

**BOARD OF TRUSTEES**

**WORLD SERVICE  
INVENTORY**

**SELF ASSESSMENT PART I**

**Board of Trustee's  
Self Assessment Part I**

**Part 1.  
TRUSTEE RESPONSES TO QUESTIONS**

**Pages 1-97**

# Board of Trustee's Self Assessment Part I

## Part 1. TRUSTEE RESPONSES TO QUESTIONS

### A. PURPOSE

1. How does your purpose, as stated in the TWGSS, serve to help fulfill our fellowship's primary purpose' in the following areas?

#### **Full Board - (*Single Answer*)**

**Garth - *Communication*** -As the primary resource for the fellowship via written and verbal communication. ***Coordination*** - Via the committee system through full board through WSC leadership. ***Information*** - Assists the WSC leadership to determine priorities and stay focused. ***Guidance*** - Encourage the exchange of information and availability of service related information. Development and recommendations of policies for NA to provide guidance and direction.

**Mary - *Communication*** -Work closely with other boards and committees. ***Coordination*** - Apply the policies of the Twelve Traditions. to all of World Services. Responsible to the fellowship as a whole through the NA service structure and remains responsive to the needs of the fellowship. ***Information*** - Serve as a primary resource. ***Guidance*** -- Assist in resolution of issues facing the fellowship. Provide leadership & guidance to NA's World Services. Offer its experience to the fellowship as a whole. Contribute to continuation and growth of the fellowship.

**Steve - *Communication, Coordination, Information, Guidance***. Gives some information about WSB functions.

**Darwyn - *Communication, Coordination, Information, Guidance***.

**Bob S.**

**Prelude** - For the purpose of this work, answers with an "a" will denote answers regarding communication, "b" coordination, "c" information, and "d" guidance; some answers will have more than one designation. N/A will mean not applicable. All answers are based on the 91/92 year. That was the year I was elected, and the only one on the BOT prior to the work stoppage this year.

A&C - allows for position papers, and bulletins which help others do direct work

**Pete - Communication:** See section I and II TWGSS page 11 1993 revision as well as, maintaining active communication with various levels of service as outside agencies that deal with potential members. **Coordination** - The Trustees steering committee as well as, trustee leadership. Also through the M.D.F. and trustee bulletins. **Information** - Through the participation of conference chairs and vice chairs in the trustee committee system, also via telephone and mail contact meeting with agencies in the public sector. **Guidance** - Again please refer to sec I and II TWGSS page 11.

**Becky** - Our purpose is stated in two places in TWGSS and says that we are to "contribute to the continuation and growth of Narcotics Anonymous and to serve as a primary resource for the fellowship of NA." Also, that we "act as guardians of the Twelve Traditions, to ensure the continuation and growth of NA by seeking new and better ways to carry the message to the addict who still suffers, by seeking to ensure the maintenance of the Twelve Traditions, and by dealing with those things, both within and outside the fellowship, which affect its continuation and growth." Any further delineation of how we are to accomplish our purpose is stated under responsibilities or functions in our operational procedures and not under purpose.

**Danette** - our purpose, if fulfilled, can add to communication by responding to questions about growth and problems related to growth. It can help by coordinating its work with efforts of all world service entities to that end. The information and guidance provided both in response to questions or in proactive suggestions can enhance the growth of the Fellowship. In all of these things we can serve as a primary resource for the Fellowship.

**Bob**

**BobS. - Communication & information** - Allows for position papers, and bulletins which help others do direct work.

**Chuck** - The fellowship's primary purpose is unknown to me. Our groups have a primary purpose, that of caring the message to the addict who still suffers. If that is the focus of this question, then the Board of Trustees helps fulfill this purpose by contributing to the continuation and growth of NA and in their role as a primary resource for the fellowship they are positioned well to address all issues of communication, coordination, information, and guidance.

**Floyd- Communication, Coordination, Information, Guidance.** The WSB, as described in TWGSS, function in a capacity of lending to the fellowship direction in maintaining focus on our spiritual principles.

**Dona** - Our purpose, as stated in TWGSS, is ultimately directly related to our fellowship's primary purpose, in that we are "to contribute to the continuation and growth of Narcotics Anonymous and to serve as a primary resource for the fellowship of NA" so that the message of recovery may be available to all addicts, 'serve as a primary resource for the fellowship of NA', act as "guardians of the 12 Traditions", "encouraging fellowship-wide understanding and utilization of the Twelve Traditions of NA", and "actively seek and-encourage ways of carrying the message



of recovery to the addict who still suffers". How this is manifested is not easily broken down and delineated into the four categories listed below.

**communication** - generally this indirectly affects fellowship's primary purpose: publication of our minutes (with discussions and/or decisions about issues or projects we are involved with) ; our reports in the conference publications; report and/or panel presentations at the WSC (that filter down through the RSR) . We often initiate or promote discussion or dialogue with committees/boards or fellowship re: topics (e.g., Trustee Bulletins), service needs or efforts, etc. our participation at forums, workshops, learning days, etc., may enable us to more directly support the fellowship in carrying out our primary purpose.

**coordination** - Again, this is indirectly. Primarily through the short-term and long-term planning of WS projects, "plan[planning] and oversee[overseeing] the work" of such projects, "determining the priorities and focus of conference committees", "involved in determining the direction of the WSO". Involvement in the coordination of the Development Forum

**information** - - more directly influence or help fulfill our primary purpose via the publication of Trustee Bulletins; responses to fellowship inquiries re: questions/concerns/problems surrounding service efforts or Traditions; participation at forums, workshops, learning days, etc.,

**guidance** - See section IV in TWGSS (p.12)

**Stu - Definition:** Purpose of the Board of Trustee's - "It's purpose is to serve the fellowship" (Paragraph 1 sentence 2). The purpose of the World Service Board of Trustees is to contribute to the continuation and growth of Narcotics Anonymous and to serve as a primary resource for the fellowship of NA (Item I page 11). The purpose of the WSB committees is: 1) To be a resource and provide continuity for World Service Conference committees, 2) To be a source of information, experience, and guidance in each committee's area of specialization. (Item III, A, 1 and 2, page 43)

**Communication** - The Board of Trustee's communicate with the fellowship at large on numerous occasions. The trustee's provide for in-direct communication through periodicals and world service fellowship reports as well as, direct communication with members and other parts of the fellowship on issues facing their local fellowship. The communication as a whole in it's content furthers the fellowships primary purpose. However because of the length of the response time sometimes the communication creates misgivings about the trustee's. **Coordination** - Coordination is maintained by the full board by it's involvement in multi-regional forums as well as providing input to works in progress by it's committees or conference committees. Additionally, the full board discusses and provides input to the fellowship at large based on their request on a variety of issues and at time, provides conflict resolution to local NA communities. This frees the energy devoted to conflict and committee differences and focuses it on our fellowships primary purpose. In providing this, the trustees have fulfilled their purpose as a primary resource to the fellowship.

**Information** - The full board does decimate information as to there discussions and decision on issues. In doing this, provides information to the fellowship at large on current issues and aids the fellowship in fulfilling its primary purpose. However the

process used to complete a response is lengthy and requires much debate. This is a problem because at times the issues have a higher urgency to the local fellowship than in the full picture of the board activities. This may reduce the ability of the trustee's to be an adequate resource to the fellowship. **Guidance** - The efforts as stated above in communication coordination and information the full board provides it's guidance. At times because the members are diverse on the board, the debates are long and the response to issues a watered down to please all parties. At times this doesn't make for a strong guidance perspective and does not provide the fellowship with the needed guidance.

## **COMMITTEES (Single Response)**

### **Internal Committee -**

#### **Floyd - No answer**

**Stu - Communication** - The Board of Trustee's provides communication among committees with whom they are involved with or whom their project may affect. Many times communication happens between the chairs of the committees. Written communication is used when requests are formally made. Most interchange takes place when input is desired either by the trustee committee or a conference committee. In the last three years the conference committee leadership has been included on the trustee committee. This was also an effort to better the communication effort. The trustee committees are task oriented, except the steering committee who is administrative. As such the trustee committees do not in most cases communicate with the fellowship unless they are working on a special project like the traditions portions of it works or the fellowship trust. All work in progress must be approved by the full board who will then communicate the outcome to the fellowship. **Coordination** - Coordination is maintained through it's project administration and inclusion of conference committee chairs on their committees. Through this, the board continues to lend project coordination and move projects to completion that are needed by the fellowship to further our primary purpose. However the trustee committees only administrate 40-50% of the conference projects not allowing for full advantage of the trustee's to be utilized. **Information** - The committee decimates information to the fellowship on project s it is currently working on. Most of this information is a progress report on that work. Additionally work pending approval is workshoped within the fellowship by the committee members. This provides a better understanding of the project and the discussions that will help the local fellowship render an informed decision on issues. This aides the groups in staying centered on their primary purpose of caring the message of recovery in those local fellowship rather than having numerous debates without direct information. **Guidance** - The committee provides it's guidance to other boards and committees through input on project as well as including the administration of conference committees into it's membership. Through these means the trustee's provide guidance to the world service system. Additionally, the committee works on projects that it incorporates it's guidance into. However because of the review restraints placed on the committee of having the full board approve the projects, the guidance is sometimes lost through the extensive debate by the full board.

**Chuck - See full board only**

**Becky - Full board only**

### **External Committee**

**Garth - *Communication*** - Source of information via committee through the full board and WSC. **Coordination** - Source of NA policies to help facilitate better coordination.

**Information** - Source of review of World Service mechanisms, committees, and boards.

**Guidance** - Source of information and exchange of information to inform and educate other segments of world services.

**Bob S. - *Communication & information*** - by assisting with PR and PI work, developing contacts in part of the world where NA is new or non existent b&d - by assisting PI, H&I

**Pete** - The External Committee is not mentioned by name in the operational procedures however, it is alluded to in the 1st paragraph, second and third sentence which states " It's purpose is to serve the fellowship, It does this through the committee system". In addendum 8 section III B it (TWGSS further states " External affairs - concerned with how our fellowship and service structure interface with society, with emphasis on hospitals and institutions, public information, relations with the medical profession, the criminal justice system, and the media. The external affairs committee also provides administrative support for the WSB Additional Needs Panel". I will attempt to cover the four sub headings of communication, coordination, information, and guidance with the following statement. The WSB external committee maintains contact with the fellowship through various fellowship media, participation at learning days and multi-regional events. Also through interaction and participation on projects with H&I and WSC PI these four items are met I feel that addendum # 9 in TWGSS the Public Relations statement of purpose covers the areas mentioned in the inventory.

**Danette - See full board only**

**Dona - See full board only**

### **Literature Review**

**Steve-** No response

**Bob M.**

### **Additional Needs**

**Mary - *Communication*** - Advance awareness of needs of members with additional needs. **Coordination** - Network of committees serving and researching additional needs. **Information** - Advise & educate about additional needs. **Guidance** - assist in formation of local committees

**Darwyn** - - *Communication, Coordination, Information, Guidance*

2. How do your current goals serve to help fulfill our fellowship's primary purpose in the following areas?

### **Full Board (Single Response)**

**Garth** - **Communication** - Satisfactory **Coordination** - Satisfactory, depending on financial restraints. **Information** - **Guidance** -

**Mary** - **Communication** = Encourage understanding and utilization of the steps and traditions. **Coordination**, provide & encourage exchange & availability of service-related Info. & experience. **Information, Guidance** - Deal with those things within and outside the fellowship which affect NA's continuation and growth. Seek and encourage ways of carrying the message.

**Darwyn** - Additional Needs only

**Steve** - **Communication, Coordination, Information, Guidance** Serves as personal encouragement to WSB.

**Pete** - **Communication** - If one examines the WSB closely they would see that the most majority of its mission is devoted to our primary purpose i.e. the WSB literature Committee works in conjunction with WSC Literature Committee and so on down the line. Also the presence of individual trustee's at multi-regional events and their participation increases communication. **Coordination** - Participation at Zonal Forums seems to jump out at me on this one as well as, the M.D.F. at WSC. **Information** - Trustee bulletins, responses to individual members concerns and other things of this nature. **Guidance** - This is covered under section II letter d. Under our operational guidelines set forth in TWGSS "93".

**Becky** - Typically, we set our goals annually; some to be completed in one year, some to take longer. Since this is not a normal year, we have no new goals that I am aware of other than our portion of the inventory. Our "left overs" from last year and before are the Development Forum, the five year PI plan and Additional Needs. The Development Forum of the WSC and the funding of international participation fulfills our fellowship's primary purpose as follows:

**Communication and information:** Allows representatives reflecting our worldwide fellowship to come together to exchange information and communicate their needs to each other.

**Guidance:** Allows the voice of a worldwide fellowship to direct world service efforts and priorities.

The work of additional needs and the five year PI plan fulfill our fellowships primary purpose but the people who are doing that work could answer the specifics of how much better than I can.

**Danette** - our communication with the public can serve to dispel myths and provide a positive image. The External Committee) has begun non-NA contacts as a means of entering that arena, but funds and lack of coordination with other ongoing work, i.e. no comprehensive long range world plan, has effectively halted that effort for the time being. Communicating with other boards can provide a unified approach to growth. This is more in the realm of our steering committee. Coordination is done by all subcommittees depending on assignments from WSC as well as self appointed tasks. Information is, unfortunately, provided to all entities from all of the Board, perfunctorily for the most part in superficial reports which can, at the best, provide updates to those familiar with world services and questions for those unfamiliar. Guidance is perhaps where we do some of our best work but also expend the least amount of our time. We all seem to do well responding to direct questions or requests. When we spend our time discussing and debating the aspects of things we believe are problems or things which may help continuation and growth of NA, we are consistently ineffective because we operate in a vacuum with no comprehensive plan or combination of efforts with other Committees and Boards. Our current goals do aim at changing things in an attempt to accomplish more combination of resources; however the present system and structure would appear to be built in such a way as to make that change very difficult and painful.

**Bob M**

**Bob S.** - N/A - Do we have any stated goals

**Chuck** - What current goals?

**Floyd** - ***Communication, Coordination, Information, Guidance.*** The current and ongoing goal of carrying the NA message world wide is the primary focus of the WSB.

**Dona** - Current goals: in this "year of the inventory" our current goals have been limited to providing basic services, and are further limited in actualizing them due to meeting and budget constraints.

***coordination*** - directly impacting primary purpose: coordination of Additional Needs projects (completion of ASL White Book, completion of Additional Needs Resource Package); limited coordination of Non NA Events, which indirectly impacts primary purpose.

**Stu - Definition** Page 11 Item II A-D(Assuming that function is a synonym for goal)  
The functions of the World Service Board of Trustees and its members are:

- A. To deal with those things, both within and outside the fellowship, which affect the continuation and growth of NA;
- B. To encourage fellowship-wide understanding and utilization of the Twelve Traditions of NA;
- C. To provide and encourage the exchange and availability of service-related information and experience; and,
- D. To actively seek-and encourage ways of carrying the message of recovery to the addict who still suffers.



**Communication** - (A)The Board does provide service both in and outside the fellowship through responding to fellowship and outside requests. In doing so, helps our primary purpose through the support given to growing NA communities and NA's public relations effort.(B) The Board through constant review of work in progress and responses to the fellowship fosters the application of the 12 traditions in all NA's activities. This furthers our primary purpose through the application of the 12 traditions in all our affairs. (C) The board does encourage the exchange of service related information as seen through it's communications. This furthers our primary purpose through providing access by the fellowship to service related tools need to carry the message of recovery. (D) By the above mention means the board seeks and encourages way to carry the message of recovery. However the board does not have access to all world service activities or projects that does not allow for a overall application of the actions described above.

**Coordination** - (A)Through the board dealing with those things in and outside the fellowship which effect the continuation and growth of NA they provide coordination among NA communities. This furthers the primary purpose by promoting a coordinated service effort. (B) In doing this effort fosters adherence to the 12 traditions which supports our primary purpose. (C) By accomplishing the above task encourages the exchange of service information and experience that also enhances the primary purpose by maintaining a coordinated service effort. (D) Through the above focus furthers the fellowships ability to carry the message. However, since there are other boards and committees the service effort in not at all times coordinated due to the other boards and committees also providing coordination which at times, is in conflict.

**Information** - (A) Information distribution takes place as seen in board communications to growing NA communities as well as to those outside NA. This information distribution serves to promote an informed group conscience that promotes our primary purpose. (B) Since the mind set of information distribution is based on adherence to our 12 traditions our primary purpose is promoted. (C) The distribution has taken place so our primary purpose is supported. (D) If the information is distributed the board has sought to further the fellowships primary purpose as stated above. However the boards information distribution is not consistent and sometimes does not follow a focused pattern. Information is distributed as needed but, there is no guidelines for a consistent flow of information.

**Guidance** - In the board efforts to accomplish its goals as stated above through communication, coordination and information distribution the board has sought to further our fellowships primary purpose as defined in the board goals (functions) therefore, providing guidance.

## **COMMITTEES**

### **Internal Committee -**

**Floyd** - No answer

**Stu - Definition** - 2) Internal Affairs--concerned with what occurs within our fellowship and service structure, with emphasis on WSO, WSC, finance, activities, along with our fellowship's growth and development, service structure development, provision of services, planning, etc.(Item III, B, 2, page 43)



**Communication** - By definition of the committee, the purpose of the committee serves to further the fellowships primary purpose through the committee' focusing on the stated areas of purpose. There are no stated goals to accomplishing this purpose. The committee simply performs tasks related to the areas defined in the committee purpose. Committee communication does center in those areas however, it is limited to project tasks and does not review and communicate on all areas of the stated purpose. This is due to the function of other boards and committees. This does block communication to all parts of the service structure except what is desired by the board or committee whose task it is. **Coordination** - The committee does provide coordination based on the activities defined in their purpose. This coordination is in most cases is on behalf of the Full board. However may of the committee tasks overlap with other committee and boards making the coordination limited. Having a limited coordination of service efforts will hinder the fellowships primary purpose not promote it. The committee through integration of other board and committee members to it's membership has sought to eliminate this problem. **Information** - Committee does distribute information on it's activities and projects. This does promote the fellowships primary purpose of creating and informed group conscience. However the information is sometimes not distributed in a timely manner which causes confusion and suspicion. **Guidance** - same as above.

**Chuck** - See full board only

**Becky** - See Full board only.

## **External Committee**

**Garth** - **Communication**, - Promote interfacing with society at large - non NA events, facilitating additional needs. **Coordination**, - Source of material for coordination for full board - world services. **Information**, - **Guidance**.

**Pete** - I feel that addendum # 9 in TWGSS the public Relations statement of purpose covers the areas mentioned in the inventory.

**Bob S.** - We have a 5 year plan which was shelved for the inventory (I'd answer the question specifically, but I cannot find a Copy of the plan)

**Danette** - See full board only -

**Dona** - See full board only

## **Literature Review**

**Steve**- No response

**Bob M.**

## **Additional Needs Committee**

**Mary - Communication** - carries the message in variety of adapted forms.  
**Coordination** - Works with members with additional needs to provide appropriate services. **Information - Guidance** - Provides education and direction, advise to fellowship on additional needs matters.

**Darwyn** - Communication - To make the fellowship more aware of us. Coordination - Realizing what needs, needs to be met.

## B. SERVICES

1. What services are you providing to groups to help fulfill our fellowship's primary purpose in the following areas?

### Full Board

**Garth - Communication** - "Bulletins" Conference mailings articles generated, NA way articles, Coordination - A resource as requested, development forum input, fellowship visits, **Information** -overseeing a check and balance mechanism, **Guidance** - Originating and coordination service/tradition related information via various publications. Carrying out the wishes and directions as directed by the WSC, thus by the fellowship.

**Mary - Communication**, - Promotion of communication within the fellowship.  
**Coordination**, - Involvement in growth and development of NA communities world wide.  
**Information**, - Respond to questions and concerns. **Guidance** - Contribute to the continuation and growth of NA.

**Darwyn** - Additional Needs only

**Steve - Communication, Coordination, Information, Guidance.** Bulletins are available. Respond to inquires by letter. Attempt to direct inquires on disputes to groups or service bodies responsible to groups.

**Pete - Communication**, Trustee bulletins, individual trustee interactions, with members voicing concerns, attendance at multi-regional conferences. Work on the literature trust document is reviewed by some in this light. **Coordination**, unsure how to answer this in the present context. **Information**, not related. **Guidance** not related.

**Becky** - Most of the services that we provide are not categorized by group, area or region. We receive letters from members, groups, areas, and/or regions that ask for guidance or direction concerning controversy's affecting them and try to respond to those requests. We have responded to many requests for trustee participation in workshops and forums which falls under communication, information and guidance. The forums and workshops cover an almost endless list of topics; additional needs, problems concerning emerging and established fellowships, service structure issues, H&I and PI, the Fellowship Intellectual Property Trust, the NA Way, literature translation and distribution issues, CAR items, etc.

**Danette** - Communication - bulletins, responses to general correspondence, participation in open forums and travel to underdeveloped areas of NA; minimal individual phone contact **Coordination** - specific tasks as assigned, i.e., WSC motions to be dealt with, or projects to be research and/or completed - **Information, Guidance** -- Bulletins; correspondence, projects that are directly requested and provide information regarding a particular problem or question.

**Bob**

**Bob S.** - A&C position papers , bulletins - D - Interpretations of traditions, direct responses to questions.

**Chuck** - The Board of Trustees provides verbal dialogue with groups, areas and regions when requested. We also support learning day activities, and issue written opinions of the board upon request. The board, upon request, has been asked to mediate conflict and provide expertise in specific areas related to service.

**Floyd** - **Communication, Coordination, Information, Guidance.** Written and oral communication

**Dona** - In general, this answer would be the same as that outlined under "Proposal. Specifically, last year: **communication** see response to "purpose-, **coordination** External's work on Public Relations-Policy/Development Plan, Non NA Events; Internal's work with NAS on Guide to Service, and Basic Support Materials; Additional Need's work on Resource package, ASL White Book, Glossary; Lit Review's coordination re: evaluation of Trustee Bulletins. Development Forum. **Information** - Lit Review's Articles on Prejudice, HIV/AIDS **guidance** - providing input to "Guide to Service,, (which would have indirect affect on primary purpose) ; providing input to FIPT,

**Stu** - **Communication,** - The full board provides groups with articles on issues facing the fellowship, provide clarification on issues related to service structure, provide response to members concerns. **Coordination,** - The full board provides groups with articles on issues facing the fellowship, provide clarification on issues related to service structure, provide response to members concerns. The content of the communication is an effort to provide coordinated services through out the fellowship as a result of the position papers and conflict management. This serves as a service to the groups. However most of the work is done by individual trustee's in their local vicinity. This sometime is not coordinated and serves to fragment the service effort. **Information,** - The full board provides groups with articles on issues facing the fellowship, provide clarification on issues related to service structure, provide response to members concerns. The full board produces articles and position papers to serve as information distribution. This is a direct service to the group **Guidance** - The full board provides groups with articles on issues facing the fellowship, provide clarification on issues related to service structure, provide response to members concerns.

## COMMITTEES

### Internal Committee

**Becky** - See full board only

**Chuck** - See full board only

**Stu** - **Communication** - The committee provides the initial discussions and task oriented work on responses and projects of the full board, that supports their positions. **Coordination**, -.Committee projects because of the nature of the service structure, require the committee to act as a coordinator to the boards group service effort. The committee is task oriented and most group service effort is derived from the full board communication and information distribution. **Information**, - The committee provides the information on their current work in progress. Other than that the Full board provides the group service effort. **Guidance** - The committee provides the initial work on position papers that supports the full boards position

**Floyd** -No Response.

### Literature Committee

**Steve** - No response

**Bob M.**

### External Committee

**Garth** - **Communication** - Source material NA way, PI News, Update and various periodicals. **Coordination** - Facilitating PI, HI and external members to generate and review material. **Information** - Review material relevant to public relations in general. **Guidance** - Source material that give committee and board education, direction and advice as requested.

