and finally we did it! We faced many problems with our law system, we had to make a special short presentation about NA in our Ministry of Justice to make registration of our fund happen, we asked NAWS for a special letter for us that we could use NA name and symbols… It was really hard work and today it is done!

Does the region have any type of NA phoneline or a helpline? ..... **No**

Some questions truncated to save space

Please describe your phoneline/helpline efforts.

How many areas have their own phoneline or helpline? **7**

Please describe your area phoneline/helpline experience.

In Moscow we run our new project with pharmacies. The idea is to place in pharmacies near a cashier a special stand with information about NA with a special built-in glass pocket with NA business cards.

Do you have a regional website? ..... **Yes**

www.rko-na.ru

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

We are working hard with CAR. It was recently translated partially into Russian, we also has translated "Social networks", 2 chapters of "Living Clean", did many workshops about new service system. Our delegate made a big presentation for one-day workshop with more than 100 slides about CAR. We are planning to have at least two workshops running by delegate and his alternate about CAR, then also by RCMs only.

How does your region reach a conscience about WSC matters?

Because of many workshops and discussions. We discuss all that is in there. We try to analyze it and to apply to our lives.

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**

Issue Discussion Topics ..... **Helpful**

Planning Basics ..... **Helpful**

PR Basics ..... **Helpful**

Service Pamphlets ..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **The nuber of trusted servants has been growing**

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

ECCNA28 and the New Service System. Our ORC – special body created by our region to organize this fantastic event – ECCNA28 – works really hard. We sure that this will be gorgeous event, a real celebration of recovery, that will move us all to the next level of fellowship development, unity and growth. Again – it was so great that EDM let us do it.

Please describe the most significant challenge your region has faced since WSC 2010.

Please describe some highlights or successes your region has experienced since WSC 2010.

*** We have registered NA service Fund; * ECCNA28 (european convention and conference) will be in Moscow in August (17-19.08.2012); * We have our Zonal Forum.**

What additional information would you like to share with other conference participants?

Some questions truncated to save space

Conference Input

Is there anything in particular you want to discuss at the conference?

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

Like always there were problems with communications and peoples defects. To organize people, to make them willig to do it.

Some questions truncated to save space

Facts about Wisconsin Region

Regional Delegate ..... **Chris K**
Have you attended a WSC before? How many? ..... **Yes, 1**
Is your region planning to send an Alternate Delegate? ..... **Yes**
Alternate Delegate ..... **Bill O**
Have you attended a WSC before? How many? ..... **Yes, 1**
How many areas are in the region? **16**
How many groups are in the region? **375**
How many meetings take place each week in the region? **433**
How many H&I panels take place each week in the region? ..... **30+**

Budget

Total amount of money contributed to the region by groups and areas in 2011? .....
What percentage of your RSC's annual budget comes from:
- Group and area contributions? ..... **not available at this time.**
- Conventions and events? ..... **not available at this time.**
- Literature sales? **0**

What were the total annual expenses for your regional service committee in 2011? **not available**
Approximately, what percentage of your RSC's annual expenses cover:
- PR efforts? ..... **not available at this time.**
- H&I? ..... **not available at this time.**
- Holding workshops and service meetings? ..... **not available at this time.**
- Traveling to service meetings and workshops? ..... **not available at this time.**
- Holding events? ..... **not available at this time.**
- Any other expenses? .....

Total money contributed by the region to your zonal forum ..... **not available at this time.**

Your Regional Service Structure

Does your region have a regional office? ..... **Yes**
Does your region have a regional convention? ..... **Yes**
- Is attendance increasing, decreasing, or staying the same? ..... **Staying the same**

Did your regional convention make a profit this year? ..... **Yes**
Do any areas in your region hold conventions? ..... **Yes**
- How many per year? **4**
- Is attendance increasing, decreasing, or staying the same? ..... **Staying the same**

Is there a corporation or an entity with legal status that is a part of your regional structure? **Yes**
- What is the type of legal registration? **501c3**
- Did your regional corporation have to pay any taxes or duties last year? ..... **No**
- Do you have tax-exempt or duty-free status? ..... **No**

Is your region insured? ..... **No**

Some questions truncated to save space

Service Delivery & Best Practices

Has your region held service workshops this past conference cycle?

Service System Project (Multiple); Rural Recovery Workshop (Multiple); USFA Workshops (Multiple); CAR/CAT Workshops (Multiple)

What kind of training and mentoring efforts take place in your region and its areas?

PR and H&I Training; Group Trusted Service Training; RCM Orientation at RSC

Describe what kind of planning activities your region and its areas utilize.

Utilizing Planning Basics

Successes with communication in your region or its areas

More communication between RCM's and delegates. Area Activities working together to avoid scheduling conflicts and collaboration on joint activities.

Please describe PR efforts carried out in your region.

