

**INVENTORY COMPOSITE GROUP**  
**FRIDAY, JUNE 25, 1993**

**Tape 7. Side 1**

Rogan opened the meeting opened at 9:05 am with a moment of silence and the serenity prayer. He announced that the first item of business is establishing the dates for the meeting in September. He stated that the airfares are good until the end of September. However, tickets have to be purchased by Tuesday, June 29.

Barbara stated that the only weekend she is available is the third weekend in September.

It was decided to hold the meeting on September 16, 17, and 18. Steve said he would get back to the group later in the day after talking with reps. of the support team and the Interim Committee.

Rogan turned the meeting over to the consultants, Barbara and Karen.

Karen asked if there were any unresolved issues, questions.

Barbara asked the group if there were any key learning experiences from the members. She asked for some input.

Mandy found that open-ended questions cannot be used.

Susan feels that surveys are a good source of resource materials, but felt good that there are other options available.

Rogan found out that doing a valid survey is much more complex than he had imagined.

Mandy realized that we can target different groups using different means. Has no preconceived notions. Wonders what we really want to do.

Karen asked the group to look at the desired outcome list. Asked for input on whether we are clear on these issues.

Leah is not clear on the ability to just go ahead and change things as they go along.

John feels that "changing" is one of things that start mistrust.

Mandy doesn't feel that. She feels that Page 8, last paragraph allows the group to make minor changes.

Rogan agrees with Mandy. He doesn't see a problem with changes.

Mandy sees a trust problem. Senses that someone is uncomfortable with changes.

Bob is uncomfortable with protocol that is laid out.

Mandy is not okay with any one person having strong feelings with what we are doing.

Leah doesn't feel that they have to be inflexible with what they are doing.

Karen wants to know how and when we are going to resolve this issue.

Leah feels we need to be real careful about what we are doing. Try and stay to the plan but not opposed to changing things if it will be productive.

Karen stated that the process we will be going through will continue to bring up various issues.

Rogan said we will check with Interim. Asked two questions for the September meeting. Do you want a support team member at the meeting. Also are the members comfortable with the primary staffing. Group is in support of the primary staffing. They also agreed to have a member of the support team present.

Bob feels we need to set precedence.

Steve explained that any changes to the plan need to be run by Interim as well as the support team.

Karen continued discussing the "desired outcome." Asked if the group felt better about the process (research instruments).

Lee asked if George could be present today to discuss the comprehensive history.

Jeff stated that he didn't think the group was ready yet. He feels that we are constrained by the time lines. Believes first year is for information gathering. Gather information that appears to be subjective. Gather information from opinions and perception. Then compare.

Jamie believes that the history is a tool for the boards and committees to use to take their own inventory.

Bob feels that there are a lot of separate things going on. Is the comprehensive history a necessary thing to do.

Rogan says we're opening a can a worms for the staff. We set them up by having staff pick and choose information. They become condensers and it becomes "us" and "them."

Mandy says that if we decide it is necessary why do we accuse staff.

Bob doesn't think it is necessary to do the history.

Steve believes that committees and boards may need some background information. Each committee has made decisions about their committee; size, composition, function, etc. There were other aspects as well, such as major discussions about specific issues that have come up at various times during the existence of the body. He used the BOT as an example.

Barbara asked Steve if the histories are for the purpose of looking at policies and then backtracking.

Steve explained that it's policies, function, purpose of the committee, use of resources both financial and personnel, communication both in and outside of world services, etc.

Paul felt that perhaps we can look at just what is on paper. When we interpret we open a can of worms.

Karen - revolutionary idea. Best way, starting from here on, to accomplish what we need to accomplish.

Leah stated that there are a lot of wounds out there including old-timers.

Karen asked how a comprehensive history will improve that. How is it more beneficial.

Jamie feel that the idea of the history is to illustrate how we behave. To look at the behavior in or to change.

Barbara says to identify key events and learn from them.

### **Tape 7. Side 2**

Karen asked if it is accurately documented in the files.

Jamie feels that looking at major decision through the years is not quite enough. Did they act on those decisions.

John has a real problem of "changing just for changing's sake". Needs to find out about the pain.

Karen feels that we are at a crossroads, can go in either direction.

Jane asked if we would be able to have an answer for George. If we choose to develop the tools....In the plan we ask the WSO to do something and then fall into something old. We always find someone to blame.

Steve asked what the comprehensive history issue has to do with the survey instruments.

Karen stated that she doesn't see direct correlation.

The group took a break at 10:00 am

The meeting reconvened at 10:15 am

Steve asked if the group could hold discussion about the history until the afternoon until George is in the meeting.

Susan agreed with Steve on holding off on the discussion.

Jeff feels that we are starting to be at odds with one another.

Barbara asked the group to write down the groups expectations (what we want to get done) for today.