**Pete** - I am not sure how to answer this question because the external committee by nature deals with entities out side the fellowship however, I know our activities are widely reported outside the fellowship.

**Bob S.** - a, c, & d - position papers, bulletins, direct responses

**Danette** - See full board only

**Dona** - See full board only

## Additional Needs

Mary - Don't Know

Darwyn - Communication - Working with regional and area additional needs committees. Coordination - We just finished white book. Information - workshops. Guidance -- Working with regional and area additional needs committees

- .2. What services are you providing to areas to help fulfill our fellowship's primary purpose in the following areas?

## Full Board (Single Response)

Garth - **Communication** - "Bulletins" Conference mailings articles generated, NA way articles, Coordination - A resource as requested, development forum input, fellowship visits, **Information** -P-----overseeing a check and balance mechanism, **Guidance** - Originating and coordination service/tradition related information via various publications. Carrying out the wishes and directions as directed by the WSC, thus by the fellowship.

Mary - Don't Know

Darwyn - Additional Needs only

Steve - **Communication, Coordination, Information, Guidance.** Bulletins are available. Respond to inquires by letter. Attempt to direct inquires on disputes to groups or service bodies responsible to groups.

Pete - **Communication, Coordination, Information, Guidance:** I see no reason to respond any different to this than responses provided in purpose section I.

Becky - Most of the services that we provide are not categorized by group, area or region. We receive letters from members, groups, areas, and/or regions that ask for guidance or direction concerning controversy's affecting them and try to respond to those requests. We have responded to many requests for trustee participation in workshops and forums which falls under communication, information and guidance. The forums and workshops cover an almost endless list of topics; additional needs, problems concerning emerging and established fellowships, service structure issues, H&I and PI, the Fellowship Intellectual Property Trust, the NA Way, literature translation and distribution issues, CAR items, etc.

Danette - Communication - bulletins, responses to general correspondence, participation in open forums and travel to underdeveloped areas of NA; minimal individual phone contact **Coordination** - specific tasks as assigned, i.e., WSC motions to be dealt with, or projects to be research and/or completed - **Information, Guidance** -- Bulletins; correspondence, projects that are directly requested and provide information regarding a particular problem or question.

**Bob S.** - A&C position papers , bulletins - D - Interpretations of traditions, direct responses to questions.

**Bob M.**

**Chuck** - The Board of Trustees provides verbal dialogue with groups, areas and regions when requested. We also support learning day activities, and issue written opinions of the board upon request. The board, upon request, has been asked to mediate conflict and provide expertise in specific areas related to service.

**Floyd** - Written and oral communication

**Dona** - In general, this answer would be the same as that outlined under "Proposal. Specifically, last year: **communication** see response to "purpose-, **coordination** External's work on Public Relations-Policy/Development Plan, Non NA Events; Internal's work with NAS on Guide to Service, and Basic Support Materials; Additional Need's work on Resource package, ASL White Book, Glossary; Lit Review's coordination re: evaluation of Trustee Bulletins. Development Forum. **information** - Lit Review's Articles on Prejudice, HIV/AIDS **guidance** - providing input to "Guide to Service,, (which would have indirect affect on primary purpose) ; providing input to FIPT,

**Stu - Communication** - The full board provides areas with articles on issues facing the fellowship, provide clarification on issues related to service structure, provide response to area concerns. **Coordination** - The content of the communication is an effort to provide coordinated services through out the fellowship as a result the position papers and conflict management. This serves as a service to the area's. However most of the work is done by individual trustee's in their local vicinity. This sometime is not coordinated and serves to fragment the service effort. **Information** - The full board produces articles and position papers to serve as information distribution. This is a direct service to the area's. **Guidance** - The full board provides groups with articles on issues facing the fellowship, provide clarification on issues related to service structure, provide response to members concerns.

## COMMITTEES

### Internal Committee

**Becky** - See full board only

**Chuck** - See full board only



**Stu - Communication** - The committee provides the initial discussions and task oriented work on responses and projects of the full board that supports their positions communicated to the area. **Coordination** - Committee project because of the nature of the service structure require the committee to act as a coordinator to the full boards effort. The committee is task oriented and most area service effort is derived from the full board communication and information distribution. **Information** - The committee provides the information on their current work in progress. Other than that, the full board provides the area service effort. **Guidance** - The committee provides the initial work on position papers that supports the full boards position.

**Floyd** - Written and oral communication

## **Literature Committee**

**Steve** - Same as B.1

**Bob**

## **External Committee**

**Garth - Communication** - Source material NA way, PI News, Update and various periodicals. **Coordination** - Facilitating PI, HI and external members to generate and review material. **Information** - Review material relevant to public relations in general. **Guidance** - Source material that give committee and board education, direction and advice as requested.

**Pete Communication, Coordination, Information, Guidance:** I see no reason to respond any different to this than responses provided in purpose section I.

**Bob S.** - a, c, & d - position papers, bulletins, direct responses

**Danette** - See full board only

**Dona** - See full board only

## **Additional Needs**

**Mary** - Don't Know

**Darwyn - Communication** - Working with regional and area additional needs committees. **Coordination** - Working with translating. **Information** - Interacting with fellowship as a whole. **Guidance** - Interacting with fellowship as a whole.

3. What services are you providing to regions to help fulfill our fellowship's primary purpose in the following areas?

## **Communication**

### **Full Board (Single Response)**

**Garth - Communication** - "Bulletins" Conference mailings articles generated, NA way articles, Coordination - A resource as requested, development forum input, fellowship visits, **Information** -overseeing a check and balance mechanism, **Guidance** - Originating and coordination service/tradition related information via various publications. Carrying out the wishes and directions as directed by the WSC, thus by the fellowship.

**Mary - Communication** - Conference and other reports, literature review materials. **Coordination** - Attend multi-regional events, zonal forums, CAR workshops. **Information** - Involvement in workshops, learning days, conventions. **Guidance** - Respond to questions about issues faced by regions.

**Darwyn** -Additional Needs committee only.

**Steve** - Communicate directly via visits, phone, reports, and minutes; assist with events and development forums, reports, newsletters, and bulletins, open forum meetings and by example. **Coordination, information, and Guidance** - Bulletins are available. Respond to inquires by letter. Attempt to direct inquires on disputes to groups or service bodies responsible to groups.

**Pete - Communication:** As previously mentioned, multi-regional event attendance, zonal forum attendance, MDF, written and verbal response to regional concerns via mail and telephone. This statement I feel also covers coordination, information and guidance at the risk of being perceptual in response.

**Becky** - Most of the services that we provide are not categorized by group, area or region. We receive letters from members, groups, areas, and/or regions that ask for guidance or direction concerning controversy's affecting them and try to respond to those requests. We have responded to many requests for trustee participation in workshops and forums which falls under communication, information and guidance. The forums and workshops cover an almost endless list of topics; additional needs, problems concerning emerging and established fellowships, service structure issues, H&I and PI, the Fellowship Intellectual Property Trust, the NA Way, literature translation and distribution issues, CAR items, etc.

**Danette** - Communication - bulletins, responses to general correspondence, participation in open forums and travel to underdeveloped areas of NA; minimal individual phone contact **Coordination** - specific tasks as assigned, i.e., WSC motions to be dealt with, or projects to be research and/or completed - **Information, Guidance** -- Bulletins; correspondence, projects that are directly requested and provide information regarding a particular problem or question.

## **Bob**

**Bob S.** - A&C position papers , bulletins - D - Interpretations of traditions, direct responses to questions.

**Chuck** - The Board of Trustees provides verbal dialogue with groups, areas and regions when requested. We also support learning day activities, and issue written opinions of the board upon request. The board, upon request, has been asked to mediate conflict and provide expertise in specific areas related to service.

**Floyd** - Written and oral communication

**Dona** - In general, this answer would be the same as that outlined under "Proposal. Specifically, last year: **communication** see response to "purpose-, **coordination** External's work on Public Relations-Policy/Development Plan, Non NA Events; Internal's work with NAS on Guide to Service, and Basic Support Materials; Additional Need's work on Resource package, ASL White Book, Glossary; Lit Review's coordination re: evaluation of Trustee Bulletins. Development Forum. **information** - Lit Review's Articles on Prejudice, HIV/AIDS **guidance** - providing input to "Guide to Service,, (which would have indirect affect on primary purpose) ; providing input to FIPT,

**Stu - Communication** - The full board provides regions with articles on issues facing the fellowship, provide clarification on issues related to service structure, provide response to regional concerns. Provides representation at multi-regional events. **Coordination** - The content of the communication is an effort to provide coordinated services through out the fellowship as a result the position papers and conflict management. This serves as a service to the region's. Provides for representation at regional workshops and learning days. However most of the work is done by individual trustee's in their local vicinity. This sometime is not coordinated and serves to fragment the service effort. Guidelines do not exist for individual trustee activity. **Information** - The full board produces articles and position papers to serve as information distribution. This is a direct service to the region's. At Times trustee's are called upon to individually provide workshop or participate in learning days in an effort to provide information. **Guidance** - Through response to regional requests for a position on issues, the full board provides direct guidance to the region's. The board also administrate projects for the WSC.

## **COMMITTEES**

### **Internal Committee**

**Becky** - See full board only

**Chuck** - See full board only

**Stu - Communication** - The committee provides the initial discussions and task oriented work on responses and projects of the full board that supports their positions communicated to the region. **Coordination**, - Committee project, because of the nature of the service structure require the committee to act as a coordinator to the full boards effort relative to that project. The committee is task oriented and most regional service effort comes from the full board communication and information distribution. Other coordination comes from the individual trustee's. **information**, - The committee provides the information on their current work in progress. Other than that, the full board provides the regional service effort. **Guidance** - The committee provides the initial work on position papers and conference projects that supports the full boards position.

**Floyd** - Written and oral communication

## **Literature Committee**

**Steve** - No answer

**Bob M.**

## **External Committee**

**Garth - Communication** - Source material NA way, PI News, Update and various periodicals. **Coordination** - Facilitating PI, HI and external members to generate and review material. **Information** - Review material relevant to public relations in general. **Guidance** - Source material that give committee and board education, direction and advice as requested.

**Pete** - Participation at multi-regional events interaction with RSR's at quarterly meetings and the rest of the conference year. Again through standing conference committees through shared participation on projects.

**Danette** - See full board only

**Dona** - See full board only

**Bob S.** - a, c, & d - position papers, bulletins, direct responses

## **Additional Needs**

**Mary** - Reports and Workshops. **Coordination**, - Clearing house for information to share among regions. **information, Guidance** - Lead fellowship efforts toward awareness and accessibility.

**Darwyn - Communication** - Working with regional and area additional needs committees. **Coordination** - Working with translating. **Information** - Interacting with fellowship as a whole. **Guidance** - Interacting with fellowship as a whole.

4. What other services do you provide to help fulfill our fellowship's primary purpose in the following areas?

### **Full Board (Single Response)**

**Garth - *Communication*** - "Bulletins" Conference mailings articles generated, NA way articles, **Coordination** - A resource as requested, development forum input, fellowship visits, **Information** -overseeing a check and balance mechanism, **Guidance** - Originating and coordination service/tradition related information via various publications. Carrying out the wishes and directions as directed by the WSC, thus by the fellowship.

**Mary *Communication*** - Bulletins on issues.

**Coordination** - Management of projects committed by WSC. Participation in development of priorities and focus of world services. Develop and recommend policies which will help fellowship achieve its primary purpose. Participation in development and review of world services budget.

**Guidance** - Serve on WSC committees concerned with budget, travel, translations, etc. Assist in determining direction of WSO.

**Darwyn** -Additional Needs only.

**Steve** - No Response

**Pete** - I'm sure I've overlooked something however, it escapes me at present.

**Becky - *Communication, Information and Guidance***: Trustee Bulletins cover a range of topics that affect our fellowship and are typically written in response to requests. The Traditions Portion of It Works, the Five Year Public Relations Plan, the Fellowship Intellectual Property Trust Document, the ASL video of the Little White Book and the bulletins on HIV and Prejudice were all trustee projects that were presented at the last WSC to provide a service to our fellowship. I believe that the Development Forum and funded international participation at the WSC also falls under this category.

**Coordination**: Last year the leadership from the WSO BOD, the Admin Committee and all WSC Committees attended most of our meetings in an attempt to coordinate the service efforts from all of the arms of service.

**Danette** - Coordination with BOD and other conference committees, especially Interim and Admin.

**Bob M.**

**Bob S.** - ABCD - organizing the fellowship forums, reviewing literature and handbooks etc.

**Chuck** - The Board of Trustees provides verbal dialogue with groups, areas and regions when requested. We also support learning day activities, and issue written opinions of the

board upon request. The board, upon request, has been asked to mediate conflict and provide expertise in specific areas related to service.

**Floyd** - Written and oral communication

**Dona** - specifically last year, Internal's work on various projects related to WSC (e.g., WSC elections procedures, WSC format recommendations, Committee Roles. Lit Review's work on Funding World Services Article. External's interaction with H&I/PI efforts.

**Stu** - In addition to direct services to groups, areas, and regions the board administrates projects for the WSC as well as, have it's members participate on ad hoc committees. In doing this the board communicates with a variety of service bodies. There is no structured format for this communication. The system is past from administration to administration. Coordination efforts in world services are handled through a trustee steering committee which provides administrative activities for the full board. This committee provides the additional coordination effort for the full board. No other information is distributed other than meeting minutes that are not timely due the approval process. At time the board is call upon to provide other boards and committees with an opinion on issues or projects under their administration.

## **COMMITTEES**

### **Internal Committee**

**Becky** - Full board only

**Chuck** - See full board only

**Stu** - The committee only produces projects for the full board. At times the committee administrates a joint project that includes other boards or committees or RSR's. However all final work is full board approved. All minutes are communicated and ongoing progress reports are provided to the fellowship in an effort to keep participants informed. Generally communication and information distribution is not timely due to an approval process. Through the committee joint efforts on projects with other committees, the committee provides guidance and coordination to the service effort. This is activity outside of direct service.

**Floyd** - Written and oral communication

### **Literature Committee**

**Steve** - No Response

**Bob M.**



## External Committee

**Garth - *Communication*** - Source material NA way, PI News, Update and various periodicals. ***Coordination*** - Facilitating PI, HI and external members to generate and review material. ***Information*** - Review material relevant to public relations in general. ***Guidance*** - Source material that give committee and board education, direction and advice as requested.

**Pete** - Ask the WSC for direction.

**Danette** - See full board only

**Dona** - See full board only

**Bob S.** - N/A

## Additional Needs

**Mary-** Translate material for deaf and hearing impaired. Acquire info from agencies involved in additional needs.

**Darwyn - *Communication*** - Working with regional and area additional needs committees. ***Coordination*** - Working with translating. ***Information*** - Interacting with fellowship as a whole. ***Guidance*** - Interacting with fellowship as a whole.

5. What steps do you take to plan your projects?

## Full Board

**Garth** - See that it is conference mandated. Prioritize workload - delegate to WSB committee. On completion - WSB full board - WSC.

**Mary** - Often work with other committees (e.g. Public Relations Policy with Policy Committee); sometimes use consultants (e.g., Traditions ad hoc).

**Darwyn** -Additional Needs only.

**Steve** - Major projects are preceded by statement of purpose.

**Pete** - By the nature of the WSC a great majority of trustee projects are assigned by the conference, timelines are established by the conference. Beyond that the trustee leadership (chair, Vice chair, steering committee) in conjunction with the rest of the WSB and our assigned staff try to plan projects assigned to us.

**Becky** - Ask for input and direction from the WSC and from conference participants at the final WSB meeting held during the conference. Discuss the list of all proposed projects at the first WSB meeting of the conference year with the Conference Committee leadership present. We then prioritize the list and discuss what resources it will take to accomplish the highest prioritized items. The work is then assigned to a committee to work on and bring back by a specified date to the full board.

**Danette** - A lot of time in preparation and laying foundation, discussion, attempts to get a focus and goal statements; use of consultants when deemed helpful; Involvement of as many people as possible who may have valuable insight or experience to contribute.

**Bob**

**Bob S.** - I really don't know

**Chuck** - The internal committee identifies the project, determines resources needed for the project, and outlines work plan for project development.

**Floyd** - Can not answer

**Dona** - Talk them to death... Projects are either committed to us or we are proactive and identify needs/projects. Presented to full board, worked on in subcommittees, drafts presented to full board, input sought from appropriate sources, attempts made to forecast time and resource needs (although inadequate dialogue occurs with office staff)

**Stu** - The full board approves the project plans of the committees and then produces an overall plan for the year. This is a process that has taken place in the last 2-3 years. There is no general format for the project plans and the content is left to the committee administration and later the full board. Project plans up to this point only included the profile of activity and in some cases the goals and objectives that a budget could be assigned to. The plan does not include staff allocation and WSO resources or any quality assurance mechanism.. While approval process is handled by the full board on project plans and the overall plan, there is no guideline for approval by any other joint mechanism in the structure to compensate for the affect the plan may have on other components of the service structure. At times the Interim Committee will approve a project plan and the overall plan but, there is no policy and it only takes place if the Interim committee feels it is necessary. This sometimes lends to conflict when some plan are reviewed and some are not.

## **COMMITTEES**

### **Internal Committee**

**Becky** Full board only

**Chuck** - See full board only

**Stu** - The committee approves the project and annual plans and then sends the plan to the full board for approval. This process has taken place only in the last 2-3 years. There is no general format for the project plans and the content is left to the committee. Because the approval process beyond the full board is not defined makes the planning and approval effort difficult. This makes committee administration difficult and leaves the communication and information distribution process left up to the committee administration and not a matter of defined protocol. This complicates the planning effort as well as, the implementation of a plan.

**Floyd** - Can not answer

## **Literature Committee**

**Steve** - No Response

**Bob**

## **External Committee**

**Garth** - Review what the full board has delegated. Prioritize workload - delegate to individual member(s) - review BOT board - Review full board.

**Pete** - Consult with the trustee steering committee, various other arms of service as well as, the fellowship as a whole.

**Danette** - See full board only

**Dona** - See full board only

**Bob S.** - 5 year plan, identified a need, assigned workers.

## **Additional Needs**

**Mary** - Consult the experts in the field; determine extent of unmet needs; have work reviewed by members who will be using additional needs materials.

**Darwyn** - Realizing a need, finding moneys if possible, researching projects.

6. What steps does your committee/board take to ensure the translatability/adaptability of your information/communication/projects?

## **Full Board**

**Garth** - Not enough, it is at least now being discussed.

**Mary** - Significant trustee involvement on Translations Committee.

**Darwyn** - Additional Needs only

**Steve** - Limited guidelines, use spontaneous reminders via experience.

**Pete** - I personally not aware of any "step" taken to insure translatability although in our discussions we are generally aware and sensitive to translation issues. We generally have our WSB meetings at WSO so, if questions do arise, we can ask staff familiar with translation issues. To my knowledge we have no set "translation" policy in place.

**Becky** - ?

**Danette** - Awareness and use of Translation Committee to review for ease of translation

**Bob**

**Bob S.** - Try to use simple language without ethnocentricity

**Chuck** - Somewhere during the project someone generally raises the question, "Gee, I wonder if people outside of America will be able to translate the meaning, the spirit, and/or the intent of this?". At that point we retrace our steps and attempt to define the project in homogenized terminology.

**Floyd** - Can not answer

**Dona** - Mindful

**Stu** - The board and committees approach all documents with a translation mine set as well as, an adaptability aspect. This has significantly taken place in the last 2-3 years. Prior to that the concern was minimal due to the low awareness and limited significance placed on the need. However, at this point making documents and information understandable to all members is a high priority when working on projects or communicating in general

## **COMMITTEES**

### **Internal Committee**

**Becky** -- See full board only

**Chuck** - See full board only

**Stu** - The board and committees approach all documents with a translation mine set as well as, an adaptability aspect. This has significantly taken place in the last 2-3 years. Prior to that the concern was minimal due to the low awareness and limited significance placed on the need. However, at this point making documents and information understandable to all members is a high priority when working on projects or communicating in general

**Floyd** - Can not answer

### **Literature Committee**

**Steve** No response

**Bob**

### **External Committee**

**Garth** - Until recently. not as much as it could. More aware since interaction with the development forum.

**Pete** - Consult with translation committee and office workers familiar with the translation process.

**Bob S.** - Try to use simple language without ethnocentricity

**Danette** - See full board only

**Dona** - See full board only

### **Additional Needs**

**Mary** - Work review by those who will use it; translations done by those familiar with language used.

**Darwyn** - Interacting with the BOT as a whole and outside agencies.

7. During the development phase of your written guidance such as handbooks or literature, what steps does your committee/board take to evaluate its usability or its appropriateness for the worldwide fellowship?

### **Full Board**

**Garth** - Revised entire TWGSS purpose and internal guidelines 2 years ago. Limited feedback from the WSC.

**Mary** - Fellowship review of traditions; fellowship request that certain bulletins are developed (?)

**Darwyn** - Additional Needs only

**Steve** - Limited guidelines, use spontaneous reminders via experience.

**Pete** - In reference to this question I return to #5. The majority of our work is assigned by the conference, in that regard we generally get a feel that the conference wishes us to complete this project.

**Becky** - We have not written handbooks. The Traditions portion of It Works made regular reports in the planning stage of the material and asked for feedback from the fellowship. The work itself was sent out for review and input to the fellowship. I am not certain if Additional Needs what Additional Needs is planning for a handbook.

**Danette** - Awareness of worldwide problems and attitudes; involvement of people worldwide in small sample and review groups; use of translation committee and other world level members involved in other cultures, regions and countries.

**Bob**

**Bob S.** - Some discussion within the board, listen to Jamie.

**Chuck** - Somewhere during the project someone generally raises the question, "Gee, I wonder if people outside of America will be able to translate the meaning, the spirit, and/or the intent of this?". At that point we retrace our steps and attempt to define the project in homogenized terminology.

**Floyd** - Can not answer

**Dona** - Mindful

**Stu** - Since the trustee guidelines are relatively current and the mind set is high in this area the board goes through a number of steps to address this concern. All communications are discussed for usability relative to the appropriate target populations. The WSO is asked if the material has any translation problems and if the documents will be globally useable. This process is not written in any policy form and is just a current practice of the administration in the last 2-3 years. Some documents are not meant for global use and adaptation is anticipated. However much of this practice is based on the current board administration. The internal committee has followed this practice.

## **COMMITTEES**

### **Internal Committee**

**Becky** - See full board only

**Chuck** - See full board only



**Stu** - Since the trustee guidelines are relatively current and the mind set is high in this area the board goes through a number of steps to address this concern. All communications are discussed for usability relative to the appropriate target populations. The WSO is asked if the material has any translation problems and if the documents will be globally useable. This process is not written in any policy form and is just a current practice of the administration in the last 2-3 years. Some documents are not meant for global use and adaptation is anticipated. However much of this practice is based on the current board administration. The internal committee has followed this practice.

**Floyd** - Can not answer

## **Literature Committee**

**Steve** No Response

**Bob**

## **External Committee**

**Garth** - Internal guidelines 2 years ago. Conference reviewed as accepted new guidelines now in TWGSS.

**Pete** - We generally take direction from the conference and these type avenues are explored by the conference.

**Bob S.** - N/A

**Danette** - See full board only

**Dona** - See full board only

## **Additional Needs**

**Mary** - N/A

**Darwyn** - By interacting with additional needs members of the fellowship.

8. Do you in discussing your service delivery efforts consider how those efforts may affect the image of NA?

## **Full Board**

**Garth** - I do, I think the board does well considering the tall poppy syndrome it has to overcome.

**Mary** - Yes

**Darwyn** - Additional Needs only

**Steve** - Yes

**Pete** - Yes

**Becky** - Yes

**Danette** - Absolutely.

**Bob**

**Bob S.** - Yes always

**Chuck** - No

**Floyd**- Yes

**Dona** - Yes

**Stu** - The board when moving forward with it's service effort as a whole, directly discusses how the actions taken will affect the NA image. However, at times when trustee's act individually, those action may not take into consideration the image of NA or the Board of Trustee's. There is no guidelines or policy for individual trustee activity. Currently the board is asking for reports from trustee's on their activity. However there is no direct accountability mechanism.