National Rural Institute-for the past 2 years, we have conducted workshops at this conference; Mental Health and Substance Abuse Conference; Wisconsin Assn. for AODA Conference; Poverty Matters Conference; Many Areas also attend local conferences and present workshops to local agencies

Does the region have any type of NA phoneline or a helpline? ..... **Yes**

Please describe your phoneline/helpline efforts.

WRSC provides a phoneline to each of our 16 Areas, a central hub for the Region, the WRSO, free of charge.

How many areas have their own phoneline or helpline? **16**

Please describe your area phoneline/helpline experience.

Each Area is free to configure its phoneline to its own needs.

Do you have a regional website? ..... **Yes**

www.wisconsinna.org

Do you keep your meeting information updated here? ..... **Yes**

Has your region hosted CAR workshops? ..... **Yes**

Please describe your efforts such as number of workshops and average attendance.

Delegates present workshops as requested by Areas. Average attendance between 10-30.

How does your region reach a conscience about WSC matters?

We reach our conscience through consensus.

Which of the following tools have you made use of and do you find them helpful?

H&I Basics ..... **Helpful**
Issue Discussion Topics ..... **Do not use**
Planning Basics ..... **Helpful**
PR Basics ..... **Helpful**
Service Pamphlets ..... **Helpful**

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC2010? **Modest growth**

Some questions truncated to save space

Innovations and Challenges

What subject generated the most interest and discussion in your region since WSC 2010?

Service System Project; Drug replacement therapy; Court cards; USFA; CAR/CAT

Please describe the most significant challenge your region has faced since WSC 2010.

Communication at all levels of service.

Please describe some highlights or successes your region has experienced since WSC 2010.

Implementation of RCM orientation; Streamlined RSC processes; Workshops at 2 consecutive NRIADA Conferences.

What additional information would you like to share with other conference participants?

Our "Rural Recovery" workshop has met with great success in several Regions throughout the Midwest Zonal Forum and other states. It is frequently requested. We have experienced a great increase in communication with other RD's to our mutual benefit.

Conference Input

Is there anything in particular you want to discuss at the conference?

We are looking forward to the discussions on the Service System. We would like to discuss eliminating the trip to the ranch. It is costly and time consuming.

Delegate Experience

What has worked well and what challenges have you experienced in your role as RD?

Intercommunication with delegates from other Regions, sharing experience, strength, and hope has worked well. It would be nice to have more lead time on the CAR/CAT.

Some questions truncated to save space

APF REPORT TO WSC 2012

Dear friends and delegates of the World Service Conference,

The APF has twenty-five seated NA communities and is the worlds largest Zonal Forum by general population and area. This creates some exceptional challenges, which makes serving the APF a very exciting and rewarding experience. The APF reaches from Saudi Arabia to Hawaii and from New Zealand in the South to China in the North. All major religions are represented within the APF. The APF has 4 Admin committee members who arrange all FD and the annual APF meeting. A webservant and two resource postions make up the entire APF outside of the seated delegates. There are no standing committee or other members directly involved although without the support of dedicated members mechandising and find raising we would not be able to do the service we do. We particualy thank the Cheasapeak Potomac Region for their on-going and consistent support.

8 APF communities are seated at the World Service Conference. For the other 17 seated APF communities, the APF is their only service structure link to the rest of the NA. The annual APF meeting runs over 4 days and is combined with workshops run by APF Admin, member NA communities and NA World Services.

The APF meeting focuses on the needs of the NA communities. This ranges from encouraging steps / tradtions and sponsorship to service structure, guidelines and experience. The four day APF meeting includes a number of workshops which aim to both provide information and develop the experience of the delegates as well as provide an opportunity for delegates to develop their own skills so that they can be more effective when returning to their community.

The APF has a business section which includes old and new business, choosing the venue for the next years APF and elections. Changes to the guidelines and other admin service is included in these sessions. The admin part of the APF takes up approximately half a day of the four day forum meeting. The remaining time is dedicated to understanding and sharing community needs, opportunities for change and growth as well as workshops and presentation of the years actiivites. We do not read out reports, these are sent by email and read by the delegates ahead of the meeting.

APF 2011/2012

The APF just met February 6-9 in Dhaka, Bangladesh. Twenty communities were present, plus two members from Bhutan that APF funded to come and be a part of the whole, as a fellowship development trip. Having them with us was a highlight of the meeting in many ways. In 2011 we met in Bahrain where twenty-one communities came together for the first time in the Middle East. We also held workshops and forums for the local community from then surrounding countries of Saudi Arabian, Kuwait, UAE and others.

Both years we have held workshops on different topics, taken from the community reports, their successes, struggles and dreams. Some of these were group problems specific to certain communities, principles before personalities, planning basics, changes in the APF as relates to fellowship development, and solutions from communities. This year we noticed that as members we will accept an addict who relapses back into the fellowship with open arms. However a member who we disagree with in service may receive the same welcome.

