

# **CONFERENCE AGENDA REPORT 1994**



**World Service Conference  
of Narcotics Anonymous**

**Approval materials for annual meeting  
29 April through 7 May 1994  
Atlanta, Georgia, USA**

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<p style="text-align: center;"><b>WORLD SERVICES INVENTORY COMPOSITE GROUP</b></p>
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As we approach the halfway point in NA's two-year world services inventory, the Composite Group responsible for coordinating the inventory project has two motions to place before our fellowship's World Service Conference. The first motion asks for approval, in principle, for the idea of continuing with the second year of the two-year world services inventory:

**3. To proceed with the second year of the two-year world services inventory project, and to make the world services inventory effort the top priority for the duration of this process by providing only basic services during that period.**

*Intent: To secure approval in principle for the continuation of a major project requiring the dedication of substantial fellowship resources.*

*WSC, WSO financial impact: As this is an agreement in principle only, there is no financial impact. See next motion for practical impact.*

The second motion asks for approval of the specifics of a revised workplan developed by the Composite Group for the second year of the inventory project. We have summarized our reasons for the major changes being proposed in a report that you will find in Addendum C to this year's *Conference Agenda Report*. The motion to approve the revised workplan reads as follows:

**4. To revise the inventory workplan approved at WSC'93 as shown in Addendum D.**

*Intent: To implement the Composite Group's recommendations for completing the inventory project.*

*WSC financial impact: \$106,550.*

*WSO financial impact: Unknown at this time.*

**ADDENDUM C:  
WORLD SERVICES INVENTORY COMPOSITE GROUP--  
REPORT ON PROPOSED WORKPLAN REVISIONS**

As we approach the halfway point in NA's two-year world services inventory, the Composite Group responsible for coordinating the inventory project has two motions to place before our fellowship's World Service Conference. The first motion asks for approval, in principle, for the idea of continuing with the second year of the two-year world services inventory. The second motion asks for approval of the specifics of a revised workplan developed by the Composite Group for the second year of the inventory project. We have attached this paper to our report on our November 1993 meeting to explain some of the most significant changes being proposed in the revised inventory workplan.

The proposed workplan revisions affect two aspects of the inventory project: its organization, and its activities. The most significant **organizational** changes it proposes are:

1. Elimination of the inventory Support Team--instead provisions are made for Composite Group self-administration, including selection of a group leader, and direct Interim Committee oversight
2. Elimination of the identification of a core group within the Composite Group
3. Addition of procedures for replacing those who leave the Composite Group
4. Addition of a WSO staffer to the Composite Group as a nonvoting member

The most significant changes proposed for inventory **activities** are:

5. Elimination of the second round of fellowship surveys scheduled for the second year of the inventory project--instead, a quality-assurance process would be initiated in 1998 as an inventory follow up
6. Shifting the fellowship forums scheduled for mid-1994 to early 1995
7. Ceasing to plan for a major world services meeting in September 1994 as an inventory activity--WSC'95 would serve the same purpose at the conclusion of the inventory process
8. Addition of a procedure for the Composite Group to use in developing options for change based on the inventory for the fellowship to consider
9. Addition of specific plans for the WSO staff's operational self-assessment

## **ORGANIZATIONAL CHANGES**

### **1. Support Team elimination**

The inventory project was set up with a twelve-member Composite Group to carry out the inventory project and a four-member Support Team to oversee the Composite Group's work, report to the conference and the fellowship on the inventory, and make sure Composite Group funding requests got through to the Interim Committee, the central world service coordinating body. As time has passed, it has made less and less sense to everyone involved--including the Support Team--to have the Composite Group's affairs administered by a completely separate body. The plan revision would eliminate the Support Team, allowing the Composite Group to administer its own affairs, report on its own activities, and interact directly on its own behalf with the Interim Committee. The Interim Committee would provide the oversight necessary to ensure the inventory project stays on track.