## **COMMITTEES**

### **Internal Committee**

**Becky** - See full board only

**Chuck** - See full board only

**Stu** - The board when moving forward with it's service effort as a whole, directly discusses how the actions taken will affect the NA image. However, at times when trustee's act individually those action may not take into consideration the image of NA or the Board of Trustee's. There is no guidelines or policy for individual trustee activity. Currently the board is asking for reports from trustee's on their activity. However there is no direct accountability mechanism

**Floyd**- Yes

## **Literature Committee**

**Steve** - No Response

**Bob**

## **External Committee**

**Garth** - Yes, particularly in the external committee than any other committee I've ever been involved in.

**Pete** - Yes

**Danette** - See full board only

**Dona** - See full board only

**Bob S.** - Yes always

## **Additional Needs**

**Mary** - No answer

**Darwyn** - Of course

## **c. RESOURCES**

- I.a. How many trusted servants served on your committee or board during the 1992-1993 conference year in a voting or non-voting capacity?

### **Full Board**

**Garth** - As a full board 13 members. One dual WSO member, = 14 members.

**Mary** -- Don't Know

**Darwyn** - Additional Needs only

**Steve** - 23 members worked with board

**Pete** - Unsure

**Becky** - 13 trustees, 2 Additional Needs Ad-Hoc members, 8 members from WSC Committee leadership, 3 from Admin, 2 from the WSO BOD, 1 from WS Translations, and 3 - 5 WSO staff.

**Danette** - I believe thirteen for the majority of the year

**Bob**

**Bob S.** - (i) 12? voting members, and 5-9 non voting (WSC sub-committee chairs etc.)  
(ii) Voting about 3 hours reading/week plus meetings  
(iii) a&c about 70%, b&c about 30%

**Chuck** - I don't know ... it wasn't my turn to watch.

**Floyd** - Can not answer

**Dona** - 20 (?)

**Stu** - 14 members served in a voting capacity.

## **COMMITTEES**

### **Internal Committee**

**Becky** - See full board only

**Chuck** - See full board only

**Stu** - 8 trusted servant members were in a voting capacity.

**Floyd** - Can not answer

### **Literature Committee**

**Steve** - 8 with WSB Literature Review Committee

**Bob**

### **External Committee**

**Garth** - All were voting members 5 full external committee x 4 meetings and (HI and PI chair and vise chair for 2 meetings.

**Pete** - 9

**Danette** - See full board only

**Dona** - See full board only

**Bob S.** - (I) 3 BOT members, and 3-7 non voting (WSC sub committees chairs etc.)  
(ii) voting about 1 hour reading/week, plus meetings.  
(iii) a&c about 30%, b&c about 70%.

## **Additional Needs**

**Mary** - - Don't Know

**Darwyn**- 2 panel members interaction from numerous members.

- 1.b. How many hours were spent by these trusted servants on your committee/board's work during the 1992-1993 conference year?

**NOT ABLE TO ANSWER INFORMATION NOT LOGGED OR NOT AVAILABLE**

## **NEED FULL BOARD DISCUSSION ON QUESTION**

**Chuck** - I don't know ... it wasn't my turn to watch.

**Steve** - Overall (Literature review, conference meetings, regular WSB and travel) 2100 hr. half of the board spends five times that much on phone time alone while the other half may spend about the same or much less, depending on their assignments.

**Danette** - I have no idea. I probably spent an average of two hours each week on some BOT related work and feel that about

**Darwyn** - Give me a break, how many grains of sand on a beach, how many stars in the sky etc.

**Garth** - 100 to 200 hours the chair would be at the higher end of the scale.

**Pete** - I cannot speak for other trustees but as far as myself, on weeks that there wasn't a trustee meeting I would average 10 hours. On weeks we held trustee meetings 10 plus 40 -50 if you include travel time add 16 hours, conference week 110-120. This includes multi-regional learning days. my best guess would be 790 - 840 hours per year.

**Stu** - I have no idea.

**Becky** - I could only begin to answer for myself and that would be perceptual rather than factual since I did not keep a written account.

**Dona** - Don't Know - not logged - couldn't even tell you mine

**Chuck** - I don't know ... it wasn't my turn to watch.

1.c What percentage of your trusted servant hours were spent on the following areas:

- communication
- coordination
- information
- guidance

**NOT ABLE TO ANSWER INFORMATION NOT LOGGED OR NOT AVAILABLE**

### **NEED FULL BOARD DISCUSSION ON QUESTION**

**Dona** - Don't Know - not logged - couldn't even tell you mine

**Danette** - Communication - 35%

Coordination - 50%

Information - I'm not sure what this refers to specifically different than communication and coordination. If it refers to actual development of information, I would say about 20% of the above 85%

Guidance (only for subcommittee members) 15%

**Becky** - Again, answering only for myself would still be a guesstimate. My term as chair required a much different time commitment than this year.

**Chuck** - I don't know ... it wasn't my turn to watch.

**Garth**            **Communication - 50 %**

**Coordinate - 35%**

**Information - 10%**

**Guidance - 5%**

**Steve** -        **Communication - 5 %**

**Coordinate - 5%**

**Information - 85%**

**Guidance - 5%**

#### **External Committee**

**Garth** -        **Communication - 50 %**

**Coordinate - 35%**

**Information - 10%**

**Guidance - 5%**

**Pete**   **Communication - 25-30%**

**Coordinate - 20%**

**Information - 25%**

**Guidance - 25%**



## **Additional Needs Committee**

**Darwyn**      **Communication - 15%**  
                 **Coordinate -55%**  
                 **Information - 25%**  
                 **Guidance -10%**

**2.a.    How many special workers worked with your committee or board during the 1992 - .1993 conference year?**

**TO BE DONE BY OFFICE OR CONFERENCE TREASURER IF POSSIBLE**

### **NEED FULL BOARD DISCUSSION ON QUESTION**

**Danette** - I believe three would be considered full time; probably another 0-3 in addition.

**Chuck** - I don't know ... it wasn't my turn to watch.

**Dona** - ?5 or 6 consistently

**Bob S.** -2-5 could not even make a slightly educated guess

**Becky** - 2-4

**Steve** - 6 Special Workers literature review only.

**Garth** - Trustee Coordinator was primary worker = 1, depending on the meeting /c call it averages out to aprox. 5-7

#### **External Committee**

**Garth** - One most of the time. External Committee coordinator who was also to PI coordinator.

#### **Additional Needs**

**Darwyn** - At least 3

**2.b.    How many hours were spent by these special workers on your work during the 1992-1993 conference year?**

**TO BE DONE BY OFFICE OR CONFERENCE TREASURER IF POSSIBLE**

### **NEED FULL BOARD DISCUSSION ON QUESTION**

**Dona** - Don't Know - not logged - couldn't even tell you mine

**Steve** - 2000 Hr.

**Garth** - Aprox. 1500 hr

**Chuck** - I don't know ... it wasn't my turn to watch.

**Danette** - I have no idea.

**External Committee**

**Garth** - 100 hr at the most for the year.

**2.c. What percentage of your special worker hours were spent on the following areas: &**

- **Communication**
- **Coordination -**
- **Information -**
- **Guidance**

**TO BE DONE BY OFFICE OR CONFERENCE TREASURER IF POSSIBLE**

**NEED FULL BOARD DISCUSSION ON QUESTION**

**Danette** - I have no idea.

**Chuck** - I don't know ... it wasn't my turn to watch.

**]Dona** - Don't Know - not logged - couldn't even tell you mine

**Becky** - Ask them (and ask them if they logged all their hours....

**Steve** -

- Communication - 4%
- Coordination - 3%
- Information - 92%
- Guidance - 1%

**Garth** -

- Communication - 50%
- Coordination - 40%
- Information - 10%
- Guidance - 10%

**External Committee**

**Garth**

- Communication - 50%
- Coordination - 40%
- Information - 10%
- Guidance - 10%

**Additional Needs**

**Darwyn**

- Communication - 35%
- Coordination - 10%
- Information - 35%
- Guidance -25%

3. How much of the conference funds were spent on your efforts during the 1992-1993 conference year?

TO BE DONE BY OFFICE OR CONFERENCE TREASURER IF POSSIBLE

### NEED FULL BOARD DISCUSSION ON QUESTION

**Danette** - I don't have those records.

**Chuck** - Ohhhhhhhhhhhhhh, I don't know; probably more than they should have.

**Becky** - As of 4/21/93 30,606.80 not counting the Traditions, workshops and forum attendance, and other world service attendance at our meetings.

**Garth** - Refer to accountant - Approx. 42,500

#### Literature Review

**Steve** - \$18,000 - Literature Review combined with committee members inclusion in full board.

#### External Committee

**Garth** - Aprox \$5000

#### Additional Needs

**Darwyn** - Less than \$4000 - with the exception of next step, bring it up to \$6000

4. How much of the funds spent on your committee served to help fulfill our fellowship's primary purpose in the following areas? (Please itemize the amounts under each category.)

- communication -
- coordination
- information
- guidance

TO BE DONE BY OFFICE OR CONFERENCE TREASURER IF POSSIBLE

### NEED FULL BOARD DISCUSSION ON QUESTION

**Danette** - I don't have those records.

**Chuck** - I don't know ... it wasn't my turn to watch.

**Dona** - Impossible to calculate

**Becky** - Don't know - it covers all four areas. But we don't log and it would be an impossible and pointless task to partial out the percentages attributed to these four categories

**Steve** -

- |                   |                   |        |                                |        |
|-------------------|-------------------|--------|--------------------------------|--------|
| • communication - | Literature Review | \$400  | Literature Review w/full board | \$800  |
| • coordination    |                   | \$400  |                                | \$3500 |
| • information     |                   | \$3500 |                                | \$6000 |
| • guidance        |                   | \$400  |                                | \$3000 |

**Danette** - I don't have those records.

**Additional Needs**

**Darwyn**

- communication - \$3000
- coordination - ?
- information - \$3000
- guidance?

We did a lot of project on our own with no funding but our own pockets.

5. **Is there a difference between the sum total of question #4 and the amount mentioned in #3? If there is, what was this amount spent on? (Please itemize.)**

**TO BE DONE BY OFFICE OR CONFERENCE TREASURER IF POSSIBLE**

**NEED FULL BOARD DISCUSSION ON QUESTION**

**Chuck** - Probably, but I'm not sure ... could you repeat the question?

**Becky** - Again I Don't know

**Additional Needs**

**Darwyn - Get Real**

6. What steps does your committee or board take to ensure financial accountability?

**Full Board**

**Garth** - WSC treasurer of any discrepancies, Chairs audit individual trustee expenses.

**Mary** - - Don't Know

**Darwyn** -Additional Needs only

**Steve** - Fill out expense account and question motives.

**Pete** - Interim Committee, WSO staff, conference treasurer, and board leadership review financial matters.

**Becky** - We do not usually see the information about our boards expenditures to even discuss it.

**Danette** - I don't believe we have actually put a lot of time or thought into financial accountability as a group. We realize we have a supposed allotted amount from the Conference each year but its always felt sketchy confusing about how that is actually utilized and accounted for within the Board.

**Bob**

**Bob S.** - Talk about the relative value of work

**Chuck** - We are expected to comply with travel reimbursement guidelines, we are expected to obtain authorization prior to expending fellowship funds and where appropriate, provide receipts.

**Floyd**- Project and budget review

**Dona** - Use of the Steering Committee, Reports to the conference

**Stu** - Each Trustee is required to submit expense reports for reimbursement. Trustee's who have WSO credit cards are monitored by the accounting department and board chair. Reimbursement for phone call are by a log sheet and must be review by the Steering Committee. The addition of review of phone call and the creation of a phone log are new for the 93 year.

## **COMMITTEES**

### **Internal Committee**

**Becky** - See full board only

**Chuck** - See full board only

**Stu** - Each Trustee is required to submit expense reports for reimbursement. Trustee's who have WSO credit cards are monitored by the accounting department and board chair. Reimbursement for phone call are by a log sheet and must be review by the Steering Committee. The addition of review of phone call and the creation of a phone log are new for the 93 year

**Floyd** - No answer

### **Literature Committee**

**Steve** No Response

**Bob**

### **External Committee**

**Garth** - WSO, chair of committees, plus the WSB chair and vise audits expenses.

**Pete** - Interim Committee, WSO staff, conference treasurer, and board leadership review financial matters.

**Danette** - See full board only

**Dona - See full board only**

**Bob S. -** Talk about the relative value of work

## **Additional Needs**

**Mary- -** Don't Know

**Darwyn- The** office handles booking, we turn in our vouchers for food etc.

7. What is the approximate dollar amount of personal funds each of your members spent during the last conference year?

## **Full Board**

**Garth -** Impossible to estimate. Non US members expend more due to loss of work time and travel conditions.

**Mary -** Don't Know

**Darwyn -** Additional Needs only

**Steve -** \$500 in unused tickets and \$3000 away from work.

**Pete -** My personal expenditures incurred not claimed for reimbursement I consider part of my 7th tradition ~~Dona - See full board only and are not public record I'm sure the same stands for my colleagues on the trustees.~~

**Becky -** Don't know

**Danette -** I don't know

**Bob**

**Bob S. -** Me last year about \$50/month phone, about \$150/meeting, and \$300 for the conference = \$1500

**Chuck -** You will have to ask them. As for me, I spent somewhere between \$3000 and \$5000 last year.

**Floyd -** Can not answer

**Dona -** Haven't a clue - couldn't even tell you mine

**Stu -** Total dollar amount overall - I never kept track



## **COMMITTEES**

### **Internal Committee**

**Becky** - See full board only

**Chuck** - See full board only

**Stu** - Total dollar amount overall - have no idea

**Floyd** - Can not answer

### **Literature Committee**

**Steve** - No Response

**Bob**

### **External Committee**

**Garth** - Depends greatly on composition of committee of non-US members. Non-US members increase amount.

**Pete** - Unknown

**Danette** - See full board only

**Dona** - See full board only

**Bob S.** - N/A see full board

### **Additional Needs**

**Mary** - Don't Know

**Darwyn** - I really don't know, and I'm not looking for a hero badge, more than I should.

8. What steps do you take to share your available resources with other boards or committees?

### **Full Board**

**Garth** - Record taking of minutes, distribution of minutes and articles. We brought in conference chairs and vice chairs, Admin etc. to 2 of our meeting in 92/93.

**Mary** - Don't Know

**Darwyn** - Additional Needs only

**Steve** - Include others in mailings and general information.

**Pete** - I feel the shared membership with the board of directors is one example as well as, the joint membership of the conference chairs and vice chairs at the BOT meetings.

**Becky** - Their inclusion in our planning meeting after the WSC and other meetings during the year. Also, trustee assignments to other boards or committees.

**Danette** - I don't know that we have shared available resources much with others. It always seems that we find a way to spend it all, other than the Development Forum costs. I do believe that we have made more of an effort to share WSO staff resources than financial resources.

**Bob**

**Bob S.** - Share

**Chuck** - We seek non trustee members from other boards and committees to serve on trustee committees. In this way we can maximize our resources and obtain a broad base perspective from other boards and committees.

**Floyd** - Can not answer

**Dona** - Don't understand the question.

**Stu** -- The board and the internal committee has members participate on other committees and ad hoc committees in an effort to share the available resources. Some is at the request of the committee or board and some are by policy.

## **COMMITTEES**

### **Internal Committee**

**Becky** - See full board only

**Chuck** - See full board only

**Stu** - The board and the internal committee has members participate on other committees and ad hoc committees in an effort to share the available resources. Some is at the request of the committee or board and some are by policy

**Floyd** - Can not answer

## **Literature Committee**

**Steve** No Response

**Bob**

## **External Committee**

**Garth** - Record taking of minutes, distribution of minutes and drafts. Include the PI, HI and additional needs panel when possible (financial).

**Pete** - The make up of our committee by nature is a sharing of -----the page was cut off.

**Danette** - See full board only

**Dona** - See full board only

**Bob S.** - Share

## **Additional Needs**

**Mary** - Don't Know

**Darwyn**- Anytime were asked.

9. What steps do you take in your work to maximize the use of available resources to help fulfill our fellowship's primary purpose in the following areas?

## **Full Board**

**Garth** -

**Communication** -Consensus prior to communication. Plan within resources.

**Coordination** -Delegate per guidelines TWGSS.

**Information** - Dependent on WSO communications and support, especially via WSC coordinator.

**Guidance** - Limited - WSB involvement is limited due to lack of resources. Trustee ----- were ----- as prejudice articles etc.

**Mary** - Don't Know

**Darwyn** - Additional Needs only

**Steve** - Attempt to avoid duplication of efforts, include WSC committee member in projects, recognize and relate to problems of other committees and boards.

**Pete** - unsure

**Becky** - By planning and prioritizing our work.

**Danette** - I don't believe the Board has ever had an accurate enough picture or sufficient information as a whole group to really plan our work in a way that would maximize resources. I believe that the only way that can happen is when the entire World Services resource pool is assessed, verified and allotted to priorities as identified for the entire structure rather than piecemeal by Board and Committees.

**Bob**

**Bob S.** - Prioritize what can be done taking into account the available funds.

**Chuck** - During our planning and preparation phases we seek to identify individuals with the necessary skills and expertise. After due consideration of all variables, we seek to utilize those individuals in the most cost effective means possible.

**Floyd** - Can not answer

**Dona** - Don't understand the question.

**Stu** -

**Communication** - The communication effort is handled by the WSO staff. This is the only resource available for the boards direct communication.

**Coordination** - At times other boards and committees are used to input projects or coordinate project that overlap. Conference calling is used in an effort to coordinate the service effort.

**Information** - At times all WSC communication avenues are used to distribute information.

**Guidance** - At times different trustees are used for activities and projects to spread our tasks among all members.

## **COMMITTEES**

### **Internal Committee**

**Becky** - See full board only

**Chuck** - See full board only

**Stu**

**Communication** - The communication effort is handled by the WSO staff. This is the only resource available for the board's direct communication.

**Coordination** - At times other boards and committees are used to input projects or coordinate projects that overlap. Conference calling is used in an effort to coordinate the service effort.

**Information** - At times all WSC communication avenues are used to distribute information.

**Guidance** - At times different trustees are used for activities and projects to spread our tasks among all members.

**Floyd** - Can not answer

## **Literature Committee**

**Steve** No response

**Bob**

## **External Committee**

**Garth**

**Communication** - Consensus prior to communication. Plan within resources available.

**Coordination** - Include WSC conference committees when possible for input.

**Information** - Dependent on efficiency of WSC coordinator.

**Guidance** - Limited - due to limited resources available. Guidance would mainly be in the form of interaction with WSC PI, HI and additional needs.

**Pete** - Unsure

**Danette** - See full board only

**Dona** - See full board only

**Bob S.** - Prioritize what can be done taking into account the available funds.

## **Additional Needs**

**Mary** - Don't Know

**Darwyn**

**Communication** - 15%

**Coordination** - 50%

**Information** - 25%

**Guidance** - 10%

- 10 What percentage of your committee/board's time is occupied by:
- a. directly providing service to the fellowship
  - b. Internal issues, such as elections, guidelines, discussion and approval of minutes and reports
  - c. project development and discussion?

## **Full Board**

### **Garth**

- a. directly providing service to the fellowship - 10% directly re WSC/ -----
- b. Internal issues, such as elections, guidelines, discussion and approval of minutes and reports - 5%
- c. project development and discussion? - 85%

**Mary - Don't Know**

**Darwyn - Additional Needs only**

### **Steve**

- a. directly providing service to the fellowship - 10%
- b. Internal issues, such as elections, guidelines, discussion and approval of minutes and reports - 5%
- c. project development and discussion? - 85%

### **Pete**

- a. directly providing service to the fellowship - 50%
  - b. Internal issues, such as elections, guidelines, discussion and approval of minutes and reports - 10%
  - c. project development and discussion? -40%
- Subject to change at any given moment.

**Becky -** This would all a guess. .The percentages would be much different in WSB Committee time than in full board time.

**Danette -** My guestimate-- are:

- a. 10%
- b, 20%
- C. 70%

### **Bob**

**Bob S. -** a. 30%, b. 10%, c. 60%



**Chuck** - a. 5%  
b. 10%  
c. I want to separate project development and discussion into two distinct functions and report on each individually.  
Project Development: 15%  
Discussion: 70%

**Floyd** - Can not answer

**Dona** - Very hard to guess. we spend an inordinate and in my opinion, inexcusable, amount of time (over)discussing issues, revisiting issues, rescinding decisions, verbalizing thoughts or opinions already stated

**Stu**

- a. directly providing service to the fellowship - 70%
- b. Internal issues, such as elections, guidelines, discussion and approval of minutes and reports - 30%
- c. project development and discussion? - 70% (same as a)

## **COMMITTEES**

### **Internal Committee**

**Becky** - See full board only

**Chuck** - See full board only

**Stu**

- a. directly providing service to the fellowship - 80%
- b. Internal issues, such as elections, guidelines, discussion and approval of minutes and reports - 20%
- c. project development and discussion? 80% (same as a)

**Floyd** - Can not answer

### **Literature Committee**

**Steve** - No Response

**Bob**

## External Committee

### Garth

- a. directly providing service to the fellowship - 10% presently
- b. Internal issues, such as elections, guidelines, discussion and approval of minutes and reports - 5%
- c. project development and discussion? - 85%

### Pete

- a. directly providing service to the fellowship - 60%
- b. Internal issues, such as elections, guidelines, discussion and approval of minutes and reports - 5%
- c. project development and discussion? = 35%

**Danette - See full board only**

**Dona - See full board only**

**Bob S. - a. 20%, b. 10%, c. 70%**

## Additional Needs

**Mary - Don't Know**

### Darwyn

- a. directly providing service to the fellowship - 50%
- b. Internal issues, such as elections, guidelines, discussion and approval of minutes and reports - 10%
- c. project development and discussion? - 40%

## D. STRUCTURE

1. What is the structure of your committee or board? Do you have any sub-units e.g.: ad hoc committees, task forces, etc.?

## Full Board

**Garth** - 2 members on the interim committee, 5 members on the WSB steering Committee, 3 WSB committees of which one had an additional needs panel.

### Mary

		WSB	
		Steering Committee	
External Affairs	Internal Affairs	Literature Review	Additional Needs

**Darwyn** -Additional Needs only

**Steve** - Sub Committees and steering committee and Non Addict.

**Pete** - We are comprised of an elected body of trustees. In order to become a trustee you must have at least 8 years clean, be elected by at least 2/3 majority of the WSC. Although there are 17 trustee's allowed by conference policy the conference never elects a full board and we operate below capacity. Since 1990 the WSB has included WSC conference chairs and vice chairs in trustee committee membership. WSO staff also interacts with the BOT while in session. In addition we have a BOD who serves as a trustee for one year terms. There are committees and there have at times -----page cut off.

**Becky** - Ad-Hoc's as needed (Additional Needs, Traditions). We have committees within the board, as well as, a Steering Committee.

**Danette** - The BOT utilizes a system of sub--committees, incorporating both elected and appointed members.

**Bob**

**Bob S.** - Have sub-committees and a panel.

**Chuck** - An un incorporated association of individuals. Sometimes.

**Floyd** - Can not answer

**Dona** - Steering Committee, Sub-Committees, ad hoc committees, and task forces within sub-committees are all utilized

**Stu** - The board of Trustee has a central board consisting of all members. The Board is administrated by a Steering Committee consisting of the Board Chair and Vice Chair and each chair of the trustee committees. The board has 3 main sub-committees consisting of a minimum of 3-5 trustee members each. The board has an additional sub unit the additional needs panel. Additionally, the board participates on other committees such as translations and Interim with the administrative chairs acting as liaisons to the WSO Board of Directors. Board at time creates ad hoc committees when involved in large scale projects.