This year we based our four day meeting on the principle of CHANGE, with the theme of recovery based service and working the Step and Traditions. Iran gave a great presentation on how PR in Islamic communities needs to be carried out, which was very helpful to the many Muslim countries in the APF. One admin member, a NAWS board member, a member from Kuwait and the local Bangladesh PR chair had a meeting with a Drug Government agency off site, and that went well. NA Bangladesh is trying to become registered as an NGO to better carry our message.

Fellowship Development

Over the past two years the APF has changed focus from an information sharing and discussion forum to an action based service body, directly involved in facilitating the growth of NA in Asia and the Pacific countries. This change was part of a strategic planning process which looked at what NA communities had found most helpful over the preceeding years. Hosting the annual APF meeting proved to have great benefits for communities, greater unity, growth and an inspiration to serve were some of the postives mentioned.

It has been a busy two years for FD in our zone. Now, more than ever, our APF has been touching the lives of recovering addicts in many different parts of Asia-Pacific, especially in the communities visited by FD this year. NA communities are supporting each other, taking the initiative to give it away to keep it. It is humbling to see communities who have very little and need a lot of support themselves, reach out to another NA community and carry their message of experience, strength and hope. Communities in the year 2011 who were visited by FD:

- Maldives funded and organised by APF FD.
- Afghanistan organised by Iran with APF FD support and funding
- Bangladesh funded and organised by APF FD as part of APF 2012
- UAE (United Arab Emirates) funded and organised by APF FD.
- Bhutan funded and organised by NERF FD (Northeastern India).
- Korea funded and organised by Japan FD
- Kuwait funded and organised by NAWS FD.
- NERF funded and organised by NAWS FD
- Malaysia funded and organised by NAWS FD. (Including members from Singapore)

Completing the 4 APF organised and funded and FD trips cost around $10,000 USD. We kept costs down by making use of members who had shorter distances to travel, plus we have had some cases where volunteers have paid for or contributed to their travel cost.

The APF body raised strategic planning in 2006 and held workshops in 2007 and 2008. In 2009 changes were made to the guidelines to create a new Admin position and this position was elected in 2011. Since this time FD has grown and prospered within the APF. From APF funded FD through to the APF inspired FD such NERF carrying the message to Bhutan to the different

NAWS FD, our APF - NA efforts have made it possible to make the local service bodies more effective and inspire more members in to service.

The yearly APF, has throughout the years, continuously identified and developed the local leaders in emerging APF communities. We invite and fund the different RD's and local participants to come to our yearly APF workshops to develop them as future NA leaders. Once they become leaders, they become effective hosts to make the FD possible in developing communities.

The selection of the APF venue in Bangladesh for 2012, a young, vibrant but struggling developing NA community, our APF venue has a Fellowship Development component. The APF now focuses on the potential FD benefit when choosing a community to host the APF. After the APF many participants travelled to Cox's Bazaar to be a part of the 1st Dhaka Area Convention of Bangladesh – well done; it was a great event!!

As part of the FD presentations, Iran delegates showed pictures of the addicts in Afghanistan, using under a bridge, and recovering addicts in tiny meeting places with Farsi literature. We also saw pictures of addicts in an FD workshop and with Step Working Guides. Fortunately many people in Afghanistan speak and read Farsi, for those that don't they are looking into translations to local languages. What a perfect example of how we can't do this alone.

The minutes from APF 2011 in Bahrain and APF 2012 in Bangladesh are posted on our website if you are interested at a more in depth look at what went on in the last two years.
http://www.apfna.org/

In 2011 APF contributed $5000 to NAWS and in 2012 we contributed $2500. This is an example of the APF goal of become self-supporting and giving back. These contributions are made in the spirit of gratitude for what NAWS offers our worldwide fellowship, as far as literature, translations, and FD that we cannot do without help.

Mahmoud from Iran was voted in as the new chair, and Hammed from Kuwait will be the new secretary. Paolo from Philippines as our FD coordinator, and Kitty from Australia as our treasurer, round out the admin committee. We keep in touch with EDM as they have fellowship development experience and we share reports with each other on what is happening in our zones. This is a relationship we would like to foster with other zones.

We hope the WSC is as inspiring and hopeful for you, and as our yearly zonal meeting is for us.

In Loving Service,
Admin of APF

apfadmin@nzna.org
chair@apfna.org
secretary@apfna.org
treasurer@apfna.org

European Delegates Meeting (EDM)
Report To The World Service Conference
April 2012

EDM MISSION STATEMENT

"The EDM is a European based forum of multi-lingual and multi-cultural NA communities inside and outside Europe, whose mission is to further their common welfare and unity, support their growth and help them fulfil their primary purpose of carrying the NA message to the still suffering addict"

Greetings to the World Service Conference participants from the European Delegates Meeting. We hope that you are having a constructive meeting during this week**.**

The EDM meets twice yearly, for four days - once during the summer at the European Conference and Convention (ECCNA) and once during the winter. Since WSC 2010 we have held EDM meetings in Spain, Egypt, Israel, Malta, Sweden and Turkey.