Bob's expectation is to get a first draft on group , area, and regions surveys.

Susan- establish the research objectives.

Rogan - address the comprehensive history question.

Paul - have Saturday's agenda clarified by the end of the day, including the "issue bin" items.

Mandy - clear up the feelings of being at odds with each other. Feels that we should be realistic and realize there will be disagreements. Remind ourselves of what we are here to do. Remain centered. Take care of ourselves first otherwise we won't be functional as a group.

Karen will be talking about objective on the surveys. Asked what an objective is in tangible, measurable terms.

Leah asked if the members of "world services" know we exist.

Jeff said this raises a point. Questions knowledge of group level about the way in which world service are set up. Wonders what the perception the have of "world services."

Karen wants general objectives of what we are to achieve.

Susan - are expectations of world services be met.

Rogan - Lines of communications from world services to group. What services are provided to the group by world services.

Paul - define the support that is needed by the group and define how much they are willing to participate outside the group level.

Bob - what services are provided by any service body.

Paul - find out how spiritual they expect our service structure to be.

Susan - money, budgeting, and resources.

Tom asked how far down are we going to break this or is it general enough.

Karen said we would continue to refine this information. That we are brainstorming right now.

Tom - member participation.

Steve - whether world services is part of the spiritual entity.

Susan - what efforts used to reach out to community.

Jeff - level of trust of world services and how do groups feel about level of representation by world services.

Jamie - what image do the groups have of world services--supply of goods and services or democratic representative world opinion.

Paul - world services support of emerging groups.

Jeff - outreach efforts - international--reduce, increase, same

John - desire world services to be reactionary or proactive.

Bob - satisfaction with services (literature, etc.)

Mandy - what is the most important thing that world services does for you. What needs do you have that are not being met.

Jamie - Do groups feel responsible for world services.

Karen suggested we group these into concepts instead of individual items.

Awareness =  
Expectations =  
Expectations met =  
Lines of communications =  
Services provided by WS =  
Define support groups needs =

Karen asked what services NA provided. Asked the group to turn to the TWGSS.

- Communication
- Coordination
- Guidance
- Information

to help carry the message of recovery.

WSO =  
Trustees =  
Conference =

### **Tape 8, Side 1**

Karen asked if scope of the inventory proposal fit with the TWGSS.

A general discussion of the scope versus TWGSS ensued.

Susan - feeling really stuck. Doesn't see where they're moving

Karen - trying to see how things fit together. Which objectives relate to communications, coordination, etc.

Jeff - why are these perceptions important.

Karen - trying to establish why it is important to gather this information.

Steve - need to obtain perceptions, expectation and services of groups, areas, and region.

Before going on break, Steve asked the group to write down when members wanted to travel and which airline they wanted to travel on. Steve will talk to the travel agent at lunch. Announced Ron will be at the September meeting.

Break for ten minutes 11:05 am

Meeting reconvened at 11:20 am

Rogan asked the group to set a time when we would like to hear from George. It was agreed to bring George in at 3:00 pm, immediately following the lunch break.

Jeff - feels that the group survey objectives fall into two categories. Feels it might be helpful to divide objectives into two lines. Perception of the way service have been carried out versus the way they are actually carried out. Think about directions we will move in the future.

Karen suggested we start with perceptions, expectations, and service delivery as parameters. Apply these to communication, coordination, guidance and information.

Karen and the composite group went into a discussion regarding the group survey objectives, which was guided by Karen's specific questions. They matched the "group survey objectives" with perception/expectations/service delivery and communications/coordination/guidance/information. (Refer to tape for specific discussions about points raised.)

### **Tape 8. Side 2**

The group took a ten minute break at 12:15 pm.

The group reconvened at 12:28 pm.

Barbara checked with group about how they felt the process is working. Various members stated that while it seemed to be going slowly, it seemed to be going generally well. There were also statements about the members seeing the need for trusting the process. Some members expressed their concerns about the length of time the process was taking and the possibility of completing their tasks on time.

Karen then began the next section of the process--refining the information received thus far into the final questionnaires. Primary question asked by consultants for the group to consider was "How to use the information received through the questionnaires." (for more detailed information refer to tape)

### **Tape 9. Side 1**

#### **Perception**

#### **Funds (Communication, Coordination, Guidance and Delivery)**

- Cost effectiveness
- Sufficiency/adequacy
- Value
- Management (who decides)

Break for lunch at 1:10 pm

Meeting reconvened at 2:45 pm

Rogan asked for a period of silence to center ourselves, followed by the serenity prayer. He stated that we are about to discuss our comprehensive history. Said we have not come to any decision regarding the group survey. He then introduced George.