## **COMMITTEES**

### **Internal Committee**

**Becky** - See full board only

**Chuck** - See full board only

**Stu** - The board of Trustee has a central board consisting of all members. The Board is administrated by a Steering Committee consisting of the Board Chair and Vice Chair and each chair of the trustee committees. The board has 3 main sub-committees consisting of a minimum of 3-5 trustee members each. The board has an additional sub unit the additional needs panel. Additionally, the board participates on other committees such as translations and Interim with the administrative chairs acting as liaisons to the WSO Board of Directors. Board at time creates ad hoc committees when involved in large scale projects.

**Floyd** - Can not answer

## **Literature Committee**

**Steve** No Response

**Bob**

## **External Committee**

**Garth** - Additional Needs Panel is the only sub-unit on external.

**Pete** - Assigned trustees, chairs and vice chairs of H&I and PI, no sub-units. PI and H&I coordinators.

**Danette** - See full board only

**Dona** - See full board only

**Bob S.** - No sub-committees, but tasks are assigned to workers or groups of workers.

## **Additional Needs**

**Mary** - No Answer

**Darwyn** - Not at this time

2. How are these sub-units utilized in your efforts to help fulfill our fellowship's primary purpose in the following areas?

## **Full Board**

**Garth** - As set out in TWGSS (Page 42, adden 8, internal guidelines)

**Mary** - All Substructures communicate their work to the fellowship. They coordinate work with WSC and with regions, areas, groups. They provide information when requested. They guide by planning and overseeing work committed to the board by WSC.

**Darwyn** - Additional Needs only

**Steve** - Communicate with other committees and boards, coordinate sub committee projects, write reports and bulletins etc. on specific projects.

**Pete** - Please refer to WSB of trustee operational guidelines page 11 TWGSS '93'.

**Becky** - The committee system is used as a more effective way to manage and work on projects. Since all work is then brought back to the full board, the breakdown by the four areas listed would be the same as for the full board.

**Danette** - Each subcommittee is assigned tasks relative to its purpose (name) to address issues or questions and to develop projects as deemed necessary either through WSC direction or by the BOT internally. The majority of these items have to do with information, and coordination, some to guidance as an end result, with very little in the areas of communication.

**Bob**

**Bob S.** - The work is logically split between them depending on the topic area.

**Chuck** - These sub-units or committees do the bulk of the work of the board and that work is generally neutralized by full board discussions and actions.

**Floyd** - Can not answer

**Dona** - Wouldn't know how to compartmentalize these services in terms of the 4 areas asked for.

**Stu**

- **Communication** The sub units are utilized to facilitate the projects and as a result provide the communication relative to the project.
- **Coordination** - The board uses a steering committee that each chair of the committees participate on. Additionally the committees provides the coordination for projects.
- **Information** The committees provide ongoing reporting on their projects that keeps the fellowship informed of the project status.
- **Guidance** - The committees through there communication and information distribution provide it's guidance to the fellowship.

However the committees are required to have full board approval on projects as well as project movement. This sometime reduces the response time for communication and information distribution.

## **COMMITTEES**

### **Internal Committee**

**Becky** - See full board only

**Chuck** - See full board only

**Stu** - Same as full board

**Floyd** - Can not answer

### **Literature Committee**

**Steve** - No Response

**Bob**

### **External Committee**

**Garth** - As set out in TWGSS (Page 42, adden 8, internal guidelines)

**Pete** - No sub-units

**Danette** - See full board only

**Dona** - See full board only

**Bob S.** - The work is logically split between them depending on the topic area and their area of knowledge.

### **Additional Needs**

**Mary-** No answer.

**Darwyn** - N/A

3. Do you have different levels of responsibility within your committee or board, such as a nominee pool, general or non-voting members, an executive or an administrative body?

### **Full Board**

**Garth** - Yes

**Mary** Chair/Vice Chair, Steering Committee.



**Darwyn** - Additional Needs only

**Steve** - Yes

**Pete** - Trustee steering committee, at the sub-committee level all vote (Conference chairs and vice chairs).

**Becky** - Steering Committee

**Danette** - The BOT utilizes a system of sub--committees, incorporating both elected and appointed members.

**Bob**

**Bob S.** - Yes, Steering and the rest of us

**Chuck** - Yes

**Floyd** - Can not answer

**Dona** - Yes. Voting and non-voting members, Steering Committee serves as an executive body.

**Stu** - Yes, the there is a steering committee who provides the full board administrative activity who has a non-voting member, the executive Director of WSO. The only voting members of the full board are elected trustee's. The full board has no non-voting members. The Internal committee also has no non-voting members. The board has active participants who are not members.

## **COMMITTEES**

### **Internal Committee**

**Becky** - See full board only

**Chuck** - See full board only

**Stu** -Same as full board

**Floyd** - Can not answer

### **Literature Committee**

**Steve** - No Response

**Bob**

## **External Committee**

**Garth** - No - just a chair.

**Pete** - No

**Danette** - See full board only

**Dona** - See full board only

**Bob S.** - Yes the chair is on the steering and is responsible for the things listed in the internal guidelines section 1 B 3 a-d.

## **Additional Needs**

**Mary** - -No answer

**Darwyn** - No

4. How are these various levels utilized to help fulfill our fellowship's primary purpose in the following areas?

## **Full Board**

**Garth**

**Communication** - Clear housing and planning to utilize resources.

**Coordination** - Productively

**Information** - Ability to have wider perspective to provide checks and balances.

**Guidance** - Satisfactory

**Mary** -

**Chair/Vice Chair:** Appoints members to standing committees and to assignments.

**Steering Committee:** Reviews projects, develops proposals, allocates resources, accountable for trustee ethics, crisis management.

**Standing Committee Chairs:** Assigns work, coordinate projects, liaisons, responsible for reports and budgets.

**Darwyn** - Additional Needs only

**Steve** - Bring in unlimited human resources to help projects and schedules new projects. Accompany on visits to developing NA communities. Work with other world service committees.

**Pete - Communication:** Respective members of the steering committee communicate with their sub-committee as well as, members of the fellowship as a whole i.e. RSR's as interested members. Our chair provides periodic reports to the fellowship on the activities of the board. When questions arise they are addressed on an individual or group basis by the board leadership via correspondence and telephone. The BOT's phone #'s are widely circulated through the fellowship and are utilized frequently. **Coordination** - Through the trustee committee system, case in point the MDF's held at recent conferences are an excellent example of furthering our fellowships primary purpose. Also attendance at multi-regional service events, zonal forums and non-NA events. **Information & Guidance** - I feel the above applies to these two categories.

**Becky** - Used as an administrative tool

**Danette** - Each subcommittee is assigned tasks relative to its purpose (name) to address issues or questions and to develop projects as deemed necessary either through WSC direction or by the BOT internally. The majority of these items have to do with information, and coordination, some to guidance as an end result, with very little in the areas of communication.

**Bob**

**Bob S.** - The steering committee attempts to help coordinate our work and hold us accountable for work.

**Chuck** - Our steering committee provides general administration for the overall board and support and guide our executive committee.

**Floyd** - Can not answer

**Dona** - Again (as in #2) unable to delineate along these 4 categories.

**Stu** -

- **Communication**-The steering committee oversee project plans and provide administrative responses on behalf of the board.
  - **Coordination** The steering committee provides the coordination of the boards efforts, The committees provide the hands on coordination of trustee projects.
  - **Information** - The steering committee insures information distribution and the continuity of the information distributed.
  - **Guidance** - The committees provide the hands on project activity and interacts with other committees and boards. In doing so, provides guidance in these efforts.
- Having good communication a coordinated service effort, an informed fellowship and the sharing of experience all help fulfill the fellowships primary purpose.

## COMMITTEES

### Internal Committee

**Becky** - See full board only

**Chuck** - See full board only

**Stu** - Same as full board

**Floyd** - Can not answer

### **Literature Committee**

**Steve** - Sub committees work hands on.

**Bob**

### **External Committee**

**Garth** - N/A

**Pete** - N/A

**Danette** - See full board only

**Dona** - See full board only

**Bob S.** - The chair attempts to help coordinate our work and hold us accountable for work.

### **Additional Needs**

**Mary** - No answer

**Darwyn** - N/A

5. What are the stated roles of these various levels within your committee or board?

### **Full Board**

**Garth** - As per TWGSS page 11 and page 42

**Mary** - Standing Committees: Resource and continuity for WSC committees; source of information; experience; guidance in committee's area of specialization.

**Darwyn** - Additional Needs only

**Steve** - Guidelines steering committee. Review Projects, develops agenda, develop proposals, assigns projects, allocates resources, accountability, discussion and crisis management.

**Pete** - Please refer to WSB operational procedures page 11 TWGSS “93” and #7 of the purpose and function of the service units of narcotics anonymous page 1 TWGSS “93” as well as, addendum #8 WSB internal guidelines in the same document.

**Becky** - See pages 42 and 43 in TWGSS under WSB Internal Guidelines.

**Danette** - Each subcommittee (Internal, External or Literature) is tasked with the Job of doing whatever is necessary, with available resources, to complete the items assigned. The assignment of these items is determined by the entire Board at its first meeting after WSC.

**Bob**

**Bob S.** - See our guidelines

**Chuck** - Please see operational guidelines.

**Floyd** - Can not answer

**Dona** - Subcommittees responsible to carry out the work of the board in a more efficient and focused way than that which would occur if the board were to operate as a full board at all times. Steering committee's role is administrative and it's responsibilities are outlined in TWGSS (p. 43, IIB)

**Stu** -- The boards role is to provide leadership and guidance to NA's world services, and to offer experience to the fellowship as a whole. (Page 11, paragraph 5 TWIGS)

## **COMMITTEES**

### **Internal Committee**

**Becky** - See full board only

**Chuck** - See full board only

**Stu** - 2) Internal Affairs--concerned with what occurs within our fellowship and service structure, with emphasis on WSO, WSC, finance, activities, along with our fellowship's growth and development, service structure development, provision of services, planning, etc.(Item III, B, 2, page 43)

**Floyd** - Can not answer

## Literature Committee

**Steve** - No Response

**Bob**

## External Committee

**Garth** - N/A

**Pete** - N/A

**Danette** - See full board only

**Dona** - See full board only

**Bob S.** - Yes the chair is on the steering and is responsible for the things listed in the internal guidelines section 1 B 3 a-d.

## Additional Needs

**Mary**- No answer

**Darwyn** - N/A

6. What is the role of the special workers assigned to your committee or board?

## Full Board

**Garth** - Non-voting participants and support staff to get the job done.

**Mary** -Don't Know

**Darwyn** - Additional Needs only

**Steve** - Record keeping, scheduling, facilitating in development of projects and reports.

**Pete** - I have never been very clear on this relationship aside from the obvious i.e. providing a communication base for the BOT. ~~Keeping the trustee register and our minutes.~~ This relationship seems to be in an evolutionary process.

**Becky** - Executive Director of the WSO is a member of the Steering Committee, a coordinator is assigned to the full board, as well as staff assistance for each WSB committee. The role in the committees is left up to each committee. The staff assigned to the WSB handles questions from the fellowship, correspondence from the fellowship, minutes, coordination and planning of work and meetings, editing and writing, etc.

**Danette** - Special workers act as fully participating members with the exception of voting. They may act as, recording secretaries, consultants, etc. depending on the need and their expertise.

**Bob S.** - Not sure

**Bob**

**Chuck** - The role of special workers assigned to the board of trustees change from time to time given the circumstances at hand. Within committees, the special worker may be encouraged to fully participate and at the level of full board discussions, the pain of one more voice may be too great to bear.

**Floyd** - Can not answer

**Dona** - Extensive! Some of the special workers function as clerical support throughout the conference year and for the purpose of recording minutes. Some are active members of the sub-committees with full participant privileges. Additionally, provide preparatory work for the meetings and conference calls, collate and send to board members communications (internal and external), implement and carry out work assigned to them, often serve as a communication link between steering committee or subcommittee and the other members.

**Stu** - The special worker facilitates the taking of minutes and the distribution of communication and information. Additionally, provides the coordination of conference calls, research on projects, logistics, and technical assistance.

## **COMMITTEES**

### **Internal Committee**

**Becky** - See full board only

**Chuck** - See full board only

**Stu** - Same as full board

**Floyd** - Can not answer

### **Literature Committee**

**Steve** -No Response

**Bob**



## **External Committee**

**Garth** - To be minute taker, participant in group, but does not vote.

**Pete** - Keep minutes, also input committee action, resources.

**Danette** - See full board only

**Dona** - See full board only

**Bob S.** - Not sure

## **Additional Needs**

**Mary** -Don't Know

**Darwyn** - Communication, coordination, and a whole lot of love.

7. Are these roles reflected within your guidelines or operational procedures'?

## **Full Board**

**Garth** - Only the Executive Directors role is spelled out. Other special workers are assigned.

**Mary** - No

**Darwyn** - Additional Needs only

**Steve** - No - except executive directors participation as a non-voting member of the steering committee.

**Pete** - Vaguely

**Becky** - No

**Danette** - Yes

**Bob S.** - No

**Bob**

**Chuck** - Ohhhhhhhhhhhhhhhhh, I don't think so.

**Floyd** - Can not answer

**Dona** - No (with the exception of Steering Committee membership of Executive Director).

**Stu** - Only the Executive Director as a non voting member of steering committee.

## **COMMITTEES**

### **Internal Committee**

**Becky** - See full board only

**Chuck** - See full board only

**Stu** - Same as full board

**Floyd** - Can not answer

### **Literature Committee**

**Steve** - No Response

**Bob**

### **External Committee**

**Garth** - The speaker role to not clearly documented. Says “assigned”.

**Pete** - Not formally

**Danette** - See full board only

**Dona** - See full board only

**Bob S.** - No

### **Additional Needs**

**Mary** - No

**Darwyn** - No

8. Do your guidelines or operational procedures cover most contingencies that may arise during the operation of your committee or board?

## **Full Board**

**Garth** - Yes

**Mary** -Don't Know

**Darwyn** - Additional Needs only

**Steve** - Yes

**Pete** - Yes

**Becky** - Yes

**Danette** - Yes

**Bob S.** - No none, they just define us

**Bob**

**Chuck** - Ohhhhhhhhhhhhhhhhh, I don't think so. .

**Floyd** - Can not answer

**Dona** - most contingencies"?, no

**Stu** - - No, excludes defined protocol and any follow-up or quality assurance activity which is most contingencies.

## **COMMITTEES**

### **Internal Committee**

**Becky** - See full board only

**Chuck** - See full board only

**Stu** - - Same as full board

**Floyd** - Can not answer

### **Literature Committee**

**Steve** - No Response

**Bob**

## **External Committee**

**Garth** - Yes

**Pete** - No

**Danette** - See full board only

**Dona** - See full board only

**Bob S.** - No none, they just define us

## **Additional Needs**

**Mary**-Don't Know

**Darwyn** - Yes

9. What is the relationship between your committee or board and the other elements of world services?

## **Full Board**

**Garth** - Guidelines require membership on world service committees. Where membership is not appropriate a liaison as attendance is required.

**Mary** - Assist WSC in determining priorities and focus of conference committees. Involved in determining direction of WSO.

**Darwyn** - Additional Needs only

**Steve** - WSB is responsible to WSC. Attempts to provide leadership and guidance to other boards and committees.

**Pete** - I don't no how to answer this without offering perceptions, it seems to be a "perception" question so here it goes. I feel we have a love/hate relationship with the rest of the WSC. It seems that when there is something the conference wants done that no one else can or wants to do it fall on the BOT. We are the board that everyone loves to hate. It seems that everyone knows exactly what the board should be doing and the funny thing is they generally neglect to tell us until some crisis happens or they wait until we complete a project that was out for input and review and criticize it. I see the interim

committee and the BOD taking on roles that have been historically BOT issues. At this point in time, I don't think the trustees are sure of their role in world service. It seems that at times, we are viewed as a "threat", or that we want to "take" projects away from various boards and committees. I don't think this has ever been the intention of the WSB, at least in a harmful way however, it is a reality that this kind of thinking goes on. One thing that has helped with this mindset is the disbandment of the JAC and the inclusion of the conference leadership in the trustee sub-committees. All in all we have a very long way to go.

**Becky** - We have membership on our committees from the other boards and committees; as well as trustee's assigned to others.

**Danette** - It seems somewhat standoffish; there is a definite attitude from most segments of the Fellowship that the BOT and its members are somehow different than other committee and Boards. Therefore, there is an unequal relationship created which does not lend itself to an open and perhaps most effective or beneficial situation.

**Bob S.** - Good question, nobody knows for sure, and all have options, but we provide "guidance" to the WSC, BOD, and the WSO (according to TWGSS anyway)

**Bob**

**Chuck** - There are at least two ways of answering this question. TWGSS articulates that relationship on page 11, however in practice that relationship has been at times reflective of turf battles, power struggles, control issues, and the unanswered question..."Who's in charge?". For further information see, "Hatfields and McCoys".

**Floyd** - Can not answer

**Dona** - Question is somewhat unclear. Subcommittee membership includes Chairs of the WSC Committees, liaisons from Admin and WSO BOD attend/participate in meetings. TWGSS states we are to "assist the WSC in determining the priorities and focus of conference committees ... involved in determining the direction of the WSO ... provide leadership and guidance to NA's world services" and outlines many of these responsibilities in the operational procedures under section IV, p.12.

**Stu** - The Board acts as one of three administrative bodies contained in world services. The actual roles are sometimes blurred, making conflict apparent at times. The Interim committee was the answer to this however, it simply provides a forum for the three arms to come to a consensus on there decisions. This also allows for a overlapping of responsibility which has required the board to have joint efforts on project so as not to overlap responsibilities

## **COMMITTEES**

### **Internal Committee**

**Becky** - See full board only

**Chuck** - See full board only

**Stu** - Same as full board

**Floyd** - Can not answer

### **Literature Committee**

**Steve** - No Response

**Bob**

### **External Committee**

**Garth** - Sub -committee of the full WSB board.

**Pete** - Has been stated several time previously in this inventory.

**Danette** - See full board only

**Dona** - See full board only

**Bob S.** -Same as full board.

### **Additional Needs**

**Mary** - No answer

**Darwyn** - We will serve when asked

10. Are such relationships covered by your guidelines or operational procedures?

### **Full Board**

**Garth** - Yes

**Mary** - Yes

**Darwyn** - Additional Needs only

**Steve** - Somewhat ambiguous

**Pete** - Yes, but a great extent they are ignored or viewed as “out dated”.

**Becky** - No. By conference motions in TWGSS and by other committee's guidelines.

**Danette** - on a technical level, somewhat; on a relationship level, not at all.

**Bob S.** - Only stated, not described in anyway

**Bob**

**Chuck** - Yes

**Floyd** - Can not answer

**Dona** - yes, in a global way

**Stu** - The Guidelines only cover the role of the board of trustee's and not it's relation to other boards and committees.

## **COMMITTEES**

### **Internal Committee**

**Becky** - See full board only

**Chuck** - See full board only

**Stu** - Same as full board

**Floyd** - Can not answer

### **Literature Committee**

**Steve** - No Response

**Bob**

### **External Committee**

**Garth** - Yes

**Pete** - Yes

**Danette** - See full board only

**Dona** - See full board only



**Bob S.** - No

## **Additional Needs**

**Mary-** No answer

**Darwyn** - I would like more interaction

11. What is the decision-making process utilized by your committee? Has it changed during the last five years? If so, why?

## **Full Board**

**Garth** - The board needs a 2/3 attendance for a quorum. Decision making is by consensus or by motion. Motions must be adopted by a 2/3 majority of those present, except for elections. Minutes are supposed to be mailed out within 30 days of the end of the meeting or conference call. This does not always happen.

**Mary** -Don't Know

**Darwyn** - Additional Needs only

**Steve** - Quorum is 2/3 - was 2/5 - 2/3 majority for an opinion - was simple majority. WSB strives for consensus and usually is consistent in it's actions. The WSB concluded that a simple majority lacked spiritually and had nothing to do with consensus, hence if the board was that divided on an issue, were not willing to pass on a decision.

**Pete** - Having only been on the BOT for the last 21/2 years, I can only speak to my experience. The decision making process changes with leadership change.

**Becky** - Most decisions take two-thirds of the board. The implementation of the Steering Committee occurred in the past two years to provide for broader representation in the decision making process than just the chair and vice chair. Each committee is now also represented through their chair.

**Danette** - We work most with a consensus style of decision making with votes for the matter of record. It has definitely changed during the last five years, I believe due mostly to a general change in attitude amongst members of the Board and leadership.

**Bob S.** - If no obvious consensus, a vote is taken, don't know if this has changed in the last 5 years

**Bob**

**Chuck** - Discussion, ad-nauseam, until consensus is achieved and everyone has been heard and is "comfortable" with the decision. No.

**Floyd** - Can not answer

**Dona** - Discussion aimed at reaching consensus, though the board will vote on issues. Don't believe the decision-making process has significantly changed during the last five years. If my memory is correct, a change was made to include guidelines re: voting (i.e., requiring 2/3 majority of trustees present, no individual polling of members outside of the meetings - would have to be done on a conference call, and maybe one other condition, I don't remember).

**Stu** - Yes, the decision making within the full board has remained the same. However, the steering committee was connected to the board to have a more informed decision making mechanism than just the chairperson. No other changes in decision making.

## **COMMITTEES**

### **Internal Committee**

**Becky** - See full board only

**Chuck** - See full board only

**Stu** - Same as full board

**Floyd** - Can not answer

### **Literature Committee**

**Steve** - No Response

**Bob**

### **External Committee**

**Garth** - External committee usually decides by consensus. When consensus can not be reached a motion would need to be made, This is rare. All drafts and recommendations are then reviewed by full board. The full board has the final say.

**Pete** - Group consensus, have only been involved in 21/2 years, no change.

**Danette** - See full board only

**Dona** - See full board only

**Bob S.** - If no obvious consensus, a vote is taken, don't know if this has changed in the last 5 years

## **Additional Needs**

**Mary-** No answer

**Darwyn** - Yes - We have just gone from a panel to a ad hoc committee of the BOT, but we have no funding, where the bucks folks.

12. What are your committee's policies that allow you to help fulfill our fellowship's primary purpose in the following areas?

## **Full Board**

**Garth**

**Communication** - Minutes to the appropriate conference participants, bulletins, conference reports etc.

**Coordination** - Wide spread membership on other boards and committees.

**Information** - Exchanging information as per guidelines.

**Guidance** - Education and generation of NA policies for the fellowship's direction as per guidelines.

**Mary** - Redundant question

**Darwyn** - Additional Needs only

**Steve** - No Response

**Pete** - See trustee operational procedures.

**Becky** - Stated in our purpose and objectives

**Danette** - I believe those Board policies that allow for open discussion and long planning stages; additionally, we tried to move away from crisis reactions and tried to begin taking a more proactive approach. This all lends itself to better communication and ability to provide and information.

**Bob**

**Bob S.** - Operational procedures - sections II, IV mainly indirectly internal guidelines - section III A 2

**Chuck** - We have operational procedures and internal guidelines designed to facilitate our work as it relates to our primary purpose.

**Floyd** - Can not answer

**Dona** - Aren't really outlined in writing with the exception of mandate to send out minutes of BOT meetings within 30 days of meeting.

**Stu** - (Page 12 Item IV.)

- IV. The responsibility of the World Service Board of Trustees is to provide guidance and direction. This responsibility includes, but is not limited to, the following:
- A. Development and recommendation of policies for NA which will help the fellowship achieve its primary purpose.
  - B. Participation in development of the priorities and focus of world services.
  - C. Assistance in determining the direction of the World Service Office.
  - D. Participation in the development and review of world service budgets.
  - E. Management of projects committed to the board by the WSC.
  - F. Involvement @m the growth and development of NA communities worldwide.
  - G. Education and training for the fellowship through involvement in workshops, learning days, and conventions.
  - H. Membership on world service committees concerned with budget, travel, translations, etc.
  - I. Response to questions and concerns and promotion of communication within the fellowship.