The communities that have been in attendance at our meetings since 2010 are:

Seated at WSC:
Denmark
Egypt
Finland
France
German Speaking Region
Greece
Ireland
Israel
Italy
Norway
Poland
Portugal
Spain
Sweden
UK
Western Russia

Not seated at WSC:
Belgium
Bulgaria
Hungary
Iceland
Latvia
Malta
NArkoslavia (Bosnia&Herzegovina, Croatia, Macedonia, Montenegro, Serbia, Slovenia)
Switzerland
Turkey

The South African fellowship has in the past sent reports to us, but has been unable to fund their delegate to our meetings.

We have an annual operating budget of approximately € 40.000 (US$ 53.309,94) This is funded by contributions from member and other NA Communities and funds generated by the ECCNA.

EDM Fellowship Development Report to the WSC 2012
There continues to be a growing need for help and support within the developing communities throughout Europe. To help meet this need we continue to fund attendance at the EDM meetings for some developing communities, and we also fund FD activities. These

activities are planed, budgeted and carried out by 'Task Teams'; sometimes in co-operation with NAWS.

As you will notice there is this new term 'Task-Team' that will appear within our reports for the first time. Until now we spoke from the Human Resource Pool angle, a large group of members that are or have been delegates of the EDM. The EDM HRP became more and more of a 'memorial wall' that listed more then 120 names, but who were mainly 'sleepers' or non-active. There was the odd mail or two a year, but hardly any other communication. When FD needed someone for an actual activity it was mainly active members from the floor or members that had just left the EDM that were chosen. This caused a lot of frustration amongst the members of the old HRP and we knew we needed to change something.

As we mentioned in the 2010 Report there was a workgroup started at our winter EDM 2009 in Aix en Provence. The main aim of this group was to come up with suggestions how to involve the delegates more in the FD work we do at the EDM. A proposal was presented at the summer EDM 2009 in Barcelona: To downsize the HRP and to make it more efficient using the active members of the EDM but also keeping ex-members in the "loop". One year later at the summer EDM 2010 in Israel we established a new resource pool that existed from the active members of the EDM. We also proposed a new way to delegate FD activities to these members by creating a broader basis. At the Winter EDM in Malta 2011 we decided on a trial period to work with a new concept, the "Task Teams".

So how does it work? In short: a request for an FD activity comes in. the FD-committee evaluates the request and brings it to the EDM table in form of a "task". We also propose a possible Team of delegates including members of the local fellowship that brought the request forward. The delegates decide at the EDM about the task. If there are too many they might put them in a priority list. Other delegates that are interested in participating can come forward and propose themselves as members of a specific team. This way the Task Team has a broad selection of delegates and group conscience is possible. The Task Team communicates with each other and then through a point person with us, the FDC. They do all the planning and budgeting themselves. We, the FDC are in the loop of communications and our role is mainly to supervise and keep an overview. If a request comes in between the EDM sessions that needed to be executed quickly the FDC will evaluate the Task and involve suitable delegates and local members; then requests from the Steering committee an interim decision on funding. Until now this is the exception to the rule.

We are still trying gathering experience while doing the work. At the moment we are working on a "manual" for the Task-Teams. We learn a lot by "doing" but the results until now have been encouraging and we have so many more delegates involved now. Communication has been a challenge, but it is getting better. We have a new important tool; the "forum" that was created on our EDM website, which we hope will assist us greatly in our communication.
So as you see we are on our way. If you have any questions or need more information please contact us through fdc@edmna.org.
Here is a list of activities since our last report

2010	Cairo / Egypt	The FD Vice-chair participates on a WWW offering workshops.
2010	Iceland	Members from Norway and Denmark went to Iceland and offer workshops and personal experience.

Report to WSC 2012	edm_na@yahoo.com; contact@edmna.org

2010	Croatia	Members from Germany and Sweden went to participate at the Croatia convention and offering workshops.
2010	Croatia	Members from EDM and NAWS organized a WWW.
2010	Turkey/Istanbul	A member from the FD participates on a WWW for the Middle East community.
2010	Poland	Concepts workshop held at the Polish Region
2010	Holland Rotterdam	FD/EDM was invited to "present" the EDM. We invited NAWS to participate. And we also invited the Belgian fellowship to participate

In February 2011 at the winter EDM in Malta, we decided to start TASK-TEAMS so from now on we will use this term.