George explained that he and his staff, over the last couple of weeks, have been gathering information for this project. He asked what information was needed. He stated that they are waiting for us to inform him what is necessary. Staff would provide material to the boards and committees. Stated that the composite group would decide what is important. Conference will make the decisions on what is a priority. He went on to explain the every day work that the office does. He feels that it was not taken into consideration. Another concern is when the office will do their inventory when they are providing all this information to the boards and committees. Informed that the board gave the okay to hire additional people. However, the first ninety days is a training period, which does not allow the person to really come on board until September. He is very concerned about their capacity to do the inventory, and also to do their daily workload.

Paul - seems like George is waiting to see what the evaluation tools are. Trying to keep as much of the plan as possible.

Jane - doesn't feel they need "all" the backup material.

Tom - has a problem with the mechanism. Has a problem with placing the decision on the office staff.

Jeff - be as comprehensible as possible without giving someone a bunch of work to do.

Paul - has a concern that the comprehensive history is not assigned to the composite group. Feels we should do the self-assessment tools first.

Barbara feels that the group is making it more complicated than it really is.

Jamie suggests that there is possibly a compromise available. Cataloging.

George feels that once you establish how and why you need the information then it can be easily accessed.

Tom never agreed that this was necessary in the first place.

Barbara felt that a refresher discussion on the importance of the comprehensive history was called for. Suggested we format a guide for the committees to use.

Bob believes this is the appropriate body to bring it about, because we are the body that is responsible for it. Doesn't feel we know what we want from the history.

Jeff - "cart before the horse" issue.

**Tape 9. Side 2**

A general discussion went on about the tools and the comprehensive history.

John - suggested a table of contents for the archives.

Barbara wants to know how they are going to use the information.

Steve stated that this is a part of the discussion--world services inventory. Shared the perception that some have about the possible similarity between a personal Fourth Step and the inventory process.

Susan believe we are trying to apply the Fourth and Fifth Step to this process. Doesn't believe it is appropriate. Since we don't know what information is needed, suggested it be put on hold until next meeting.

Paul stated his irritation at how the meeting was being run and asked who was chairing this meeting. Need to come up with self-assessment guide for the committee and boards. Running short on time. Get on with the most important task on hand.

Jeff - is information organized in any way.

George stated yes.

Jeff feels at least we will have the means to access the information

George feels it is very difficult to operate with the hammer always over the head. Has difficulty with that type of situation.

Mandy - agrees with Paul. Struggling with whether or not it is up to the composite group to decide what history is.

Rogan suggests that we, as a group, decide whether to continue with this process or side track off and discuss other things.

Rogan feels we're not ready to address it. He apologized to George that the group is not at a point to discuss it.

George asked that the group consider setting the precedence of history, otherwise there will be a "jungle" of different types of history.

Paul - possible key is looking at self-assessment tools and deciding what is important.

Jamie suggests cataloging what is in the office.

George - explained that Jamie is talking about a major project. Said composite group has a tough job. Said if they need any additional information he will be glad to supply it.

Karen shared a visualization tool for the survey. (take off of tape)

Barbara said that one item needs to be cleared up. Decide what we really **need** to know versus what we **want** to know. We need to prioritize the purpose statement.

Break for ten minutes at 3:40 pm

Meeting reconvened at 3:55 pm

A suggestion was made during the break. Items on paper represent the big picture. Need to decide which items are need and which are wants. Awareness of world services at group level was determined to be a want. Expectations of world services = want. Whether expectation are being met = want. Define group level of participation in world services = want. Services provided by any service body = want. Money, budget, and resources = want. Member participation = want. Whether world services is a spiritual entity = want. Trust of world services = want. Level of representation to world services at the WSC = want. The image of world services with regard to whether they are... = need. World service support of emerging groups = need. World service being proactive or reactionary = need. Unmet needs = want. Responsibility of groups for world services = . Leadership = want.

### **Tape 10. Side 1**

A straw poll was taken to prioritize the following items (items written on board are listed below) which are related to communication, coordination, guidance, and information:

1. Services desired from world services
2. Funds use and distribution
3. Importance
4. Unmet needs
4. Carry message (primary purpose)
5. Lines of communication
6. Support of groups (outreach)
6. Satisfaction

Karen asked the group to pull out the resource material on the process which was handed out yesterday. Asked if open ended questions are not going to be appropriate. The group agreed with this. Karen asked which type of question can be asked to get the answers to the questions,

Paul believes the Likert scale is the most broad.

Jane feels the rating scale isn't a valid way in acquiring concrete results.

Jamie feels other options offer more accurate results.

Jeff feels it is not a good idea to incorporate many formats in a survey.

Jane has previous experience with a dichotomous scale and due to this experience will not use this scale.

The composite group broke up into three groups of four. They consisted of group #1; Rogan, Mandy, Paul, and Jamie. Group #2 is John, Jane, Leah, and Susan. Group #3 is Jeff, Bob, Tom, and Lee.