## **COMMITTEES**

### **Internal Committee**

**Becky** - See full board only

**Chuck** - See full board only

**Stu** - Same as full board

**Floyd** - Can not answer

### **Literature Committee**

**Steve** - No Response

**Bob**

### **External Committee**

**Garth** -

**Communication** - Source then via the full board.

**Coordination** - Delegation via WSC conference committees - Full board.

**Information** -Source of review for existing policies etc. - full board.

**Guidance** - Source material - full board - Fellowship.

**Pete** - Public Relations Policy.

**Danette** - See full board only

**Dona** - See full board only

**Bob S.** - We have no policies

### **Additional Needs**

**Mary** - No Answer

**Darwyn** - Our policies I guess

13. Are there other policies that your committee abides by?

### **Full Board**

**Garth** - WSC Conference policies and WSO guidelines (awareness)

**Mary** -Don't Know

**Darwyn** - Additional Needs only

**Steve** - No Response

**Pete** - WSB internal guidelines, 12 Traditions, 12 Concepts of Service.

**Becky** - The Steps, Traditions, Concepts and WSC directives

**Danette** - N/A

**Bob S.** - Yes when useful or feeling argumentative

**Bob**

**Chuck** - The twelve traditions and twelve concepts of service, although not policies contribute to guiding the work of the trustees.

**Floyd** - Can not answer

**Dona** - The principles inherent in the Steps, Traditions, and Concepts, mandates of the WSC

**Stu** - (See page 11 and 12 in TWIGS) - Steps, Traditions, Concepts, WSC policies and directives.

## **COMMITTEES**

### **Internal Committee**

**Becky** - See full board only

**Chuck** - See full board only

**Stu** - Same as full board

**Floyd** - Can not answer

### **Literature Committee**

**Steve** - No Response

**Bob**

### **External Committee**

**Garth** - No (except Traditions)

**Pete** - 12 Traditions

**Danette** - See full board only

**Dona** - See full board only

**Bob S.** - Yes when useful or feeling argumentative]

### **Additional Needs**

**Mary** -Don't Know

**Darwyn** - The will of the WSC and BOT.

14. Does your committee have a set of standards for evaluating its effectiveness? If so, what are they?

### **Full Board**

**Garth** - No procedurally, Yes to the Traditions as a frame of reference.

**Mary** -Don't Know

**Darwyn** - Additional Needs only

**Steve** - No

**Pete** - WSB internal guidelines and Interim Committee guidelines.

**Becky** - Other than our prioritized project list for each year, no.

**Danette** - No, other than the vague concept of meeting our primary purpose.

**Bob S.** - No just our own judgment by vote to approve a piece of work.

**Bob**

**Chuck** - No

**Floyd** - Can not answer

**Dona** - Not really.

**Stu** - NO

### **COMMITTEES**

#### **Internal Committee**

**Becky** - See full board only

**Chuck** - See full board only

**Stu** - NO

**Floyd** - Can not answer

#### **Literature Committee**



**Steve** - No Response

**Bob**

## **External Committee**

**Garth** - The Traditions

**Pete** - Not that I am aware of.

**Danette** - See full board only

**Dona** - See full board only

**Bob S.** - No just our own judgment by vote to approve a piece of work.

## **Additional Needs**

**Mary** -Don't Know

**Darwyn** - No

15. Regarding your committee/board's project decisions, what percentage is:
- a. WSC directed
  - b. internally generated?

## **Full Board**

**Garth** a. WSC directed - 90%  
b. internally generated? -10%

**Mary** -Don't Know

**Darwyn** - Additional Needs only

**Steve** a. WSC directed - 90%  
b. internally generated? -10%

**Pete** - a. WSC directed - 65%  
b. internally generated? - 35%

**Becky** - Guesstimate      a. WSC directed - 50%  
   b. internally generated? - 35%  
   c. Fellowship - 15%

**Danette** - a. 85%    b. 15%

**Bob S.** - 50/50

**Bob**

**Chuck** - Ohhhhhhhhhhhhhhh, I'm not sure. I think all our projects have been given blessing by the WSC ... even those that were **thunk** up internally.

**Floyd** - Can not answer

**Dona** - a guess: a. **60%** b. **40%**

**Stu** -

- a. WSC directed - **85%**
- b. internally generated? - **15%**

## **COMMITTEES**

### **Internal Committee**

**Becky** - See Full board only

**Chuck** - See full board only

**Stu**

- a. WSC directed - **90%**
- b. internally generated? - **10%**

**Floyd** - Can not answer

### **Literature Committee**

**Steve** - No Response

**Bob**

### **External Committee**

- Garth**
- a. WSC directed - 90%
  - b. Internally generated? -10%

- Pete**
- a. WSC directed - 75%
  - b. internally generated? - 35%

**Danette - See full board only**

**Dona - See full board only**

**Bob S. - 50/50**

## **Additional Needs**

**Mary-Don't Know**

**Darwyn**     a.     WSC directed - 5% - At present  
                 b.     internally generated? -95% - But I hope the WSC will help.

16.     What steps does your committee or board take to ensure its accountability during its decision-making processes?

## **Full Board**

**Garth** - Clear and accurate minutes to be taken. Minutes to be mailed to the fellowship within 30 days.

**Mary** -Don't Know

**Darwyn** -Additional Needs only

**Steve** - Record discussion until consensus or close to it. Members have right of petition. Meeting are open.

**Pete** - Watch each other like hawks, just kidding, I find the question somewhat offensive and don't really how to answer it.

**Becky** - Inclusion of other branch's of service at meetings, Admin chair on WSB Steering Committee calls and regular reporting to the fellowship.

**Danette** - The primary steps taken to ensure accountability are through regular and timely reports to the Fellowship. However, it would seem helpful if more attention was also paid to financial accountability and assigning project managers for process evaluation.

**Bob**

**BobS.** - Reports to WSC and in publications to conference participants.

**Chuck** - We utilize a variety of political processes and remind ourselves that we are accountable for our actions.

**Floyd** - Can not answer

**Dona** - From the time we begin discussions re: issues, we communicate regularly with conference and fellowship via our minutes, reports, and at the Conference.

**Stu** - Decisions usually require a 2/3 majority, however on position papers must be 2/3 majority. Elections are done by closed ballot. Result of discussions are attached to the decision in the minutes

## **COMMITTEES**

### **Internal Committee**

**Becky** - See full board only

**Chuck** - See full board only

**Stu** - Same as full board

**Floyd** - Can not answer

### **Literature Committee**

**Steve** - No Response

**Bob**

### **External Committee**

**Garth** - Clear and accurate record keeping. This depends on the efficiency of the staff. Approval of minutes - the full board.

**Pete** - Reports to full WSB.

**Danette** - See full board only

**Dona** - See full board only

**Bob S.** - Reports to full board, WSC, and in publications to conference participants

### **Additional Needs**

**Mary** -Don't Know

**Darwyn** - By bringing project to BOT and reporting to WSC.

17. What steps does your committee or board take to ensure the accountability of its members?

### **Full Board**

**Garth** - Chairs and committee chairs are responsible to see that financial and assignment accountability is monitored.

**Mary** - Steps to ensure accountability of members-- Credit card example is the only one I know about.

**Darwyn** - Additional Needs only

**Steve** -Has policy of suspension for non-participation and or ?

**Pete** - Interim Committee reviews our actions.

**Becky** - Don't understand the question; accountable to whom?

**Danette** - ~~None, other than a~~ vague notion that individuals will confront each other or that such conversations will occur within the Board at meetings, which I have seen occur maybe three times in my tenure.

**Bob**

**Bob S.** - Nag them to do work

**Chuck** - When the accountability of a member comes into question, the matter is reviewed, discussed, and action taken to address the accountability issue.

**Floyd** - Can not answer

**Dona** - Per guidelines, steering committee members are to ensure that committee members follow through on assignments; two missed meetings may result in suspension. We aren't very honest with one another, and with that, we fail re: ensuring accountability.

**Stu** - All in propriety is brought to the full board for discussion. Any member accused has the opportunity to address the board. All members are allowed redress to decisions. The guidelines allow for the board to suspend a trustee in the event accountability is necessary.

## **COMMITTEES**

### **Internal Committee**

**Becky** - See full board only

**Chuck** - See full board only

**Stu** - Same as full board

**Floyd** - Can not answer

### **Literature Committee**

**Steve** - No Response

**Bob**

### **External Committee**

**Garth** - The chair is responsible to monitor finances and assignment, which is ultimately monitored by the full board (steering).

**Pete** - The 12 Steps.

**Danette** - See full board only

**Dona** - See full board only

**Bob S.** - Nag them to do work

### **Additional Needs**

**Mary** - No answer

**Darwyn** -By bringing nom to panel to committee as a whole and BOT.

18. What steps has your committee or board taken to include participation of trusted servants worldwide?

### **Full Board**

**Garth** - The trustees have always been mindful of this as wide the representation as possible, the bottom--, part of our guidelines.

**Mary** - Development forum; participation in translations committee.

**Darwyn** - Additional Needs only

**Steve** - Introduction of development forum to WSC.

**Pete** - MDF, all our work is sent out for input, trustees have been elected from outside of North America, trustees have participated in forums worldwide (zonal forums, services conferences etc.) When discussing possible trustees we try to act globally.

**Becky** - Sought funding for international participation at the WSC

**Danette** - Attempts to bring people into our meetings, particularly for specific sub-committee projects

**Bob**

**Bob S.** - None last year

**Chuck** - We have encouraged the nomination of qualified individuals from throughout our worldwide membership.

**Floyd** - Can not answer

**Dona** - Membership results from election by the Conference. Ability to include participation of trusted servants worldwide is possible by inclusion of participants on trustee committees. Budget may be a factor which diminishes ability to include as worldwide participation as may be desired.

**Stu** - The board has recommended inclusion of members outside the USA to be seated as member of the board. At times participation is solicited from those members outside the USA.

## **COMMITTEES**

### **Internal Committee**

**Becky** - See full board only

**Chuck** - See full board only

**Stu** - Same as full board

**Floyd** - Can not answer

### **Literature Committee**



**Steve** - No Response

**Bob**

## **External Committee**

**Garth** - External originated the development forum, prejudice article, public relations policies etc. Has always maintained a world wide focus.

**Pete** - Two of our members are non-US, we developed the MDF at it's onset. Solicit input.

**Danette** - See full board only

**Dona** - See full board only

**Bob S.** - None last year

## **Additional Needs**

**Mary**- No answer

**Darwyn** - Been begging for help, we could use you too! Got any moneys left over we could use.

19. What recommendations concerning the selection of meeting location has your committee/board made to facilitate attendance by our worldwide membership?

## **Full Board**

**Garth** - We have had only one board meeting outside the US (Montreal), limited by financial constraints on this subject. Difficult to move of Canada, NK and SH America.

**Mary** - Traveling the WSB meeting.

**Darwyn** -Additional Needs only.

**Steve** - Has met at different locations with N. America. Has suggested meeting outside N. America.

**Pete** - We once met in Montreal, Que. We attempted to meet in South America last year but, it was cost prohibitive.

**Becky** - Held meetings in Montreal and Pennsylvania. Proposed that one meeting be held outside of North America last year but we were denied.

**Danette** - That locations be rotated and that members be included in the decision making process rather than the admin. people assuming they know what will best serve.

**Bob**

**Bob S.** - None last year

**Chuck** - We have scheduled meetings outside of the United States in order to facilitate attendance by our worldwide fellowship.

**Floyd** - Can not answer

**Dona** - We have designated the February meeting as a "traveling" meeting; last year we proposed to Interim that we meet in South America - this was denied. The previous year we met in Montreal, and the year prior to that in Pennsylvania.

**Stu** - The board has moved one of there regular meeting outside the LA. Area and one time into Canada. I believe the board would move the meeting further outside the USA if the funds permitted it.

## **COMMITTEES**

### **Internal Committee**

**Becky** -See full board only

**Chuck** - See full board only

**Stu** - Same as full board

**Floyd** - Can not answer

### **Literature Committee**

**Steve** - No Response

**Bob**

### **External Committee**

**Garth** - Not up to WSB Committees per steering committee to make that decision.

**Pete** - N/A

**Danette** - See full board only

**Dona - See full board only**

**Bob S. - None last year**

## **Additional Needs**

**Mary-** No answer

**Darwyn - N/A**

## **E. COMMUNICATION**

- 1** What are the guidelines or operational procedures for internal communication within your committee or board?

### **Full Board**

**Garth -** See page 42 TWGSS

**Mary -** Accurate minutes taken and published within 30 days.

**Darwyn -**Additional Needs only.

**Steve-** don't Know

**Pete -** Unsure of guidelines specifically however, it seems to work in the following manner. Chair and Vice Chair communicate with the committee chairs and they in turn communicate with the committee members.

**Becky -** Chairs of committees responsible to act as liaisons to their committee members and other world service bodies related to the work of their committee, the WSB chair is responsible to coordinate the Steering Committee, the full board is advised of Steering Committee decisions. This is what is written in our guidelines. My confusion about this question and much of Part I is that for the WSB, these are all items under our Internal Guidelines which we can change when needed.

**Danette -** Internal communication, other than written reports directed to some entity, is pretty much left up to the Steering Committee, so depending on the individual, there may be a lot of communication between meetings or none. The Board Chair and Vice-chair may also take a more or less active role in additional written communication, depending on person and circumstance.

**Bob**

**Bob S. -** the Steering Committee is supposed to inform the full board of any decisions made before any action is taken on them (sounds good on paper), otherwise zip

**Chuck** - The procedure is informal in nature with communication within the board coordinated through the chairperson.

**Floyd** - Can not answer

**Dona** - Written: Steering Committee minutes must be sent out to full board a.s.a.p. decision made and before action taken. Generally, Sub-Comm. chairs communicate to their committee members (not written) for purposes of committee work as well as apprising them of whatever else. Often special worker is communication link.

**Stu** - Written guidelines do not exist for communication, except for minutes. All policy is verbal and follow processes established over the years.

## **COMMITTEES**

### **Internal Committee**

**Becky** - See full board only

**Chuck** - See full board only

**Stu** - Same as full board

**Floyd** - Can not answer

### **Literature Committee**

**Steve** - don't Know

**Bob**

### **External Committee**

**Garth** - See TWGSS

**Pete** - The external committee chair keeps in touch with the committee.

**Danette** - See full board only

**Dona** - See full board only

**Bob S.** - None

### **Additional Needs**

**Mary** - No answer

**Darwyn** - Reporting to BOT

2. What are the guidelines or operational procedures for your committee or board's communication with other world service boards and committees?

## **Full Board**

**Garth** - See Guidelines

**Mary** - Minutes send to all conference participants.

**Darwyn** - Additional Needs only.

**Steve**- don't Know

**Pete** - TWGSS

**Becky** - All world service bodies have their minutes distributed to all conference participants. TWGSS states that chairs and vice chairs of conference committees will attend a minimum of two trustee meetings a year. As such, they are included in our committees and receive the same communication as members of the WSB. The same is true for the leadership of the WSO BOD and Admin. It is only with the advent of the fixed and discretionary priority list that their attendance was ever in question.

**Danette** - Simply providing reports, working with the financial committee, and attempting (again depending on the personality and circumstances of the individual chair(s)), to maintain a relationship with the other Board and Committees.

**Bob**

**Bob S.** - None in our guidelines

**Chuck** - This procedure is more formal and communication from the board to other committees or boards is developed in committee, presented to the full board for concurrence and disseminated under the signature of the chairperson of the board.

**Floyd** - Can not answer

**Dona** - Communications, minutes or reports are circulated among BOT for review and input before being sent out. The Chair is responsible for most communications, but a "communication" (letter, report, etc.) may be delegated to anyone to draft, dependent on their involvement, expertise, interest, etc.

**Stu** - Written guidelines do not exist for communication except minutes to everyone. All policy is verbal and follow processes established over the years.

## **COMMITTEES**

### **Internal Committee**

**Becky** - See full board only

**Chuck** - See full board only

**Stu** - Same as full board

**Floyd** - Can not answer

### **Literature Committee**

**Steve** - don't Know

**Bob**

### **External Committee**

**Garth** - See TWGSS

**Pete** - We have no formal protocol at this time.

**Danette** - See full board only

**Dona** - See full board only

**Bob S.** - None in our guidelines

### **Additional Needs**

**Mary-** No answer

**Darwyn** - None at this time

3. What are the guidelines or operational procedures for your committee or board's communication with the fellowship at large?

### **Full Board**

**Garth** - See Guidelines

**Mary** - Minutes send to all RSC's

**Darwyn** - Additional Needs only.

**Steve**- don't Know

**Pete** - TWGSS

**Becky** - Copies of minutes to all conference participants, reports from the board and all of it's committees in every issue of the Conference Report and reports on works in progress like the Traditions project. Trustee Bulletins would be another way we communicate as a board.

**Danette** - our regular minute/reports and response's to Fellowship communication, participation in workshops if possible, travel.

**Bob**

**Bob S.** - none in our guidelines, but are mandated to forward minutes of our meetings

**Chuck** - This procedure is more formal and communication from the board to other committees or boards is developed in committee, presented to the full board for concurrence and disseminated under the signature of the chairperson of the board.

**Floyd** - Can not answer

**Dona** - Communications, minutes or reports are circulated among BOT for review and input before being sent out. The Chair is responsible for most communications, but a "communication" (letter, report, etc.) may be delegated to anyone to draft, dependent on their involvement, expertise, interest, etc.

**Stu** - Written guidelines do not exist for communication except minutes. All policy is verbal and follow processes established over the years. Position papers must have a 2/3 majority of board for approval.

## **COMMITTEES**

### **Internal Committee**

**Becky** - See full board only

**Chuck** - See full board only

**Stu** - Same as full board.

**Floyd** - Can not answer

## **Literature Committee**

**Steve** - don't Know

**Bob**

## **External Committee**

**Garth** - See TWGSS

**Pete** - TWGSS

**Danette** - See full board only

**Dona** - See full board only

**Bob S.** - none in our guidelines, but are mandated to forward minutes of our meetings to conference participants.

## **Additional Needs**

**Mary** -No answer

**Darwyn** - Fellowship report, CAR WSC.

4. What are the operational procedures for responding to communications from the fellowship at large?

## **Full Board**

**Garth** - See Guidelines

**Mary** -Don't Know

**Darwyn** - Additional Needs only.

**Steve**- don't Know

**Pete** - Usually the boards steering committee discuss communication with the fellowship.

**Becky** - The chair and/or staff drafts a response to letters that we receive, the draft response is circulated among all board members for comments and/or approval, and then the finalized draft is sent out.



**Danette** - A draft is produced either by WSO or chair which then either: 1) sent to all members in regular mailings allowing for input or 2) in the case of standard questions to which Board has already made definite recent decisions, 3) a letter will be sent only with Chair and/or Vice--chair involvement.

**Bob**

**Bob S.** - none in our guidelines, but the Chair seems to draft a response, and, time permitting, the response will be discussed at the next meeting

**Chuck** - Communication from the fellowship at large is distributed to all trustees and discussed at our next scheduled meeting.

**Floyd** - Can not answer

**Dona** - Same answer as 2, 3

**Stu** - Written guidelines do not exist for communication except minutes. All policy is verbal and follow processes established over the years. Standard procedure is that when a communication is received the letter goes to the trustee administration who then communicates with the staff coordinator who will send the letter to the full board with a draft response. The board will approve the response and the staff will forward the response to the individual or committee whose request it was..

## **COMMITTEES**

### **Internal Committee**

**Becky** - See full board only

**Chuck** - See full board only

**Stu** - Same as full board

**Floyd** - Can not answer

### **Literature Committee**

**Steve** - don't Know

**Bob**

### **External Committee**

**Garth** - See TWGSS

**Pete** - Through the WSB leadership.

**Danette** - See full board only

**Dona** - See full board only

**Bob S.** - None in our guidelines

## **Additional Needs**

**Mary** - No answer

**Darwyn** - WSO, a lot of calls are networked through regional additional needs committees.

5. How does your committee or board's written communication (including reports and periodicals) serve to help fulfill our fellowship's primary purpose in the following areas?

## **Full Board**

**Garth**

**Coordination** - Provide fellowship with resourceful policies based on experience.

**Information** - Actually encourages ways of carrying the message of recovery.

**Guidance** - Frequently gets called upon to assist in the resolution of important issues facing our fellowship.

**Mary** - Redundant Question

**Darwyn** - Additional Needs only.

**Steve**- don't Know

**Pete** - **Coordination** - By keeping the fellowship informed of current BOT activities.

**Information** - By disclosing to the fellowship the trustee workload and keeping them informed of projects in progress.

**Guidance** - No answer.

**Becky** - The chair and/or staff drafts a response to letters that we receive, the draft response is circulated among all board members for comments and/or approval, and then the finalized draft is sent out.

**Danette** - I'm not sure that it does much in the area of coordination other than to either indicate to the reader that there is or is not coordination with other entities, depending on how the reader perceives the content and the extent of the reader's familiarity with World Services. Our reports provide superficial info. about the activities of the Board. Our bulletins take a much more proactive role in providing information and guidance about things which the fellowship has asked about or that we have felt a need to bring up.

**Bob**

**Bob S.** - c, d - by gluing specific information on requested topics or those thought by our members to be useful - b - we memo those we think are in need of coordination, probably ignored by the recipients

**Chuck** - I don't know that it does.

**Floyd** - Can not answer

**Dona** - Difficult to answer - depends on the nature of the communication [e.g., minutes or reports which may include discussion (philosophical, practical or "spiritual") of issues, projects in progress, Bulletins, etc.] See answer under "proposal.

**Stu** - Having good communication a coordinated service effort, an informed fellowship and the sharing of experience all help fulfill the fellowships primary purpose. All trustee communication strives to seek this goal.

## **COMMITTEES**

### **Internal Committee**

**Becky** - See full board only

**Chuck** - See full board only

**Stu** - Same as full board

**Floyd** - Can not answer

### **Literature Committee**

**Steve** - don't Know

**Bob**

### **External Committee**

**Garth**

**Coordination** - Provide the fellowship with the best cross section of experience possible.

**Information** - Actively encourage the fellowships growth via public relations.

**Guidance** - Frequently gets called upon to assist in the resolution of important issues facing our fellowship.

**Pete** - By using the public relations policy.

**Danette** - See full board only

**Dona** - See full board only

**Bob S.** - c, d - by gluing specific information on requested topics or those thought by our members to be useful - b - we memo those we think are in need of coordination, probably ignored by the recipients

## **Additional Needs**

**Mary-** Redundant Question

**Darwyn**

Coordination - 30%  
information - 35%  
Guidance - 25%

6. Is there anything else that needs to be conveyed in terms of the following types of communication:
- within your board or committee
  - to other world service boards or committees
  - to the fellowship at large

## **Full Board**

**Garth**

- within your board or committee - Less "hands on", more delegation and trust - WSO
- to other world service boards or committees - Satisfactory - overall by WSO
- to the fellowship at large - A more productive mechanism in reaching the groups.  
Communication breakdown between ASR's and GSR's - group.

**Mary** - No

**Darwyn** - Additional Needs only.

**Steve-** Don't Know

**Pete** - Not that I can think of at present.

**Becky** - Our most effective communications with other boards and committees or the fellowship seems to take place with some sort of shared participation or face to face meetings

**Danette** - (Refer to my closing note)

**Bob**

**Bob S.** - there is no set way of doing things, much is stated to be done due to precedent, but there is no way to check this or find out in advance by reading anything, = much is done by "whim" of the person(s) making the decisions (including the full board)

**Chuck** - Yes

**Floyd** - Can not answer

**Dona** - Need to improve the timeliness in responding to communications, disseminating reports, etc. We have a history of approving drafts and then rescinding them at our next meeting. Conflicting perspectives on our "role" result in: oftentimes watered down communications, ambiguity, inconsistency. Our guidelines state that we will respond to communications from groups, areas and regions. We have, at least in the last number of years, responded primarily only to regions, referring groups and areas to work through their service structure in resolving issues. I don't know that that's a "bad" posture - but it does conflict with what our guidelines state.