2011	Task 1 Narkoslavia	Follow-up to the activity in Trogir. The team organized a series of outreach activity. The also organized a learning day and invited member from UK to "train the trainers"
2011	Task 3 Poland /Czech	Poland acts as the sponsor of the Czech-fellowship. Members from Czech traveled to Polish service conferences
2011	Task 6 Finland	Members from Finland traveled to Swedish service-conference to gain experience
2011	Task 7 Poland	A team traveled to the Polish convention to facilitate workshops and share service experience

August 11-14, 2011 SUMMER EDM MALMÖ /SWEDEN

2011	Task 2 Latvia	The TT invited two members from Russia to facilitate workshops at the Latvian convention
2011	Task 4 Italy	The TT brought one member from UK to facilitate workshops at the Italian service-conference
2011	Task 3/A Poland /Czech	Members from the Czech–fellowship traveled to Poland to participate in service workshops

Report to WSC 2012	edm_na@yahoo.com; contact@edmna.org

2011	Task 5 Iceland follow-up	The TT invited two members from Norway to facilitate workshops about translation

For the spring of 2012 we have 1 more Task ready to happen

2012	Task 8 Belgium "unity-day	The Belgium fellowship organized a "unity-day" with the participation of French and Dutch members. FDC only helped with experience.
2012	Task 9 Malta	The TT will send members from the Maltese Fellowship to a Regional Committee Meeting in the UK
2012	Task 10	Bulgarian fellowship wants basic support. A TT has been put together to assess their needs to see what is needed.

At the Winter EDM 2012, Istanbul the FDC had a TT present a PI workshop to the local fellowship and them assist them to put on a PI presentation to professionals that had been invited along, this was very well received.
We were also able to set up a new TT to look at the needs of Bulgaria and how the EDM can assist them. We are very excited to welcome them to the EDM. Since our FD trip to Iceland we are pleased to say that the Norwegian and Danish fellowships have donated enough money to them so that they can get the Basic Text translated into their own language, which is wonderful news!
As you can see we are working hard in the FDC here at the EDM as we hope to continue to do so.

FDC Nina + Wolfgang

Legal Association
The legal association has been working well, and we are very grateful for the large amount of practical support given to the association by staff at the WSO - Europe. At our summer meeting in Barcelona we decided to rotate directors in our Legal Association every six years to ease the administration of these functions. This means that the four members of the EDM Steering Committee who them served as directors will continue to do so until 2014 after which the four members of the new Steering Committee will take over the task. The board of directors have no authority over the work of the EDM, but do sign off on all legal documentation once a year.

Website
Our website has been online since July 2007, and is growing all the time. At the moment we have over 60 distinct pages of information, including "About Us" a document about the EDM, currently translated into 14 languages. We have a forum for discussion where our delegates stay in touch between the meetings. The FDC TTs also use the forum for updates and we share photos and other files via this forum. Access to the forum is limited to current delegates and alternates, but former delegates will be given rights should they request it.

The EDM website is at **www.edmna.org** and we encourage other NA communities to link to it.

European Convention and Conference (ECCNA)
Since WSC 2010 we have held the ECCNA by the Dead Sea in Israel, and in Malmö, Sweden. We would like to extend a warm invitation to the next European Convention and Conference, which will be held in **Moscow, Russia in 17-19 August, 2012**.

Report to WSC 2012	edm_na@yahoo.com; contact@edmna.org

For more information on this event please go to www.eccna28.org.

NAWS
We would like to thank World Services & the World Board for the ongoing support we have received over the last two years and the attendance of several WB directors and NAWS staff at our meetings. We would also like to extend our deep gratitude to the WSO staff members for the dedicated work they do in dealing with our requests and needs through out the European zone.

Zonal Forums
We have stayed in touch with members of the Asian-Pacific-Forum, a zonal forum that has had a similar development as the EDM. As yet we have only shared basic information about strategic planning for fellowship development in our zones.

We welcome contact with all other Zonal Forums, and invite you to link to our website at **www.edmna.org**

For this conference we do have not forwarded any potential nominees for World Service positions through the RBZ process. We have a procedure for this in our guidelines, but no candidates at this time.

If you would like any more information about the EDM, please go to **www.edmna.org**. If you would like to get in touch, please send a mail to **edm_na@yahoo.com**,

In Service & Fellowship
European Delegates Meeting

Narcotics Anonymous
Latin American Zonal Forum
www.forozonalatino.org

LAZF REPORT TO WSC 2012

Fraternal greetings, we share with you the growth of the fellowship of NA in this region of the world thanks to a loving Higher Power and the efforts of NA Latino Services.

Our LAZF nowadays is conformed by 25 regions or fellowships, whose are located on 21 countries of LATAM and Caribbean and also on one region on South California United States of America: **1)** AHHSCNA / USA, **2)** Argentina, **3)** Baja Son / México, **4)** Bolivia, **5)** Chile, **6)** Colombia, **7)** Costa Rica, **8)** Cuba, **9)** Del Coquí / Puerto Rico, **10)** Ecuador, **11)** El Salvador, **12)** Grande Sao Paulo, **13)** Guatemala, **14)** Honduras, **15)** HOW / Brasil, **16)** México, **17)** Nicaragua, **18)** Occidente de México, **19)** Panamá, **20)** Paraguay, **21)** Perú, **22)** Quisqueyana / República Dominicana, **23)** Río de Janeiro, **24)** Uruguay, and **25)** Venezuela.

The LAZF was created on 1993. We had been organized 10 ordinary meetings of LAZF and also Latin Conventions, 7 extended meetings while the last 7 WSC´s included 2012.