### **Tape 10. Side 2**

The group came back into session at 6:15 pm. Each small working group composed a number of questions which are related to the groups in the fellowship and are listed below.

#### **Group #1**

1. Newly emerging groups should receive the support of world services. (Likert scale)
2. World services is not providing us with some services that are needed from them. (Likert)
3. How important is it that world services identify those unmet needs immediately? (Importance scale)
4. How frequently does your group exchange information with word services? (Rating scale)
5. Is the information your group receives useful to you? (Rating scale)

#### **Global questions asked**

1. Is world services responsible for deciding the direction of Narcotics Anonymous? (yes, completely; yes, with group input; some input, no)
2. World service's purpose is to respond to requests from communication, coordination, guidance, and information rather than initiate service projects. (Likert)
3. Should world services be taking initiatives in carrying the message? (sole responsibility, partial (3), none of their business)

#### **Group #2**

1. Does world services provide adequate written communication to meet your group's needs? (yes/no)
2. When your group seeks guidance from world services, do you get a response? (yes/no)
3. Does your group want to utilize the coordination efforts of world services? (yes/no)
4. Does your group feel the purpose of world services is to directly carry the message? (yes/no)
5. Does your group desire only guidance from world service to assist your efforts to help carry the message? (yes/no)

Global questions asked

1. How responsive do you feel world services leaders are to your group needs? (not rated)
2. How effective do you feel world services leaders are in their efforts? (not rated)
3. How aware are you of the role and function of world services? (not rated)
4. Are you familiar with the publications available? (Digest, Newslite, Group Booklet, Reading cards, PI News, NA Update, Meeting by Mail, NA Way) (aware----not aware)

Group #3

1. Our group is satisfied with world services. (Multiple choice A-D)
2. Our group gives money to NA services. (very often ----- foolishly)
3. World services uses NA money. (wisely ----foolishly)
4. Our group uses NA world services. (often----never)
5. Our group thinks NA world services are. (valuable----utterly worthless)

Global questions asked

1. World services should primarily be a supplier of services to the fellowship. (A----D)
2. NA world services should primarily be a place where our group's voice is heard. (A--  
--D)
3. Our group is responsible to support world services by: (check as many as you like)  
 sending money  
 encouraging participation  
 voting on world services issues  
 nothing--not responsible

Rogan asked the group about working on the area surveys tonight with the help of the consultants. The group preferred to do it on their own.

John asked about Saturday's agenda.

Rogan asked if the group was going to stay late and work on the process. The group said no. We will pick up with the area and region tomorrow and go through the process. Next on the priority list is to initiate and plan for the self-assessment tool process. Also to finalize the group survey, and consultant budget.

**Tape 11, Side 1**

The group will choose three items and discuss them over dinner.

**SUMMARY OF DISCUSSION/DECISIONS  
INVENTORY COMPOSITE GROUP  
6/25/93 - 8-11 PM**

**September mtg. in Atlanta, GA**

- Meeting is to be open
- No open forums or any other structured interaction with local fellowship
  - > (no desire on part of group to have any other segment of fellowship perceive this meeting as an opportunity to impact directly their work that others will not have)
- Contact RSR or RSR-Alt. about locale for meeting and provide information as requested (delegated to Steve)
- Input is accepted but not requested

**Liaisons to world service committees and boards**

- Form letters to individual boards and committees informing them of their liaison and asking them to contact their liaison in case of specific questions or concerns
- Facilitators (after some discussion about whether trainers would be needed or facilitators for the world services meeting and the group deciding that, for sake of consistency and uniformity in applying self-assessment tools, facilitators will be needed) will not be assigned until after September meeting
- Liaisons assigned:

Interim Committee:	"Honcho"	WSC Admin.	Leah
WSB:	Jamie	WSO BOD:	Tom
WSC PI	Susan	WSC H&I	Mandy
WSC Literature:	Jane	WSC Policy:	John
Translations:	Paul	Outreach:	Rogan
NA Way Edit. Board:	Leah	Support Team:	"Honcho"
WSO (not BOD):	Bob	WCC:	Jeff

**Role of "Honcho":**

- Liaison to Interim Committee and Support Team
- Lead next meeting
- Interact with consultants
- Approve letters
- Focal point for intra-group communications
  
- The group, however, reaffirmed their support of the concept that these various responsibilities may be delegated by the designated "Honcho" according

to their individual style of leadership. (The group is still to decide on name for "Honcho.")

- After some discussions and nominations which were declined, Leah was selected to be the next "Honcho" with the group pledging their support to help her with the various responsibilities.

#### **Intra-group communication**

- The group decided on having monthly mailings which would include all input received, minutes from support team and other pertinent sources, etc. The exception would be emergency notifications.
- The group also had some discussion about the reimbursement for intra-group phone calls. It was decided that it would be considered a part of the overall budget discussions which will result in an adjustment request.