**Stu** - NO

## **COMMITTEES**

### **Internal Committee**

**Becky** - See full board only

**Chuck** - See full board only

**Stu** - NO

**Floyd** - Can not answer

### **Literature Committee**

**Steve** - don't Know

**Bob**

## External Committee

### Garth

- within your board or committee - Merge PI, HI and additional needs into one committee
- to other world service boards or committees - As above
- to the fellowship at large - Less duplication of effort in the name of trust and accountability.

**Pete** - Unsure

**Danette** - See full board only

**Dona** - See full board only

**Bob S.** - there is no set way of doing things, much is stated to be done due to precedent, but there is no way to check this or find out in advance by reading anything, = much is done by "whim" of the person(s) making the decisions (including the full board)

## Additional Needs

**Mary** - No Answer

### Darwyn

- within your board or committee - ?
- to other world service boards or committees - Need more interaction
- to the fellowship at large - Need more interaction

7. In fulfilling your committee or board's purpose, what guidelines are used to determine the need for oral communication and by whom?

## Full Board

**Garth** - Question un-clear

**Mary** -Don't Know

**Darwyn** -Additional Needs only.

**Steve**- Don't Know

**Pete** - Unsure

**Becky** - Don't really know what this question is asking. Communications with whom?

**Danette** - oral communication needs are decided by whoever receives the original request for response. Additionally, many members initiate their own oral communication when they believe there is someone or something that could benefit from that type of contact. There are not set guidelines about it, the only thing close to it is a recent phone use policy.

**Bob**

**Bob S.** - None in ours

**Chuck** - I don't know.

**Floyd** - Can not answer

**Dona** - Don't understand the question.

**Stu** - No guidelines exist.

## **COMMITTEES**

### **Internal Committee**

**Becky** - See full board

**Chuck** - See full board only

**Stu** - No guidelines exist.

**Floyd** - Can not answer

### **Literature Committee**

**Steve** - don't Know

**Bob**

### **External Committee**

**Garth** - Question unclear.

**Pete** - WSB leadership

**Danette** - See full board only

**Dona** - See full board only

**Bob S.** - None in ours

## **Additional Needs**

**Mary**-No answer

**Darwyn** - None

8. Does your board or committee have any communications with those outside of NA? Are there any guidelines or operational procedures regarding such communications? If so, what?

## **Full Board**

**Garth** - Yes - External communicates with professionals etc. Via non-NA events.  
No - Temporary internal procedures but no external procedures. My experience indicates this will be difficult in some instances, due to cultural differences around the world, in particular, when and when not to break one's anonymity.

**Mary** -Don't Know

**Darwyn** -Additional Needs only.

**Steve**- don't Know

**Pete** - External Committee, WSBOT internal guidelines, also addendum #9 TWGSS Public Relations Policy.

**Becky** - Yes. Other than the Traditions, none that I know of

**Danette** - We do have communications with people outside of NA and no there are not guidelines to govern it. The only thing mentioned is that we will have those contacts, not how.

**Bob**

**Bob S.** - Yes, no guidelines

**Chuck** - Periodically, yes. None written to the best of my knowledge.

**Floyd** - Can not answer

**Dona** - Yes. No.



**Stu** - The public Relations Statement of Purpose

### **PUBLIC RELATIONS STATEMENT OF PURPOSE**

Narcotics Anonymous is a worldwide organization based on a twelve-step approach to recovery whose primary purpose is to help any individual stop using drugs. Our message is that an addict, any addict, can stop using drugs, lose the desire to use, and find a new way to live. Through our group meetings, members learn how to live drug-free and recover from the effects of addiction in their lives. For the purpose of our public relations, NA services-cooperate with the public by providing information about recovery from drug addiction. Furthermore, we seek to increase the awareness of NA's existence through presentations, media exposure, and telephone services. These cooperative efforts enhance our relationships with those outside our fellowship. As a result, we further our primary purpose. This statement of purpose will provide the base from which to develop the following objectives for a long-range public relations plan:

1. Help the still suffering addict find the NA program.
2. Help clarify the role of NA in the community.
3. Develop and communicate a positive image of the NA program to society at large.
4. Increase the awareness of individual NA members about their role in NA's public image.
5. Develop cooperative relationships with professionals.

## **COMMITTEES**

### **Internal Committee**

**Becky** - See full board

**Chuck** - See full board only

**Stu** - Same as full board

**Floyd** - Can not answer

### **Literature Committee**

**Steve** - don't Know

**Bob**

## External Committee

**Garth** - External communicates with professionals via non-NA events. There are no procedures regarding such communications. I hope there never is, as I feel we are hearing ourselves more-- and more ridged structure. Process procedures are fine, but procedures to communicating with such a variety of non-NA contacts could very limiting.

**Pete** - Yes, Yes, there is an established protocol that uses staff WSB external committee and WSC H&I and WSC PI

**Danette** - See full board only

**Dona** - See full board only

**Bob S.** - Yes, no guidelines

## Additional Needs

**Mary** - No answer

**Darwyn** - Yes, by interacting with outside agencies we find out what needs, needs to be met, how we can help, also we learn from them what new recovery signs are being used for the deaf, how to obtain a Braille printer, how to use relay services, etc. The PI handbook pretty much tells what we need.

## ADDITIONAL COMMENTS

**Pete** - I apologize for the bare bones inventory on the external committee. This is my first year as chair and we have only met once. I have been un able to contact past chairs and pretty much have done best I could.

**Dona** - I don't believe the inventory promotes exploration of many of the issues that we thought/hoped we would look at. Issues of trust, confidence, leadership, etc. are missing. Administrative functions are not easily definable given the parameters of the questions.

One of the issues I think needs to be talked about is our "role as leaders and what that means, and how we actualize that. How do we actually carry out the functions and responsibilities necessary towards fulfilling our purpose (without an uproar that we're overstepping our bounds, trying to "take over", etc.) How do we fulfill our responsibilities in terms of 'development of priorities and focus of world services"

When we plan and oversee products, are we to be hands-on or hands-off? If we are involved, hands-on, do we compromise the "objectivity" expected of us?

If we are "a resource", providing guidance and direction and charged with "involvement in the growth and development of NA communities worldwide, why was an Outreach Committee formed?

**Chuck** - I found the self assessment tool to be somewhat entertaining and amusing. Unfortunately, I did not find it to be helpful in inventorying what works and doesn't work within my board. The tool seems to proceed from the premise that the value of the status quo can be determined through these questions. In many ways the questions fail miserably in addressing some of the fundamental issues. The philosophy of the board of trustees was not examined. Should we be an administrative project oriented board or a philosophical, contemplative board?

The board has always sought to achieve unanimity in its decision making process. I have long believed that our quest for unanimity has left us with positions which reflect ambiguity and decisions that are less than bold in nature. The self evaluation tool went to painful lengths to avoid sensitive and probing questions about the specifics of our operations. Too bad ... I had had high hopes for this self evaluation, fearless and thorough inventory of World Services. Ohhhhhh Welllll.

**Danette** - I believe that we have moved too far away from the concept of NA services being driven by the group. It seems that we have become caught up in a bureaucratic process that exists more to ensure its own existence than to actually provide service to the individual. Communication between Boards and Committees has become more and more poor as each becomes more entrenched in its own systems and attempts to secure its place in the structure. Ownership and ego issues abound to such a degree that I wonder whether or not the necessary changes may come about only in the aftermath of a total disbanding of the structure as we currently know it.

Communication between individuals-is accomplished to the degree that it fits into that individuals life some better than others. Two of the biggest problems I'm aware of are: 1) inability to separate business from personal when attempting to carry out service assignments; 2) inability to have direct confrontation with others when questions arise about someone's service work.

The individual interaction on Boards and Committees mirrors the interaction of the trusted servants' behavior in all other areas of their lives, some healthy, some not, perhaps more not because of the amount of prestige and power involved in current World Service activities. I would suggest that we devote a significant amount of time and energy into individual trusted servant inventories. Service at any level brings with it a host of issues that are distinctly different enough from non-service recovery to justify an inventory guide of its own. Asking pointed questions of ourselves and those we serve with regarding ego investment, time allotment, balance in our personal family lives, 7th tradition support, etc. etc. the list goes on and on. Until we are truly ready to address the problems in service as they relate to the added encumbrances on the individual trusted servant and that servant's willingness to take on more responsibility for personal inventory, I believe that we will continue to spin our wheels with this entire World Service Inventory notion.

Why not spend the same amount of time and money have on this inventory process and put it to work in developing an inventory guide specific to trusted servants?

**Board of Trustee's  
Self Assessment Part I**

**Part 1.  
SINGLE RESPONSE TO QUESTIONS**

**Pages 99-146**

# Board of Trustee's Self Assessment Part I

## Part 1. SINGLE RESPONSE TO QUESTIONS

### A. PURPOSE

- 1 . How does your purpose, as stated in the TWGSS, serve to help fulfill our fellowship's primary purpose' in the following areas?

#### **Full Board - (*Single Answer*)**

**Definition:** Purpose of the Board of Trustee's - "It's purpose is to serve the fellowship" (Paragraph 1 sentence 2). The purpose of the World Service Board of Trustees is to contribute to the continuation and growth of Narcotics Anonymous and to serve as a primary resource for the fellowship of NA (Item I page 11). The purpose of the WSB committees is: 1) To be a resource and provide continuity for World Service Conference committees, 2) To be a source of information, experience, and guidance in each committee's area of specialization. (Item III, A, 1 and 2, page 43)

**Communication** -As the primary resource for the fellowship via written and verbal communication.. This is accomplished by responding to questions about growth and problems related to growth: publication of our minutes (with discussions and/or decisions about issues or projects we are involved with) ; our reports in the conference publications; report and/or panel presentations at the WSC (that filter down through the RSR) . We often initiate or promote discussion or dialogue with committees/boards or fellowship re: topics (e.g., Trustee Bulletins), service needs or efforts, direct communication with members and other parts of the fellowship on issues facing their local fellowship etc. Our participation at forums, workshops, learning days, etc., enable us to more directly support the fellowship in carrying out our primary purpose. The communication as a whole in it's content furthers the fellowships primary purpose.

**Coordination** - By coordinating its work with efforts of all world service entities. This is accomplished through the short-term and long-term planning of WS projects, plan and oversee the work of such projects, determining the priorities and focus of conference committees by as providing input to works in progress by it's committees or conference committees, involved in determining the direction of the WSO, involvement in multi-regional forums. Involvement in the coordination of the Development Forum. Additionally, the full board discusses and provides input to the fellowship at large based on their request on a variety of issues and at time provides conflict resolution to local NA communities. In providing this, the trustees have fulfilled their purpose as a primary resource to the fellowship

**Information** - The full board does disseminate information as to their discussions and decision on issues. In doing this, provides information to the fellowship at large on current issues and aids the fellows in fulfilling its primary purpose. This is accomplished through the participation of conference chairs and vice chairs in the trustee committee system, also via telephone and mail contact, meeting with agencies in the public sector, the publication of Trustee Bulletins; responses to fellowship inquiries re: questions/concerns/problems surrounding service efforts or Traditions; participation at forums, workshops, learning days, etc.,.

**Guidance** - Through encouraging the exchange of information and availability of service related information. The development and recommendations of policies for NA to provide guidance and direction. By assisting in resolution of issues facing the fellowship, providing leadership & guidance to NA's World Services. The information and guidance provided both in response to questions or in proactive suggestions can enhance the growth of the Fellowship. The efforts as stated above in communication coordination and information the full board provides its guidance to the fellowship in their effort to fulfill NA's primary purpose.

### **Additional comments**

**Communication** - However because of the length of the response time sometimes the communication creates misgivings about the trustee's.

**Internal Committee** - However the trustee committees only administer 40-50% of the conference projects not allowing for full advantage of the trustee's to be utilized.

**Information** - However the process used to complete a response is lengthy and requires much debate. This is a problem because at times the issues have a higher urgency to the local fellowship than in the full picture of the board activities. This may reduce the ability of the trustee's to be an adequate resource to the fellowship.

**Guidance** - At times because the members are diverse on the board the debates are long and the response to issues is watered down to please all parties. At times this doesn't make for a strong guidance perspective and does not provide the fellowship with the needed guidance.

**Internal Committee** - However because of the review restraints placed on the committee of having the full board approve their projects, the guidance is sometimes lost through the extensive debate by the full board.

**External Committee** - these four items are met I feel that addendum # 9 in TWGSS the Public Relations statement of purpose covers the areas mentioned in the inventory.



## COMMITTEES (Single Response)

### Internal Committee -

**Communication** - By the Board of Trustee's providing communication among committees with whom they are involved with or whom their project may affect. Many times communication happens between the chairs of the committees. Written communication is used when requests are formally made. Most interchange takes place when input is desired either by the trustee committee or a conference committee. In the last three years the conference committee leadership has been included on the trustee committee. This was also an effort to better the communication effort. The trustee committees are task oriented, except the steering committee who is administrative. As such the trustee committees do not in most cases communicate with the fellowship unless they are working on a special project like the traditions portions of it works or the fellowship trust. All work in progress must be approved by the full board who will then communicate the outcome to the fellowship.

**Coordination** - By the committees project administration and inclusion of conference committee chairs on their committees. Through this, the board continues to lend project coordination and move projects to completion that are needed by the fellowship to further our primary purpose.

**Information** - By the committee decimating information to the fellowship on projects it is currently working on. Most of this information is a progress report on that work. Additionally work pending approval is workshopped within the fellowship by the committee members. This provides a better understanding of the project and the discussions that will help the local fellowship render an informed decision on issues. This aides the groups in staying centered on their primary purpose of caring the message of recovery in those local fellowship rather than having numerous debates without direct information.

**Guidance** - By the committee providing it's guidance to other boards and committees through input on project as well as including the administration of conference committees into it's membership. Through these means the trustee's provide guidance to the world service system. Additionally, the committee works on projects that it incorporates it's guidance into.

### External Committee

**Definition** - "It's purpose is to serve the fellowship, It does this through the committee system". In addendum 8 section III B it (TWGSS further states " External affairs - concerned with how our fellowship and service structure interface with society, with emphasis on hospitals and institutions, public information, relations with the medical profession, the criminal justice system, and the media. The external affairs committee also provides administrative support for the WSB Additional Needs Panel".

**Communication** - Being a source of information via committee through the full board and WSC. By assisting with PR and PI work, developing contacts in part of the world where NA is new or non existent.

**Coordination** - The WSB external committee maintains contact with the fellowship through various fellowship media, participation at learning days and multi-regional events. Also through interaction and participation on projects with H&I and WSC PI

**Information** - Source of review of World Service mechanisms, committees, and boards.

**Guidance** - Source of information and exchange of information to inform and educate other segments of world services. by assisting PI, H&I

## Literature Review

No response

## Additional Needs

**Communication** - Advance awareness of needs of members with additional needs.

**Coordination** - Network of committees serving and researching additional needs.

**Information** - Advise & educate about additional needs

**Information** - None

**Guidance** - assist in formation of local committees

2. How do your current goals serve to help fulfill our fellowship's primary purpose in the following areas?

## Full Board (Single Response)

**Definition** Page 11 Item II A-D(Assuming that function is a synonym for goal)

The functions of the World Service Board of Trustees and its members are:

- A. To deal with those things, both within and outside the fellowship, which affect the continuation and growth of NA;
- B. To encourage fellowship-wide understanding and utilization of the Twelve Traditions of NA;
- C. To provide and encourage the exchange and availability of service-related information and experience; and,
- D. To actively seek-and encourage ways of carrying the message of recovery to the addict who still suffers.

**Communication** - Satisfactory. Encourage understanding and utilization of the steps and traditions. Also the presence of individual trustee's at multi-regional events and their participation increases communication. Through the provision of the Development Forum it allows representatives reflecting our worldwide fellowship to come together to exchange information and communicate their needs to each other.



The Board does provide service both in and outside the fellowship through responding to fellowship and outside requests. In doing so, helps our primary purpose through the support given to growing NA communities and NA's public relations effort. By constant review of work in progress and responses to the fellowship that fosters the application of the 12 traditions in all NA's activities. Through encouraging the exchange of service related information as seen through it's communications which furthers our primary purpose as it provides access by the fellowship to service related tools need to carry the message of recovery. In the above mention means the board seeks and encourages way to carry the message of recovery.

**Coordination** - directly impacting primary purpose:. Through the board dealing with those things in and outside the fellowship which effect the continuation and growth of NA they provide coordination among NA communities. This is accomplished by promoting a coordinated service effort. In doing this effort fosters adherence to the 12 traditions which supports our primary purpose. For example coordination of Additional Needs projects (completion of ASL White Book, completion of Additional Needs Resource Package); limited coordination of Non NA Events, which indirectly impacts primary purpose. In accomplishing the above task encourages the exchange of service information and experience that also enhances the primary purpose by maintaining a coordinated service effort. Through the above focus furthers the fellowships ability to carry the message

**Information** - Through Trustee bulletins, responses to individual members concerns and other things of this nature. This information distribution is seen in board communications to growing NA communities as well as to those outside NA. This information distribution serves to promote an informed group conscience that promotes our primary purpose. Since the mind set of information distribution is based on adherence to our 12 traditions our primary purpose is promoted. If the information is distributed the board has sought to further the fellowships primary purpose as stated above.

**Guidance** -In the board efforts to accomplish its goals as stated above through communication, coordination and information distribution the board has sought to further our fellowships primary purpose as defined in the board goals (functions) therefore, providing guidance.

## **Additional Comments**

**General** - 1)N/A - Do we have any stated goals. 2)What current goals?

**Communication** - 1)If one examines the WSB closely they would see that the most majority of its mission is devoted to our primary purpose i.e. the WSB literature Committee works in conjunction with WSC Literature Committee an so on down the line.. 2)External communication funding and lack of coordination with other ongoing work, i.e. no comprehensive long range world plan, has effectively halted that effort for the time being. 3)However the board does not have access to all world service

activities or projects that does not allow for a overall application of the actions described above. .

**Internal Committee** - Communication is limited to project tasks and does not review and communicate on all areas of the stated purpose. This is due to the function of other boards and committees. This does block communication to all parts of the service structure except what is desired by the board or committee whose task it is.

**Coordination** - 1)However, since there are other boards and committees the service effort is not at all times coordinated due to the other boards and committees also providing coordination which at times, is in conflict.

**Internal Committee** Having a limited coordination of service efforts will hinder the fellowships primary purpose not promote it. The committee through integration of other board and committee members to it's membership has sought to eliminate this problem.

**Information** - 2)Information is, unfortunately, provided to all entities from all of the Board, perfunctorily for the most part in superficial reports which can, at the best, provide updates to those familiar with world services and questions for those unfamiliar. However the boards information distribution is not consistent and sometimes does not follow a focused pattern. Information is distributed as needed but, there is no guidelines for a consistent flow of information.

**Internal Committee** However the information is sometimes not distributed in a timely manner which causes confusion and suspicion.

**Guidance** - . 1)We all seem to do well responding to direct questions or requests. When we spend our time discussing and debating the aspects of things we believe are problems or things which may help continuation and growth of NA, we are consistently ineffective because we operate in a vacuum with no comprehensive plan or combination of efforts with other Committees and Boards. Our current goals do aim at changing things in an attempt to accomplish more combination of resources; however the present system and structure would appear to be built in such a way as to make that change very difficult and painful.

## COMMITTEES

### Internal Committee -

**Definition** - 2) Internal Affairs--concerned with what occurs within our fellowship and service structure, with emphasis on WSO, WSC, finance, activities, along with our fellowship's growth and development, service structure development, provision of services, planning, etc.(Item III, B, 2, page 43)

**Communication** - By definition of the committee, the purpose of the committee serves to further the fellowships primary purpose through the committee' focusing on the stated areas of purpose. There are no stated goals to accomplishing this purpose. The

committee simply produces tasks assigned to it related to the areas defined in the committee purpose. Committee communication does center in those areas.

**Coordination** - The committee provides coordination based on the activities defined in their purpose. This coordination is in most cases on behalf of the full board. However many of the committee tasks overlap with other committees and boards making the coordination limited.

**Information** - committee distributes information on it's activities and projects. This promote the fellowships primary purpose of creating and informed group conscience.

**Guidance** - Guidance is provided as stated above.

## **External Committee**

**General** - see public relations policy statement

**Communication**, - Promote interfacing with society at large - non NA events, facilitating additional needs. our communication with the public can serve to dispel myths and provide a positive image. The External Committee has begun non-NA contacts as a means of entering that arena

**Coordination**, - Source of material for coordination for full board - world services.

**Information**, -

**Guidance** -

## **Literature Review**

No response

## **Additional Needs Committee**

**Communication** - Carries the message in variety of adapted forms and makes the fellowship more aware of us as a resource.

**Coordination** - Works with members with additional needs to provide appropriate services as well as, realizing what needs, needs to be met.

**Information** -

**Guidance** - Provides education and direction, advise to fellowship on additional needs matters.

## B. SERVICES

1. What services are you providing to groups to help fulfill our fellowship's primary purpose in the following areas?

### Full Board (Single Response)

**Communication** - The seeks to promotion of communication within the fellowship groups areas regions and members through "Bulletins", Conference mailings, articles generated, and NA way articles The Board has responded to many requests for trustee participation in workshops and forums. The forums and workshops cover an almost endless list of topics; additional needs, problems concerning emerging and established fellowships, service structure issues, H&I and PI, the Fellowship Intellectual Property Trust, the NA Way, literature translation and distribution issues, CAR items, etc. Additionally services are provided through responses to general correspondence, participation in open forums, and travel to underdeveloped areas of NA; and minimal individual phone contact. The Board of Trustees provides ongoing verbal dialogue with groups, areas and regions when requested as well as, provides clarification on issues related to service structure and direct responses to members concerns

**Coordination** - A resource as requested, development forum input, fellowship visits. Involvement in growth and development of NA communities world wide. specific tasks as assigned, i.e., WSC motions to be dealt with, or projects to be researched and/or completed. External's work on Public Relations-Policy/Development Plan, Non NA Events; Internal's work with NAS on Guide to Service and FIPT, and Basic Support Materials; Additional Need's work on Resource package, ASL White Book, Glossary; Lit Review's coordination re: evaluation of Trustee Bulletins, and Development Forum.

**Information** - The full board provides groups, areas and regions with articles on issues facing the fellowship, provide clarification on issues related to service structure, provide response to members concerns. The full board produces articles and position papers to serve as information distribution. This is the direct service to the groups, areas, and regions.

**Guidance** - The full board provides guidance through the origination and coordination of service/tradition related information via various publications. Attempt to direct inquires on disputes to groups, areas, and regions by providing guidance or direction concerning controversy's affecting them and try to respond to those requests. The board, upon request, has been asked to mediate conflict and provide expertise in specific areas related to service. Additionally by providing input to "Guide to Service (which would have indirect affect on primary purpose) and providing input to FIPT.

## **Additional Comments**

**Coordination** - Most of the coordination work for groups and areas are done by individual trustee's in their local vicinity. This sometime is not coordinated and serves to fragment the service effort.

## **COMMITTEES**

### **Internal Committee**

**Communication** - The committee provides the initial discussions and task oriented work on responses and projects of the full board, that supports their positions.

**Coordination**, -.Committee projects because of the nature of the service structure, require the committee to act as a coordinator to the boards service effort. The committee is task oriented and most service effort is derived from the full board communication and information distribution.

**Information**, - The committee provides the information on their current work in progress. Other than that the Full board provides the service effort.

**Guidance** - The committee provides the initial work on position papers that supports the full boards position

### **Literature Committee**

No response

### **External Committee**

**Communication** - Source material NA way, PI News, Update and various periodicals, and Bulletins.

**Coordination** - Facilitating PI, HI and external members to generate and review material.

**Information** - Review material relevant to public relations in general.

**Guidance** - Source material that give committee and board education, direction and advice as requested.

### **Additional Needs**

**Communication** - Working with regional and area additional needs committees.

**Coordination** - We just finished white book.

**Information** - workshops.

**Guidance** -- Working with regional and area additional needs committees



- .2. What services are you providing to areas to help fulfill our fellowship's primary purpose in the following areas?