Facing meetings - regular and extended - and virtual LAZF: The LAZF, meets every two years, in parallel with the holding of CLANA's (Latin American Conventions Narcotics Anonymous), and also extended meeting, during WSC's, where they meet the ZF's (Zonal Forums) from around the world. This means that we hold facing meetings annually, working in teams, in order to come together and thus strengthen our regions - member communities in order to better carry the NA message to the addict who still suffers. Also, every six months, we meet virtually as LAZF through audio conferencing over the Internet.

EC (Executive Committee) - LAZF: EC - LAZF, meets periodically through audio conferencing over the Internet, to advance the continuity of work, in addition to planning, organizing and coordinating all of each task, treat other issues that concern Latin American Zonal Forum and its development projects. Is also important to let know, the EC - LAZF, consists of 4 trusted servants who are elected by regional delegates of each region - LAZF community members for a period of 4 years. The services of the EC - LAZF are: Coordination, Vice-Coordination, treasurer and Secretary.

Website services, email list and contacts of LAZF on Internet: The effort that have been made to keep constant meetings and communications, is supported with tools that offers Internet, which initially were funded by contributions from some members of the fellowship, however, currently this is covered by the money of LAZF. Thus, we get a new website with domain, hosting and other services, which can be accessed through: www.forozonalatino.org.

This site contains a lot of information about NA, and details the basic data of each of the regions - communities that join the LAZF and its regional activities, everything about the EC, WG's (Working Groups) and SP's (Specific Projects) / DPLF's (Development Projects Latin American Fellowship) of LAZF, among other matters of interest.

In turn, we have an email list of LAZF: na-fzla@gruposyahoo.com, which functions as a means of frequent communication between members of LAZF, so you can share experiences, strength and hope in spite of not being able to meet in person with such regularity. In this list we establish two-way communication between the regions - community members and regional delegates from each of these, the executive committee, coordinators of working groups and specific projects or development projects in the Latin American fellowship LAZF. On the other hand, are given help and support for our regions - community members, their services members, areas, groups and more.

Contacts with members, groups, areas and regions - U.S. latin communities and other areas of the world: During this time, we work hard to promote an exchange of experience and many contacts with members of brothers regions - U.S. Latin communities and NA areas of USA and other parts of the world.

Support regions - Latin American communities NA:

- **Contacts and links with regions - Latin American and Caribbean communities, who are currently in the process of growth and development and who are not members of LAZF right now:** The LAZF constantly tries to keep contact and communication with those regions - NA communities that part of the same and even with others who are not members of it. Also, do activities such as presentations and workshops on different LAZF recovery issues and services of NA in some events in these regions - Latin American and Caribbean communities.
- **Helping regions - Latin American and Caribbean communities:** We always focus on supporting regions - communities that we ask for them and especially those who are in the process of growth and development. In this period, we visited the following regions - Latin American and Caribbean communities: Chile, Costa Rica, Cuba, HOW / Brazil, western Mexico, Quisqueyana / Dominican Republic.
- **Participation in regional events and conventions at the level of NA in Latin America:** To disseminate information and advertise LAZF much more at the level of our members, groups, areas, etc. We visited regional events and conventions in the following regions - Latin American and Caribbean communities: Chile, Costa Rica, Cuba, HOW / Brazil, Mexico and West Quisqueyana / Dominican Republic, and from July to September 2012 we will go to Peru, Panama, Colombia and again Quisqueyana / Dominican Republic, with the idea of strengthening the ties that bind us, share and perform a series of activities LAZF in each one of these regions - NA communities. We produce posters and leaflets to hand the LAZF 1 of the posters to each group of NO and also 1 brochure per member of all regions - LAZF communities. There are approximately 1,600 groups and 26,000 members of NA level LAZF in general.

Operational documents LAZF: 1) Minutes of the regular session, extended and virtual LAZF, **2)** Semi-annual reports in general and financial reports of the EC, WG's and EP's / DPLF's the LAZF, **3)** Reports of LAZF to WSC's, **4)** Directory of EC - LAZF and Coordinators of the WG's and EP's / DPLF's the LAZF, **5)** Directory LAZF in full, **6)** Directory servers regional PR (Public Relations) / PI (Public Information) and H&I (Hospitals and Institutions) of the regions - LAZF communities; **7)** regional servers Directory of LA (Long Range) / Outreach regions - LAZF communities; **8)** LAZF Directory for Virtual Meetings of the Internet - the LAZF; **9)** GPI (Internal Procedures Guide) - LAZF and 2 attached documents: **10)** GPE (Internal Procedures Guide) WG (Working Group) HRP (Human Resource Panel) - LAZF and **11)** Model Rules of Order of LAZF; **12)** DR Handbook (Regional Officer) NA - LAZF, currently in the process of creating and processing; **13)** Basic Guide GT CRT (Translation Review Committee) - LAZF; **14)** GPI HRP WG - LAZF, and **15)** Basic Guide to the CLANA's - LAZF.

WG's - LAZF:

1) PR - LAZF: The WT is responsible for supporting in many ways each of the work, activities and PPRR services such as PI, H & I, etc.., performed at the level of our regions - Latin American communities and the Caribbean.

2) G&D (Growth and Development) - LAZF: Its main function is to assist and support the growth and development of each of the regions - LAZF community members and even from those not in the same and that are located in our area Latin American and Caribbean countries, especially their efforts are focused on collaborating and cooperating with the regions - communities that are currently being retrained or remain a bit disconnected from LAZF in general.

3) IL (InfoLatinas) - LAZF: This WG is responsible for implementing all matters relating to our Latin American magazine and recovery services LAZF called Info Latinas. Generally, leaves every six months in January and July each year. It is published online, digital and virtual form through the electronic mailing list so that each delegate LAZF regional distributes it by e-mail and physical, physically or in print within their region - community.

4) Internet - LAZF: The website of the LAZF is **www.forozonalatino.org**. This WG is responsible to keep updating the site constantly. There are many news, innovations, materials and operational documents LAZF and NA as a whole, which can be very useful for each region - NA community.

5) Review and Translation - LAZF: Review articles and products in all of literature NA recovery after passing through the appropriate approval process in the aspect of the WSC's and to be officially translated from English into Spanish by the Task Translations of NAWS (Narcotics Anonymous World Services), and in turn, translated from English into Spanish each of the materials of our fellowship services that are published worldwide at NA.

6) HRP - LAZF: Is the WG responsible for admin and managing the RZ (Reserve Zone) of LAZF. We have a database with forms of personal information from multiple servants in different regions - LAZF community members and other Spanish-speaking world NA, which serves as a resource and the main tool in meeting the process for we do every time we need to elect our trusted servants.

7) CLANA (Latin American Convention of Narcotics Anonymous): The WG that plans, organizes, coordinates and executes CLANA's that are made during every 2 years. It belongs to the region - home or host community which will make the next CLANA.

EP's / DPLF's - LAZF:

1) Self-Financing LAZF: Currently, this team of this SP (Specific Project), is responsible to seek ways to improve our self-financing and self-sufficiency level LAZF in its entirety.

2) Communication and Dissemination of LAZF: Responsible to see how we can improve our internal communications and also LAZF seek strategies to spread more and more information about LAZF as a whole in the area of all members, groups, areas, etc. ., regions - Latin American and Caribbean communities.

3) Human Resource Recruitment and Servants of LAZF: A PE that focuses on studying how we can get more servants that can cooperate and collaborate on activities and projects that we undertake in the LAZF. Its basic task is to gather as much human resources really know what we can count on during this period of service in that respect. Work closely with the HRP WG - LAZF.

4) Support for Regions - Community Process LAZF Growth and Development: Work closely with the WG G & D - LAZF. Its priority task is to assist and support the regions - Latin American and Caribbean communities who are currently in the process of new formation or creation, restructuring, growth and development or even in a state of alienation and disconnection from NA as a whole.

5) Development and Dissemination of Material Support LAZF NA: The main idea is to create and disclose all materials in support of NA most they can collect and distribute to the regional level - Latin American and Caribbean communities, as a series of workshops on different themes of recovery and NA services, focused on the steps, traditions, concepts of service in NA, the last or most recent topics of discussion in the fellowship of the cycles of conferences.

6) Proposal for a fixed and permanent place of regular meetings of the LAZF / Topic Forum XI 2013: Work on a proposal for the upcoming XI Forum 2013 that will offer us the opportunity to study, debate and discuss a project that raises the meetings have LAZF ordinary fixed and permanent, from now on. For now, it is thought that the region - community adequate to meet this goal is NA Panama, thanks to its geographical location, the facilities that exist in reference to its tourism infrastructure, agreements and conventions that we have as LAZF with some of their hotels, some airlines, etc.

7) Proposed Work and Financial Plan of Action and Proposed Biennial Budget LAZF / Topic Forum XI 2013: We are trying to implement than every 2 years is presented in the regular meetings of a project LAZF general revenue budget and expenses based on the facts, figures and numbers that have the corresponding period last LAZF level. Therefore, in the next XI Forum 2013, will share this proposal or document so that from now on will formally start working that way when it comes to financial planning LAZF area.

Self-financing: The LAZF continues to study the mechanisms to sustain itself and develop their projects. Currently depends on the contributions that may be obtained from the 70% of the benefits of CLANA's. We practice self-financing has always been a challenge within the Latin American Zonal Forum, and for this reason that we are constantly in search of ideas to help us accomplish this end. Regularly, we make goods and articles of NA, we distribute in our area, and we can cooperate with this work, also often receive contributions of our regions - member communities in order to fully Self-financing as LAZF. All these efforts have helped us so we can every day less dependent on generous and unconditional support that have always given us from NAWS. We have made progress and now we can say that from the VII Forum 2005, we have been keeping us fully with our own resources.