### **Full Board (Single Response)**

**Communication** - The seeks to promote of communication within the fellowship groups areas regions and members through "Bulletins", Conference mailings, articles generated, and NA way articles The Board has responded to many requests for trustee participation in workshops and forums. The forums and workshops cover an almost endless list of topics; additional needs, problems concerning emerging and established fellowships, service structure issues, H&I and PI, the Fellowship Intellectual Property Trust, the NA Way, literature translation and distribution issues, CAR items, etc. Additionally services are provided through responses to general correspondence, participation in open forums, and travel to underdeveloped areas of NA; and minimal individual phone contact. The Board of Trustees provides ongoing verbal dialogue with groups, areas and regions when requested as well as, provides clarification on issues related to service structure and direct responses to members concerns

**Coordination** - A resource as requested, development forum input, fellowship visits. Involvement in growth and development of NA communities world wide. specific tasks as assigned, i.e., WSC motions to be dealt with, or projects to be researched and/or completed. External's work on Public Relations-Policy/Development Plan, Non NA Events; Internal's work with NAS on Guide to Service and FIPT, and Basic Support Materials; Additional Need's work on Resource package, ASL White Book, Glossary; Lit Review's coordination re: evaluation of Trustee Bulletins, and Development Forum.

**Information** - The full board provides groups, areas and regions with articles on issues facing the fellowship, provide clarification on issues related to service structure, provide response to members concerns. The full board produces articles and position papers to serve as information distribution. This is the direct service to the groups, areas, and regions.

**Guidance** - The full board provides guidance through the origination and coordination of service/tradition related information via various publications. Attempt to direct inquires on disputes to groups, areas, and regions by providing guidance or direction concerning controversy's affecting them and try to respond to those requests. The board, upon request, has been asked to mediate conflict and provide expertise in specific areas related to service. Additionally by providing input to "Guide to Service (which would have indirect affect on primary purpose) and providing input to FIPT.

### **Additional Comments**

**Coordination** - Most of the coordination work for groups and areas are done by individual trustee's in their local vicinity. This sometime is not coordinated and serves to fragment the service effort.

## COMMITTEES

### Internal Committee

**Communication** - The committee provides the initial discussions and task oriented work on responses and projects of the full board, that supports their positions.

**Coordination**, -.Committee projects because of the nature of the service structure, require the committee to act as a coordinator to the boards service effort. The committee is task oriented and most service effort is derived from the full board communication and information distribution.

**Information**, - The committee provides the information on their current work in progress. Other than that the Full board provides the service effort.

**Guidance** - The committee provides the initial work on position papers that supports the full boards position

### Literature Committee

No response

### External Committee

**Communication** - Source material NA way, PI News, Update and various periodicals, and Bulletins.

**Coordination** - Facilitating P HI and external members to generate and review material.

**Information** - Review material relevant to public relations in general.

**Guidance** - Source material that give committee and board education, direction and advice as requested.

### Additional Needs

**Communication** - Working with regional and area additional needs committees.

**Coordination** - We just finished white book.

**Information** - workshops.

**Guidance** -- Working with regional and area additional needs committees

3. What services are you providing to regions to help fulfill our fellowship's primary purpose in the following areas?

### Full Board (Single Response)

**Communication** - The seeks to promotion of communication within the fellowship groups areas regions and members through "Bulletins", Conference mailings, articles generated, and NA way articles The Board has responded to many requests for trustee participation in workshops and forums. The forums and workshops cover an almost endless list of topics; additional needs, problems concerning emerging and established fellowships,

service structure issues, H&I and PI, the Fellowship Intellectual Property Trust, the NA Way, literature translation and distribution issues, CAR items, etc. Additionally services are provided through responses to general correspondence, participation in open forums, and travel to underdeveloped areas of NA; and minimal individual phone contact. The Board of Trustees provides ongoing verbal dialogue with groups, areas and regions when requested as well as, provides clarification on issues related to service structure and direct responses to members concerns

**Coordination** - A resource as requested, development forum input, fellowship visits. Involvement in growth and development of NA communities world wide. specific tasks as assigned, i.e., WSC motions to be dealt with, or projects to be researched and/or completed. External's work on Public Relations-Policy/Development Plan, Non NA Events; Internal's work with NAS on Guide to Service and FIPT, and Basic Support Materials; Additional Need's work on Resource package, ASL White Book, Glossary; Lit Review's coordination re: evaluation of Trustee Bulletins, and Development Forum.

**Information** - The full board provides groups, areas and regions with articles on issues facing the fellowship, provide clarification on issues related to service structure, provide response to members concerns. The full board produces articles and position papers to serve as information distribution. This is the direct service to the groups, areas, and regions.

**Guidance** - The full board provides guidance through the origination and coordination of service/tradition related information via various publications. Attempt to direct inquiries on disputes to groups, areas, and regions by providing guidance or direction concerning controversy's affecting them and try to respond to those requests. The board, upon request, has been asked to mediate conflict and provide expertise in specific areas related to service. Additionally by providing input to "Guide to Service (which would have indirect affect on primary purpose) and providing input to FIPT.

## **Additional Comments**

**Coordination** - Most of the coordination work for groups and areas are done by individual trustee's in their local vicinity. This sometime is not coordinated and serves to fragment the service effort.

## **COMMITTEES**

### **Internal Committee**

**Communication** - The committee provides the initial discussions and task oriented work on responses and projects of the full board, that supports their positions.

**Coordination**, -.Committee projects because of the nature of the service structure, require the committee to act as a coordinator to the boards service effort. The committee is task oriented and most service effort is derived from the full board communication and information distribution.



**Information,** - The committee provides the information on their current work in progress. Other than that the Full board provides the service effort.

**Guidance** - The committee provides the initial work on position papers that supports the full boards position

## Literature Committee

No response

## External Committee

**Communication** - Source material NA way, PI News, Update and various periodicals, and Bulletins.

**Coordination** - Facilitating PI, HI and external members to generate and review material.  
**Information** - Review material relevant to public relations in general.

**Guidance** - Source material that give committee and board education, direction and advice as requested.

## Additional Needs

**Communication** - Working with regional and area additional needs committees.

**Coordination** - We just finished white book.

**Information** - workshops.

**Guidance** -- Working with regional and area additional needs committees

4. What other services do you provide to help fulfill our fellowship's primary purpose in the following areas?

## Full Board (Single Response)

**Communication** - Trustee Bulletins cover a range of topics that affect our fellowship and are typically written in response to requests. Specifically last year, Internal's work on various projects related to WSC (e.g., WSC elections procedures, WSC format recommendations, Committee Roles). Lit Review's work on Funding World Services Article. External's interaction with H&I/PI efforts.

**Coordination** - The management of projects committed by WSC. Participation in development of priorities and focus of world services. Develop and recommend policies which will help fellowship achieve its primary purpose. Participation in development and review of world services budget. The Traditions Portion of It Works, the Five Year Public Relations Plan, the Fellowship Intellectual Property Trust Document, the ASL video of the Little White Book and the bulletins on HIV and Prejudice were all trustee projects that were presented at the last WSC to provide a service to our fellowship. The Development Forum and funded international participation at the WSC. Last year the leadership from the WSO BOD, the Admin Committee and all WSC Committees attended most of our meetings in an attempt to coordinate the service efforts from all of the arms of service.

**Information** - . At time the board is call upon to provide other boards and committees with an opinion on issues or projects under their administration.

**Guidance** - Serve on WSC committees concerned with budget, travel, translations, etc. Assist in determining direction of WSO. Organizing the fellowship forums, reviewing literature and handbooks etc.

## COMMITTEES

### Internal Committee

**Communication and Information** - The committee only produces projects for the full board. At times the committee administrates a joint project that includes other boards or committees or RSR's. However all final work is full board approved. All minutes are communicated and ongoing progress reports are provided to the fellowship in an effort to keep participants informed. Generally communication and information distribution is not timely due to the approval process.

**Guidance and Coordination** - Through the committee joint efforts on projects with other committees, the committee provides guidance and coordination to the service effort. This is activity outside of direct service.

### Literature Committee

No Response

### External Committee

**Communication** - Source material NA way, PI News, Update and various periodicals. Ask the WSC for direction

**Coordination** - Facilitating PI, HI and external members to generate and review material.

**Information** - Review material relevant to public relations in general.

**Guidance** - Source material that give committee and board education, direction and advice as requested.

### Additional Needs

**Communication** - Working with regional and area additional needs committees.

**Coordination** - Translate material for deaf and hearing impaired. Acquire info from agencies involved in additional needs.

**Information** - Interacting with fellowship as a whole.

**Guidance** - Interacting with fellowship as a whole.

5. What steps do you take to plan your projects?

## **Full Board**

Talk them to death.... Projects are either committed to us or we are proactive and identify needs/projects. A lot of time in preparation and laying foundation, discussion, attempts to get a focus and goal statements; use consultants when deemed helpful; involvement of as many people as possible who may have valuable insight or experience to contribute. All major projects are preceded by statement of purpose. The full board assigns project to sub-committee or a work team. The sub-committee develops a plan and forwards the plan to the full board for approval. The full board then produces an overall plan for the year. This is a process that has taken place in the last 2-3 years only.

## **Additional Comments**

There is no general format for the project plans and the content is left to the committee administration and later the full board. Project plans up to this point only included the profile of activity and in some cases the goals and objectives that a budget could be assigned to. The plan does not include staff allocation and WSO resources or any quality assurance mechanism.. While approval process is handled by the full board on project plans and the overall plan, there is no guideline for approval by any other joint mechanism in the structure to compensate for the affect the plan may have on other components of the service structure. At times the Interim Committee will approve a project plan and the overall plan but, there is no policy and it only takes place if the Interim committee feels it is necessary. This sometimes lends to conflict when some plan are reviewed and some are not.

**Internal Committee** There is no general format for the project plans and the content is left to the committee. Because the approval process beyond the full board is no defined make the planning and approval effort difficult. This makes the committee administration difficult and leaves the communication and information distribution process left up to the committee administration and not a matter of defined protocol. This complicates the planning effort as well as, the implementation of a plan.

## **COMMITTEES**

### **Internal Committee**

The committee approves the project plan, its annual plan, and then sends the plan to the full board for approval. This process has taken place only in the last 2-3 years.

## Literature Committee

No response

## External Committee

**Garth-** Review what the full board has delegated. Prioritize workload - delegate to individual member(s) - review BOT board - Review full board. Consult with the trustee steering committee, various other arms of service as well as, the fellowship as a whole.

## Additional Needs

**Mary -** Consult the experts in the field; determine extent of unmet needs; have work reviewed by members who will be using additional needs materials.

6. What steps does your committee/board take to ensure the translatability/adaptability of your information/communication/projects?

## Full Board

Our discussions we are generally aware and sensitive to translation issues. We generally have our WSB meetings at WSO so if questions do arise, we can ask staff familiar with translation issues. The board and committees approach all documents with a translation mine set as well as, an adaptability aspect. This has significantly taken place in the last 2-3 years. Prior to that the concern was minimal due to the low awareness and limited significance placed on the need. However, at this point making documents and information understandable to all members is a high priority when working on projects or communicating in general. Efforts are still limited do to available funds however the board and its committees remain mindful of the translation/adaptability aspects.

## COMMITTEES

### Internal Committee

Same as full board

### Literature Committee

No response

### External Committee

**Garth-** Until recently. not as much as it could. More aware since interaction with the development forum. Consult with translation committee and office workers familiar with the translation process.



## **Additional Needs**

Work reviewed by those who will use it; translations done by those familiar with language used, and Interacting with the BOT as a whole as well as, outside agencies.

7. During the development phase of your written guidance such as handbooks or literature, what steps does your committee/board take to evaluate its usability or its appropriateness for the worldwide fellowship?

## **Full Board**

**Garth-** Since the trustee guidelines are relatively current and the mind set is high in this area the board goes through a number of steps to address this concern. Communications are discussed for usability relative to the appropriate target populations. For example: The Traditions portion of It Works made regular reports in the planning stage of the material and asked for feedback from the fellowship. The work itself was sent out for review and input to the fellowship. The board seeks to be awareness of worldwide problems and attitudes; continues to be involved of people worldwide in small sample and review groups; use of translation committee and other world level members involved in other cultures, regions and countries.. The WSO is asked if the material has any translation problems and if the documents will be globally useable. This process is not written in any policy form and is just a current practice of the administration in the last 2-3 years. Some documents are not meant for global use and adaptation is anticipated for most documents. However much of this practice is based on the current board administration

## **COMMITTEES**

### **Internal Committee**

Same as full board

### **Literature Committee**

No ~~response~~

### **External Committee**

Same as full board

## **Additional Needs**

Same as full board

8. Do you in discussing your service delivery efforts consider how those efforts may affect the image of NA?

### **Full Board**

The board when moving forward with it's service effort as a whole, directly discusses how the actions taken will affect the NA image.

### **Additional Comments**

However, at times when trustee's act individually those action may not take into consideration the image of NA or the Board of Trustee's. There is no guidelines or policy for individual trustee activity. Currently the board is asking for reports from trustee's on their activity. However there is no direct accountability mechanism.

## **COMMITTEES**

### **Internal Committee**

Same as full board

### **Literature Committee**

No Response

### **External Committee**

Same as full board

### **Additional Needs**

Same as full board

## **c. RESOURCES**

- I.a. How many trusted servants served on your committee or board during the 1992-1993 conference year in a voting or non-voting capacity?

### **Full Board**

13 trustees 1 dual BOD member, 2 Additional Needs Ad-Hoc members, 8 members from WSC Committee leadership, 3 from Admin, 2 from the WSO BOD, 1 from WS Translations, and 3 - 5 WSO staff.

## COMMITTEES

### Internal Committee

Same as full board

### Literature Committee

Same as full board

### External Committee

Same as full board

### Additional Needs

Same as full board

**NOT ABLE TO ANSWER WITHOUT PROJECT PLANS**

- 1.b. How many hours were spent by these trusted servants on your committee/board's work during the 1992-1993 conference year?

**FULL BOARD NEEDS TO DISCUSS NOT ENOUGH INFORMATION FOR STATEMENT**

1.c

**FULL BOARD NEEDS TO DISCUSS NOT ENOUGH INFORMATION FOR STATEMENT**

**TO BE DONE BY OFFICE OR CONFERENCE TREASURER IF POSSIBLE**

- 2.a. How many special workers worked with your committee or board during the 1992 - .1993 conference year?

**FULL BOARD NEEDS TO DISCUSS NOT ENOUGH INFORMATION FOR STATEMENT**

- 2.b. How many hours were spent by these special workers on your work during the 1992-1993 conference year?

**FULL BOARD NEEDS TO DISCUSS NOT ENOUGH INFORMATION FOR STATEMENT**

- 2.c. What percentage of your special worker hours were spent on the following areas: &
- Communication

- Coordination -
- Information -
- Guidance

**FULL BOARD NEEDS TO DISCUSS NOT ENOUGH INFORMATION FOR STATEMENT**

3. How much of the conference funds were spent on your efforts during the 1992-1993 conference year?

**FULL BOARD NEEDS TO DISCUSS NOT ENOUGH INFORMATION FOR STATEMENT**

4. How much of the funds spent on your committee served to help fulfill our fellowship's primary purpose in the following areas? (Please itemize the amounts under each category.)
  - communication -
  - coordination
  - information
  - guidance

**FULL BOARD NEEDS TO DISCUSS NOT ENOUGH INFORMATION FOR STATEMENT**

5. Is there a difference between the sum total of question #4 and the amount mentioned in #3? If there is, what was this amount spent on? (Please itemize.)

**FULL BOARD NEEDS TO DISCUSS NOT ENOUGH INFORMATION FOR STATEMENT**

6. What steps does your committee or board take to ensure financial accountability?

## **Full Board**

Interim Committee, WSO staff, conference treasurer, and board leadership review financial matters. We are expected to comply with travel reimbursement guidelines, we are expected to obtain authorization prior to expending fellowship funds and where appropriate, provide receipts. Each Trustee is required to submit expense reports for reimbursement. Trustee's who have WSO credit cards are monitored by the accounting department and board chair. Reimbursement for phone call are by a log sheet and must be review by the Steering Committee. The addition of review of phone call and the creation of a phone log are new for the 93 year.

## **ADDITIONAL COMMENTS**

1)We do not usually see the information about our boards expenditures to even discuss it. 2)I don't believe we have actually put a lot of time or thought Into financial accountability as a group. We realize we have a supposed allotted amount from the Conference each year but its always felt sketchy confusing about how that is actually utilized and accounted for within the Board.



## **COMMITTEES**

### **Internal Committee**

Same as full board

### **Literature Committee**

No Response

### **External Committee**

Same as full board

### **Additional Needs**

Same as full board

7. What is the approximate dollar amount of personal funds each of your members spent during the last conference year?

### **Full Board**

**FULL BOARD NEEDS TO DISCUSS NOT ENOUGH INFORMATION FOR STATEMENT**

Question only answered by 2 trustees

## **COMMITTEES**

### **Internal Committee**

### **Literature Committee**

### **External Committee**

### **Additional Needs**

8. What steps do you take to share your available resources with other boards or committees?

### **Full Board**

We seek non trustee members from other boards and committees to serve on trustee committees. In this way board maximizes resources and obtains a broad base perspective from other boards and committees. The board and its committees have members participate on other committees and ad hoc committees in an effort to share the available resources. Some is at the request of the committee or board and some are by policy. Additionally through record taking of minutes, distribution of minutes and articles and the inclusion others in mailings and general information. The board brought in conference chairs and vise chairs, Admin etc. to 2 of our meeting in 92/93 as well as having the shared membership with the WSO board of directors and their inclusion in our planning meeting after the WSC.

### **Additional comments**

I don't know that we have shared available resources much with others. It always seems that we find a way to spend it all, other than the Development Forum costs. we have made more of an effort to share WSO staff resources than financial resources..

## **COMMITTEES**

### **Internal Committee**

**Same as full board**

### **Literature Committee**

No Response

### **External Committee**

**Same as full board**

### **Additional Needs**

**Same as full board**

9. What steps do you take in your work to maximize the use of available resources to help fulfill our fellowship's primary purpose in the following areas?

### **Full Board**

**Communication** - The communication effort is handled by the WSO staff. This is the only resource available for the boards direct communication.

**Coordination** - At times other boards and committees are used to input projects or coordinate project that overlap. Conference calling is used in an effort to coordinate the service effort. During our planning and preparation phases we seek to identify individuals with the necessary skills and expertise. After due consideration of all variables, we seek to utilize those individuals in the most cost effective means possible. Also, By planning and prioritizing our work taking into account the available funds.

**Information** - At times all WSC communication avenues are use to distribute information.

**Guidance** - At times different trustees are used for activities and projects to spread our to tasks among all members. Attempt to avoid duplication of efforts, include WSC committee member in projects, recognize and relate to problems of other committees and boards

### **Additional Comments**

I don't believe the Board has ever had an accurate enough picture or sufficient information as a whole group to really plan our work in a way that would maximize resources. I believe that the only way that can happen is when the entire World Services resource pool is assessed, verified and allotted to priorities as identified for the entire structure rather than piecemeal by Board and Committees.

## **COMMITTEES**

### **Internal Committee**

Same as full board

### **Literature Committee**

No response

### **External Committee**

Same as full board

### **Additional Needs**

Same as full board

- 10 What percentage of your committee/board's time is occupied by:
- a. directly providing service to the fellowship
  - b. Internal issues, such as elections, guidelines, discussion and approval of minutes and reports
  - c. project development and discussion?

### **Full Board**

- a. directly providing service to the fellowship - 26%
- b. Internal issues, such as elections, guidelines, discussion and approval of minutes and reports - 13%
- c. project development and discussion? - 61%

### **Taken as an average response**

### **Additional Comments**

Very hard to guess. we spend an inordinate and in my opinion, inexcusable, amount of time (over)discussing issues, revisiting issues, rescinding decisions, verbalizing thoughts or opinions already stated

## **COMMITTEES**

### **Internal Committee**

- a. directly providing service to the fellowship - 30%
- b. Internal issues, such as elections, guidelines, discussion and approval of minutes and reports - 20%
- c. project development and discussion? - 50%

### **Literature Committee**

No Response

### **External Committee**

- a. directly providing service to the fellowship - 30% presently
- b. Internal issues, such as elections, guidelines, discussion and approval of minutes and reports - 7%
- c. project development and discussion? - 63%

## **Additional Needs**

- a. directly providing service to the fellowship - 50%
- b. Internal issues, such as elections, guidelines, discussion and approval of minutes and reports - 10%
- c. project development and discussion? - 40%

## **D. STRUCTURE**

1. What is the structure of your committee or board? Do you have any sub-units e.g.: ad hoc committees, task forces, etc.?

### **Full Board**

The board of Trustee has a central board consisting of all members. The Board is administrated by a Steering Committee consisting of the Board Chair and Vice Chair and each chair of the trustee committees. The board has 3 main sub-committees consisting of a minimum of 3-5 trustee members each. The board has an additional sub unit the additional needs panel. Additionally, the board participates on other committees such as translations and Interim with the administrative chairs acting as liaisons to the WSO Board of Directors. Board at time creates ad hoc committees when involved in large scale projects.

## **COMMITTEES**

### **Internal Committee**

**Same as Full Board**

### **Literature Committee**

No Response

### **External Committee**

**Same as Full Board**

### **Additional Needs**

**Same as Full Board**

2. How are these sub-units utilized in your efforts to help fulfill our fellowship's primary purpose in the following areas?

## **Full Board**

**Communication** The sub units are utilized to facilitate the projects and as a result provide the communication relative to the project to the fellowship and with other committees and boards

**Coordination** - The committee system is used as a more effective way to manage and work on projects. The board uses a steering committee that each chair of the committees participate on. Additionally the committees provides the coordination for projects..

**Information** The committees provide ongoing reporting on their projects that keeps the fellowship informed of the project status. They write reports and bulletins etc. on specific projects or issues.

**Guidance** --. They guide by planning and overseeing work committed to the board by WSC. The committees through there communication and information distribution provide it's guidance to the fellowship

## **Additional Comments**

1)These sub-units or committees do the bulk of the work of the board and that work is generally neutralized by full board discussions and actions. 2)However the committees are required to have full board approval on projects as well as project movement. This sometime reduces the response time for communication and information distribution.

## **COMMITTEES**

### **Internal Committee**

**Same as full board**

### **Literature Committee**

No Response

### **External Committee**

**Same as full board**

### **Additional Needs**

**Same as full board**

3. Do you have different levels of responsibility within your committee or board, such as a nominee pool, general or non-voting members, an executive or an administrative body?

### **Full Board**

Yes, there is a steering committee who provides the full board administrative activity. The only voting members of the full board are elected trustee's. The full board has no non-voting members. The board has active participants who are not members.

## **COMMITTEES**

### **Internal Committee**

Same as full board

### **Literature Committee**

No Response

### **External Committee**

Same as full board

### **Additional Needs**

Same as full board

4. How are these various levels utilized to help fulfill our fellowship's primary purpose in the following areas?

### **Full Board**

**Communication**-The steering committee oversees project plans and provides administrative responses on behalf of the board. Respective members of the steering committee communicate with their sub-committee as well as, members of the fellowship as a whole i.e. RSR's as interested members. Our chair provides periodic reports to the fellowship on the activities of the board. When questions arise they are addressed on an individual or group basis by the board leadership via correspondence and telephone. The BOT's phone #'s are widely circulated through the fellowship and are utilized frequently.

**Coordination** The steering committee provides the coordination of the boards efforts, the committees provide the hands on coordination of trustee projects. The steering committee appoints members to standing committees and to assignments. They Review projects, develops proposals, allocates resources, accountable for trustee ethics, crisis

management, liaisons, responsible for reports and budgets. Also, through attendance at multi-regional service events, zonal forums and non-NA events. The steering committee attempts to help coordinate our work and hold us accountable for work. Our steering committee provides general administration for the overall board and support and guide our Chairs.

**Information** - The steering committee insures information distribution and the continuity of the information distributed.

**Guidance** - The committees provide the hands on project activity and interacts with other committees and boards. In doing so, provides guidance in these efforts.

## **COMMITTEES**

### **Internal Committee**

**Same as full board**

### **Literature Committee**

**Same as full board**

### **External Committee**

**Same as full board**

### **Additional Needs**

**Same as full board**

5. What are the stated roles of these various levels within your committee or board?

### **Full Board**

#### **The Board of Trustees**

The Stated role of the board of trustees “is to provide leadership and guidance to NA’s world services, and to offer experience to the fellowship as a whole. (Page 11, paragraph 5 TWGSS)

The purpose of the *World Service Board of Trustees*, who act as guardians of the Twelve Traditions, is to ensure the continuation and growth of NA by seeking new and better ways to carry the message to the addict who still suffers, by seeking to ensure the maintenance of the Twelve Traditions, and by dealing with those things, both within and outside the fellowship, which affect its continuation and growth. (Page 1 # 7 TWGSS)



The purpose of the World Service Board of Trustees is to contribute to the continuation and growth of Narcotics Anonymous and to serve as a primary resource for the fellowship of NA. (Page 11, I, TWGSS)

**The Steering Committee (Page 43 II and IIB TWGSS)**

II. In order to perform their duties and function more effectively, the World Service Board of Trustees utilizes a Steering Committee.

The Steering Committee coordinates the general administrative functions for the entire World Service Board of Trustees between regularly scheduled meetings of the board. Its responsibilities include:

- 1) Review of trustee projects.
- 2) Development of agenda for trustee meetings.
- 3) Development of proposals for future activities of the World Service Board of Trustees and its standing committees.
- 4) Assignment of trustees to standing committees.
- 5) Allocation of resources to trustee standing committees, in accordance with established priorities.
- 6) Accountability to World Service Conference for trustee ethics.
- 7) Holding trustee standing committees accountable for the completion of their assigned projects.
- 8) Discussion of significant issues which come up for immediate consideration between regularly scheduled WSB meetings.
- 9) Crisis management.

**The Sub-committees (Page 43 and 44 III A,B.)**

In order that the WSB may better serve the fellowship, it utilizes a committee system.

A. The purpose of the WSB committees is:

- 1) To be a resource and provide continuity for World Service Conference committees.
- 2) To be a source of information, experience, and guidance in each committee's area of specialization.

B. The standing committees include:

- 1) Steering Committee (see above)
- 2) Internal Affairs--concerned with what occurs within our fellowship and service structure, with emphasis on WSO, WSC, finance, activities, along with our fellowship's growth and development, service structure development, provision of services, planning, etc.
- 3) External Affairs--concerned with how our fellowship and service structure interface with society, with emphasis on hospitals and institutions, public information, public relations, relations with the medical profession, the criminal justice system, and the media. The External Affairs Committee also provides administrative support for the WSB Additional Needs Panel.
- 4) Literature Review--reviews literature as requested. administers assigned literature projects, Handles any other related literature issues or tasks on an as-needed basis (e.g., interaction with the World Services Translation Committee).

## **COMMITTEES**

### **Internal Committee**

**Same as full board**

### **Literature Committee**

No Response

### **External Committee**

**Same as full board**

### **Additional Needs**

**Same as full board**

6. What is the role of the special workers assigned to your committee or board?

### **Full Board**

Extensive! Some of the special workers function as clerical support throughout the conference year and for the purpose of recording minutes. Some are active members of the sub-committees with full participant privileges. Additionally, provide preparatory work for the meetings and conference calls, collate and send to board members communications (internal and external), editing and writing, logistics, technical assistance, implement and carry out work assigned to them, often serve as a communication link between steering committee or subcommittee and the other members. Executive Director of the WSO is a non voting member of the Steering Committee.

#### **Additional Comments**

1) I have never been very clear on this relationship aside from the obvious. 2) the special worker may be encouraged to fully participate and at the level of full board discussions, the pain of one more voice may be too great to bear.

## **COMMITTEES**

### **Internal Committee**

- The special worker facilitates the taking of minutes and the distribution of communication and information. Additionally provides the coordination of conference calls, research on projects, logistics, and technical assistance. The special worker participates in committee discussions and acts as a voting member of the committee.

## **Literature Committee**

No Response

## **External Committee**

To be minute taker, participant in group, but does not vote.

## **Additional Needs**

Communication and coordination

7. Are these roles reflected within your guidelines or operational procedures'?

## **Full Board**

Only the Executive Directors role is spelled out. Other special workers are assigned.

## **COMMITTEES**

## **Internal Committee**

Same as full board

## **Literature Committee**

No Response

## **External Committee**

Same as full board

## **Additional Needs**

Same as full board

8. Do your guidelines or operational procedures cover most contingencies that may arise during the operation of your committee or board?

## **Full Board**

At times, excludes defined protocol and any follow-up or quality assurance activity which is most contingencies.

## COMMITTEES

### Internal Committee

Same as full board

### Literature Committee

No Response

### External Committee

Same as full board

### Additional Needs

Same as full board

9. What is the relationship between your committee or board and the other elements of world services?

**The answers to this question are diverse and will require board discussion on how to approach the answer.**

### Full Board

Subcommittee membership includes Chairs of the WSC Committees, liaisons from Admin and WSO BOD attend/participate in meetings. TWGSS states we are to "assist the WSC in determining the priorities and focus of conference committees , involved in determining the direction of the WSO, provide leadership and guidance to NA's world services".

### Additional Comments

1)It seems to be a "perception" question so here it goes. I feel we have a love/hate relationship with the rest of the WSC. It seems that when there is something the conference wants done that no one else can or wants to do it fall on the BOT. We are the board that everyone loves to hate. It seems that everyone knows exactly what the board should be doing and the funny thing is they generally neglect to tell us until some crisis happens or they wait until we complete a project that was out for input and review and criticize it. I see the interim committee and the BOD taking on roles that have been historically BOT issues. At this point in time, I don't think the trustees are sure of their role in world service. It seems that at times, we are viewed as a "threat", or that we want to "take" projects away from various boards and committees. I don't think this has ever been the intention of the WSB, at least in a harmful way however, it is a reality that this kind of thinking goes on. One thing that has helped with this mindset is the disbandment of the

JAC and the inclusion of the conference leadership in the trustee sub-committees. All in all we have a very long way to go. 2)It seems somewhat standoffish; there is a definite attitude from most segments of the Fellowship that the BOT and its members are somehow different than other committee and Boards. Therefore, there is an unequal relationship created which does not lend itself to an open and perhaps most effective or beneficial situation. 3)Good question, nobody knows for sure, and all have options, but we provide "guidance" to the WSC, BOD, and the WSO (according to TWGSS anyway). 4) There are at least two ways of answering this question. TWGSS articulates that relationship on page 11, however in practice that relationship has been at times reflective of turf battles, power struggles, control issues, and the unanswered question..."Who's in charge?". For further information see, "Hatfields and McCoys". 5) The Board acts as one of three administrative bodies contained in world services. The actual roles are sometimes blurred, making conflict apparent at times. The Interim committee was the answer to this however, it simply provides a forum for the three arms to come to a consensus on there decisions. This also allows for a overlapping of responsibility which has required the board to have joint efforts on project so as not to overlap responsibilities

## **COMMITTEES**

### **Internal Committee**

**Same as full board**

### **Literature Committee**

No Response

### **External Committee**

Same as full board

### **Additional Needs**

**Same as full board**

10. Are such relationships covered by your guidelines or operational procedures?

### **Full Board**

**The answers to this question are diverse and will require board discussion on how to approach the answer.**

On a technical level, somewhat; on a relationship level, not at all.

**Additional Comments-** 1)Yes, but a great extent they are ignored or viewed as "out dated". 2) The Guidelines only cover the role of the board of trustee's and not it's relation to other boards and committees.

## **COMMITTEES**

### **Internal Committee**

**Same as full board**

### **Literature Committee**

No Response

### **External Committee**

**Same as full board**

### **Additional Needs**

**Same as full board**

11. What is the decision-making process utilized by your committee? Has it changed during the last five years? If so, why?

### **Full Board**

The board needs a 2/3 attendance for a quorum. Decision making is by consensus or by motion. Motions must be adopted by a 2/3 majority of those present, except for elections. Minutes are supposed to be mailed out within 30 days of the end of the meeting or conference call. The implementation of the Steering Committee occurred in the past two years to provide for broader representation in the decision making process than just the chair and vice chair. A change also was made to include guidelines re: voting (i.e., requiring 2/3 majority of trustees present, no individual polling of members outside of the meetings.

**Additional Comments.** 1)The WSB concluded that a simple majority lacked spiritually and had nothing to do with consensus, hence if the board was that divided on an issue, were not willing to pass on a decision. 2) Discussion, ad-nauseam, until consensus is achieved and everyone has been heard and is "comfortable" with the decision. No.

## **COMMITTEES**

### **Internal Committee**

**Same as full board**

## **Literature Committee**

No Response

## **External Committee**

Same as full board

## **Additional Needs**

Yes - We have just gone from a panel to a ad hoc committee of the BOT, but we have no funding.

12. What are your committee's policies that allow you to help fulfill our fellowship's primary purpose in the following areas?

## **Full Board**

**Communication - .Coordination - .Information - .Guidance -**

(Page 14 Item 4 TWGSS.)

- IV. The responsibility of the World Service Board of Trustees is to provide guidance and direction. This responsibility includes, but is not limited to, the following:
- A. Development and recommendation of policies for NA which will help the fellowship achieve its primary purpose.
  - B. Participation in development of the priorities and focus of world services.
  - C. Assistance in determining the direction of the World Service Office.
  - D. Participation in the development and review of world service budgets.
  - E. Management of projects committed to the board by the WSC.
  - F. Involvement in the growth and development of NA communities worldwide.
  - G. Education and training for the fellowship through involvement in workshops, learning days, and conventions.
  - H. Membership on world service committees concerned with budget, travel, translations, etc.
  - I. Response to questions and concerns and promotion of communication within the fellowship.



## **COMMITTEES**

### **Internal Committee**

**Same as full board**

### **Literature Committee**

No Response

### **External Committee**

**Same as full board**

### **Additional Needs**

**Same as full board**

13. Are there other policies that your committee abides by?

### **Full Board**

WSC Conference policies/directives and WSO guidelines, WSB internal guidelines, 12 Traditions, 12 Concepts of Service, The Steps,

## **COMMITTEES**

### **Internal Committee**

**Same as full board**

### **Literature Committee**

No Response

### **External Committee**

**Same as full board**

### **Additional Needs**

**Same as full board**



14. Does your committee have a set of standards for evaluating its effectiveness? If so, what are they?

### **Full Board**

No procedurally, only the Traditions as a frame of reference and our prioritized project list for each year,.

## **COMMITTEES**

### **Internal Committee**

Same as full board

### **Literature Committee**

No Response

### **External Committee**

Same as full board

### **Additional Needs**

Same as full board

15. Regarding your committee/board's project decisions, what percentage is:
- a. WSC directed
  - b. internally generated?

### **Full Board**

- a. WSC directed - 74%
- b. internally generated? -26%

Completed by average response

## **COMMITTEES**

### **Internal Committee**

Same as full board

## **Literature Committee**

Same as full board

## **External Committee**

Same as full board

## **Additional Needs**

Same as full board

16. What steps does your committee or board take to ensure its accountability during its decision-making processes?

## **Full Board**

The primary steps taken to ensure accountability are through regular and timely reports to the Fellowship. . Members have right of petition. Meetings are open. Inclusion of other branch's of service at meetings, Admin chair on WSB Steering Committee calls and regular reporting to the fellowship.

**Garth** - Clear and accurate minutes to be taken. Minutes to be mailed to the fellowship within 30 days. Elections are done by closed ballot. Result of decisions are attached to the discussion in the minutes.

**Additional Comments** 1) Watch each other like hawks, just kidding, I find the question somewhat offensive and don't really how to answer it. 2) However, it would seem helpful if more attention was also paid to financial accountability and assigning project managers for process evaluation. 3) remind ourselves that we are accountable for our actions.

## **COMMITTEES**

### **Internal Committee**

Same as full board

### **Literature Committee**

Same as full board

### **External Committee**

Same as full board

## **Additional Needs**

**Same as full board**

17. What steps does your committee or board take to ensure the accountability of its members?

## **Full Board**

Per guidelines, steering committee members are to ensure that committee members follow through on assignments; two missed meetings may result in suspension. All in propriety is brought to the full board for discussion. Any member accused has the opportunity to address the board. All members are allowed redress to decisions. The guidelines allow for the board, to suspend a trustee in the event accountability is necessary.

## **Additional Comments**

We aren't very honest with one another, and with that, we fail re: ensuring accountability.

## **COMMITTEES**

### **Internal Committee**

**Same as full Board**

### **Literature Committee**

No Response

### **External Committee**

**Same as full Board**

## **Additional Needs**

**Same as full Board**

18. What steps has your committee or board taken to include participation of trusted servants worldwide?

## **Full Board**

Introduction of development forum to WSC. All our work is sent out for input, trustees have been elected from outside of North America, trustees have participated in forums

worldwide (zonal forums, services conferences etc. We have encouraged the nomination of qualified individuals from throughout our worldwide membership. Ability to include participation of trusted servants worldwide is possible by inclusion of participants on trustee committees. Budget may be a factor which diminishes ability to include as much worldwide participation as may be desired.

## **COMMITTEES**

### **Internal Committee**

**Same as full board**

### **Literature Committee**

No Response

### **External Committee**

**Same as full board**

### **Additional Needs**

**Same as full board**

19. What recommendations concerning the selection of meeting location has your committee/board made to facilitate attendance by our worldwide membership?

### **Full Board**

We have designated the February meeting as a "traveling" meeting; last year we proposed to Interim that we meet in South America - this was denied. The previous year we met in Montreal, and the year prior to that in Pennsylvania.

## **COMMITTEES**

### **Internal Committee**

**Same as full board**

### **Literature Committee**

No Response

### **External Committee**

Same as full board

## **Additional Needs**

Same as full board

### **E. COMMUNICATION**

- 1 What are the guidelines or operational procedures for internal communication within your committee or board?

## **Full Board**

Written: Steering Committee minutes must be sent out to full board a.s.a.p. decision made and before action taken. Accurate minutes taken and published within 30 days. Written guidelines do not exist for communication other than stated above. All policy is verbal and follow processes established over the years. . Often special worker is the communication link.

## **COMMITTEES**

### **Internal Committee**

Same as full board

### **Literature Committee**

Same as full board

### **External Committee**

Same as full board

## **Additional Needs**

Same as full board

2. What are the guidelines or operational procedures for your committee or board's communication with other world service boards and committees?

## **Full Board**

(Page 44, addendum 8 IV, L) - Accurate minutes of all trustee meetings are taken and published within thirty days of the meeting. Copies of these minutes are sent to:

- 1) Each trustee
- 2) Past trustees request to be included on the mailing list
- 3) Each duly registered regional service committee
- 4) All World Service Conference participants

TWGSS states that chairs and vice chairs of conference committees will attend a minimum of two trustee meetings a year. As such, they are included in our committees and receive the same communication as members of the WSB. The same is true for the leadership of the WSO BOD and Admin.

## **COMMITTEES**

### **Internal Committee**

**Same as full board**

### **Literature Committee**

**Same as full board**

### **External Committee**

**Same as full board**

### **Additional Needs**

**Same as full board**

3. What are the guidelines or operational procedures for your committee or board's communication with the fellowship at large?

### **Full Board**

(Page 44, addendum 8 IV, L) - Accurate minutes of all trustee meetings are taken and published within thirty days of the meeting. Copies of these minutes are sent to:

- 1) Each trustee
- 2) Past trustees request to be included on the mailing list
- 3) Each duly registered regional service committee
- 4) All World Service Conference participants

TWGSS states that chairs and vice chairs of conference committees will attend a minimum of two trustee meetings a year. As such, they are included in our committees and receive the same communication as members of the WSB. The same is true for the leadership of the WSO BOD and Admin.

## **COMMITTEES**

### **Internal Committee**

Same as full board

### **Literature Committee**

Same as full board

### **External Committee**

Same as full board

### **Additional Needs**

Same as full board

4. What are the operational procedures for responding to communications from the fellowship at large?

### **Full Board**

The only written statement of procedure for communication with the fellowship is (Page 11, IV, I )“ Response to questions and concerns and promotion of communication within the fellowship”. No other Written guidelines exist for communication with the fellowship. All policy is verbal and follow processes established over the years. Standard procedure is that when a communication is received the letter goes to the trustee administration who then communicates with the staff coordinator who will send the letter to the full board with a draft response. The board will approve the response and the staff will forward the response to the individual or committee whose request it was..

## **COMMITTEES**

### **Internal Committee**

Same as full board

### **Literature Committee**

Same as full board



## **External Committee**

**Same as full board**

## **Additional Needs**

**Same as full board**

5. How does your committee or board's written communication (including reports and periodicals) serve to help fulfill our fellowship's primary purpose in the following areas?

## **Full Board**

**Coordination** - Provide fellowship with resourceful policies based on experience.

**Information** - Actually encourages ways of carrying the message of recovery.

**Guidance** - Having good communication, a coordinated service effort, an informed fellowship, and the sharing of experience all help fulfill the fellowships primary purpose. All trustee communication strives to seek this goal as such the board provides guidance through its communication efforts.

## **COMMITTEES**

### **Internal Committee**

**Same as full board**

### **Literature Committee**

**Same as full board**

### **External Committee**

**Same as full board**

### **Additional Needs**

**Same as full board**

6. Is there anything else that needs to be conveyed in terms of the following types of communication:
- within your board or committee -
  - to other world service boards or committees
  - to the fellowship at large

## **Full Board**

Our most effective communications with other boards and committees or the fellowship seems to take place with some sort of shared participation or face to face meetings. Less "hands on", more delegation and trust - WSO. A more productive mechanism in reaching the groups. There is no set way of doing things, much is stated to be done due to precedent, but there is no way to check this or find out in advance by reading anything, = much is done by "whim" of the person(s) making the decisions (including the full board). Need to improve the timeliness in responding to communications, disseminating reports, etc. We have a history of approving drafts and then rescinding them at our next meeting. Conflicting perspectives on our "role result in: oftentimes watered down communications, ambiguity, inconsistency. Our guidelines state that we will respond to communications from groups, areas and regions. We have, at least in the last number of years, responded primarily only to regions, referring groups and areas to work through their service structure in resolving issues. I don't know that that's a "bad" posture - but it does conflict with what our guidelines state.

## **COMMITTEES**

### **Internal Committee**

**Same as full board**

### **Literature Committee**

**Same as full board**

### **External Committee**

**Same as full board**

### **Additional Needs**

**Same as full board**

7. In fulfilling your committee or board's purpose, what guidelines are used to determine the need for oral communication and by whom?

## **Full Board**

Oral communication needs are decided by whoever receives the original request for response. Additionally, many members initiate their own oral communication when they believe there is someone or something that could benefit from that type of contact. There are not set guidelines about it, the only thing close to it is a recent phone use policy.

## COMMITTEES

### Internal Committee

Same as full board

### Literature Committee

Same as full board

### External Committee

Same as full board

### Additional Needs

Same as full board

8. Does your board or committee have any communications with those outside of NA? Are there any guidelines or operational procedures regarding such communications? If so, what?

### Full Board

communicates

**Garth** - Yes - External communicates with professionals etc. Via non-NA events.

Follow the Public Relations Statement of Purpose

### PUBLIC RELATIONS STATEMENT OF PURPOSE

arcotics Anonymous is a worldwide organization based on a twelve-step approach to recovery whose primary purpose is to help any individual stop using drugs. Our message is that an addict, any addict, can stop using drugs, lose the desire to use, and find a new way to live. Through our group meetings, members learn how to live drug-free and recover from the effects of addiction in their lives. For the purpose of our public relations, NA services-cooperate with the public by providing information about recovery from drug addiction. Furthermore, we seek to increase the awareness of NA's existence through presentations, media exposure, and telephone services. These cooperative efforts enhance our relationships with those outside our fellowship. As a result, we further our primary purpose. This statement of purpose will provide the base from which to develop the following objectives for a long-range public relations plan:

1. Help the still suffering addict find the NA program
2. Help clarify the role of NA in the community.
3. Develop and communicate a positive image of the NA program to society at large.

4. Increase the awareness of individual NA members about their role in NA's public image.
5. Develop cooperative relationships with professionals.

## **COMMITTEES**

### **Internal Committee**

**Same as full board**

### **Literature Committee**

**Same as full board**

### **External Committee**

**Same as full board**

### **Additional Needs**

**Same as full board**

## **ADDITIONAL COMMENTS**

**Pete** - I apologize for the bare bones inventory on the external committee. This is my first year as chair and we have only met once. I have been unable to contact past chairs and pretty much have done best I could.

**Donna** - I don't believe the inventory promotes exploration of many of the issues that we thought/hoped we would look at. Issues of trust, confidence, leadership, etc. are missing. Administrative functions are not easily definable given the parameters of the questions. One of the issues I think needs to be talked about is our "role as leaders and what that means, and how we actualize that. How do we actually carry out the functions and responsibilities necessary towards fulfilling our purpose (without an uproar that we're overstepping our bounds, trying to "take over", etc.) How do we fulfill our responsibilities in terms of 'development of priorities and focus of world services"

When we plan and oversee products, are we to be hands-on or hands-off? If we are involved, hands-on, do we compromise the "objectivity" expected of us?

If we are "a resource", providing guidance and direction and charged with "involvement in the growth and development of NA communities worldwide, why was an Outreach Committee formed?



**Chuck** - I found the self assessment tool to be somewhat entertaining and amusing. Unfortunately, I did not find it to be helpful in inventorying what works and doesn't work within my board. The tool seems to proceed from the premise that the value of the status quo can be determined through these questions. In many ways the questions fail miserably in addressing some of the fundamental issues. The philosophy of the board of trustees was not examined. Should we be an administrative project oriented board or a philosophical, contemplative board?

The board has always sought to achieve unanimity in its decision making process. I have long believed that our quest for unanimity has left us with positions which reflect ambiguity and decisions that are less than bold in nature. The self evaluation tool went to painful lengths to avoid sensitive and probing questions about the specifics of our operations. Too bad ... I had had high hopes for this self evaluation, fearless and thorough inventory of World Services. Ohhhhhh Wellll.

**Danette** - I believe that we have moved too far away from the concept of NA services being driven by the group. It seems that we have become caught up in a bureaucratic process that exists more to ensure its own existence than to actually provide service to the individual. Communication between Boards and Committees has become more and more poor as each becomes more entrenched in its own systems and attempts to secure its place in the structure. Ownership and ego issues abound to such a degree that I wonder whether or not the necessary changes may come about only in the aftermath of a total disbanding of the structure as we currently know it.

Communication between individuals-is accomplished to the degree that it fits into that individuals life some better than others. Two of the biggest problems I'm aware-of are: 1) inability to separate business from personal when attempting to carry out service assignments; 2) inability to have direct confrontation with others when questions arise about someone's service work.

The individual interaction on Boards and Committees mirrors the interaction of the trusted servants' behavior in all other areas of their lives, some healthy, some not, perhaps more not because of the amount of prestige and power involved in current World Service activities. I would suggest that we devote a significant amount of time and energy into individual trusted servant inventories. Service at any level brings with it a host of issues that are distinctly different enough from non-service recovery to justify an inventory guide of its own. Asking pointed questions of ourselves and those we serve with regarding ego investment, time allotment, balance in our personal family lives, 7th tradition support, etc. etc. the list goes on and on. Until we are truly ready to address the problems in service as they relate to the added encumbrances on the individual trusted servant and that servant's willingness to take on more responsibility for personal inventory, I believe that we will continue to spin our wheels with this entire World Service Inventory notion.

Why not spend the same amount of time and money have on this inventory process and put it to work in developing an inventory guide specific to trusted servants?