However, we are working on a plan of action and implementation of various projects of self-financing, to continue this work during the current period 2011 - 2013, so we can follow up on everything related with this process. In this sense, we cannot fail to mention the NA region Chespeake - Potomac / USA, who has supported us with their contributions for several years. We are enormously grateful for their contributions to the LAZF.

Finally, we thank the support of the WB (World Board) NA, the entire staff of the WSO (WSO) NA and NAWS in general, led by Anthony E. - Executive Director of the OSM NA, and Johnny L., who is our constant contact between NAWS and LAZF, and we've received from the various forums NA zone in the world, and each of members, groups, areas and regions - Communities LP, for helping us grow within the scope of LAZF in full. The journey continues!

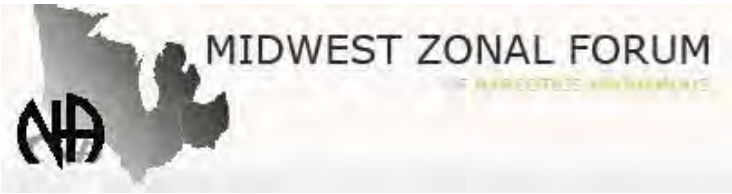
In fellowship

States without borders!

Mauro G., Christian P., y Diego L.

EC - LAZF 2011 - 2013

ce-fzla@hotmail.com



Report to WSC 2012

Although not a seated participant, the MZF has been present at the WSC and meeting at the conference since 1984. There are 9 regions in the Midwest Zonal Forum: Upper Midwest, Minnesota, Wisconsin, Greater Illinois, Chicagoland, Indiana, Michigan, Metro-Detroit and Ohio.

Budget: $3575.90 was contributed to the MZF by participating regions, representing 93% of the zones annual budget.

The zone's annual expenses were $2,537.26.
4% of this was spent on PR.
13% of this was spent on holding workshops and service meetings.
51% of this was spent on travelling delegates or other trusted servants to service meetings and workshops.

12% was contributed to NAWS which equaled $335.98.

Workshops: The MZF held one Rural Recovery workshop with an attendance of 40, 2 Service System Workshops with an average attendance of 60+, and one CAR Workshop with an attendance of 100+.

Training: Training and mentoring is informal and is based on need.

Planning: The MZF devotes the first meeting after the WSC to planning its focus and events for the next conference cycle.

Communication: The MZF provides a mechanism for participating regions in the Midwestern US to share information, problem solve and combine resources when appropriate.

Public Relations: The MZF maintains a website and participants make themselves available to assist with local PR efforts www.mzfna.org

Use of service tools: H&I Basics- do not use
IDTs - helpful
Planning Basics-do not use
PR Basics –do not use
Service Pamphlets-do not use

The number of members in the MZF is growing.

The Service System Project, the US Fellowship Assembly and the USSC have generated the most discussion in our zone since WSC 2010.

Our most significant challenge since WSC 2010 has been coming to terms with our evolving mission and integrating current and new technology into our process.

Some highlights or successes since WSC 2010 have been well-received and well attended workshops in four regions.

Bob M. mzfadmin@mzfna.org

Plains States Zonal Forum
Report to WSC 2012

Greetings WSC,

About the Plains States Zonal Forum:

We currently have 6 Regions in our Zone: Best Little, Iowa, Mid-America, Nebraska, OK, and South Dakota
We coordinate services between our member regions.
We provide an opportunity for discussion and exchange of information on problems and issues confronting NA
We facilitate communication, cooperation, and growth among regions in the Great Plains of the United States and NA World Services.
We help Regional Delegates prepare for the biannual World Service Conference and learn from each other, former Delegates, and other experienced trusted servants.
We assist local NA members or communities who have questions about NA service or how to handle challenging situations.
We conduct workshops and learning days on various topics in NA service.
We sponsor multi-regional events with participation from NA World Services.

Since WSC 2010, we have met 4 times. Our general format for the zonal weekend is to have workshops on Saturday that are of relevance to the local fellowship as well as to help RD's learn about topics to bring back to their Regions, and have our business meeting on Sunday. The topics we conducted workshops on at zone in the 2010-2012 conference cycle were Service System Proposal (1st draft and 2nd drafts), Meeting Etiquette, Fund Flow, Consensus Based Decision Making, Zone History, Money Matters, Leadership, Who's Missing, H&I, United States Fellowship Assembly, and the CAR/CAT (presented by a world board member).

Our business meetings are conducted with consensus based decision making and we worked on revising our policy to further clarify some of our procedures. We modeled some of it off of the Southeast Zonal forum's policy on CBDM.

At the beginning of 2011 we elected a PR Coordinator to this newly created position. The goal is to have more coordinated PR efforts between regions in and surrounding our zone. We are planning to have a booth in June 2012 at the Midwest Conference on Problem Gambling and Substance Abuse in Kansas City, MO, which is a multi-state event. Professionals from at least 4 of our 6 regions will be in attendance. We also continue to host a website: http://www.pszfna.org

With love and gratitude in service,
Amanda M.
PSZF Facilitator