### **2. Core Group elimination**

The inventory plan approved last year designated a seven-member "core group" within the twelve-member Composite Group. The core group was to attend all Composite Group meetings, while the other five members could take part by mail. The Composite Group's experience during the first year of the inventory project is that it needs all its members fully participating in all its meetings; the designation of a seven-member core group within the the larger group is not useful.

### **3. Membership-replacement process**

The plan approved last year contained no defined process by which a replacement could be designated. To keep confusion to a minimum if any members leave the Composite Group during the second year of the inventory project, replacement procedures have been added to the inventory plan.

### **4. Addition of a WSO employee to the Composite Group as a nonvoting member**

The inventory plan approved last year recognizes that the WSO Board of Directors and the WSO staff have different responsibilities: the directors create WSO policy, while the WSO staff administers the office's day-to-day work. As such, there are two operations within the WSO that must be inventoried: the WSO board, and the WSO staff. Last year's inventory plan allowed for representation on the Composite Group from the WSO board but did not allow for

a representative WSO staff member, making the group something less than a true composite of the full range of world services.

Furthermore, Composite Group decisions regarding coordination of the inventory project frequently impact the World Service Office staff. To ensure that the Composite Group has the advantage of hearing how its discussions will affect and be affected by WSO staffing patterns, the revised plan provides for the addition of a senior management staff member to the Composite Group in a nonvoting capacity.

The role of this staff member will differ from the role played by project staff assigned to provide support services to the Composite Group. Normally when staff members are assigned to assist in a world service project, they coordinate reporting, logistical support, and technical assistance; they generally do not take a participatory role in the discussions of the body responsible for the project unless they are invited to do so. In the Composite Group plan revision, the WSO staff member being added to the group would participate in discussions and provide input on work-in-progress as a group member.

## **ACTIVITY CHANGES**

### **5. Elimination of the second round of surveys; adding quality-assurance process**

A first round of fellowship surveys is being conducted this year. In all, the administration of that round of surveys will occupy about eight months of the Composite Group's time. The inventory plan approved at last year's conference called for a second round of surveys to be administered during the second year of the project, primarily to double check the findings of the first survey round. In statistical studies, it is common to run an identical second survey to ensure that the original returns are reliable. However, such studies have the same people answer both questionnaires. Since we know that trusted servant positions are frequently filled by different people from one year to the next, there is no point in doing an identical second survey. Furthermore, a second round of surveys would require so much time to administer that the inventory project would be forced to add a third year onto its working timeline, a possibility the Composite Group did not feel comfortable encouraging. Instead of running a second round of surveys as a quality check on the inventory, the Composite Group has scheduled a quality-assurance process that would measure results and effectiveness of the inventory three years after the conclusion of the inventory project itself.

### **6. Shifting fellowship forums from mid-1994 to early 1995**

The inventory plan approved last year called for multiple fellowship forums to be conducted in the three or four months following WSC'94. As the Composite

Group planned its work for the second, final year of the inventory project, however, it came to believe that it would not be possible to have enough discussion material of substance prepared by mid-1994 to justify calling the fellowship together in these special forums. Instead, the Composite Group felt the fellowship would be better served if the group prepared comprehensive final reports and options for fellowship consideration at the end of 1994, published those reports and options in the 1995 Conference Agenda Report, and then went out to meet the fellowship at the usual multiregional and zonal workshops that will be held early in 1995 in preparation for that year's World Service Conference, when the inventory project will be concluded.

#### **7. Cease planning for a September 1994 world services inventory meeting**

Similarly, the Composite Group feels it will not be prepared by September 1994 to coordinate the all-world services discussion of inventory findings that is called for in the plan approved last year. Instead, the group believes those discussions should take place after the inventory has been concluded and presented in the 1995 Conference Agenda Report. At the 1995 World Service Conference, world service participants will be able to consider the final results and draw final conclusions from the inventory.

#### **8. Composite Group options-identification process**

The inventory plan approved last year specified that once the inventory material had been gathered it would be evaluated and recommendations would be developed from that evaluation. However, the plan did not clearly define who would conduct that evaluation or how those recommendations would be developed. The Composite Group's proposed revision of the inventory plan gives the Composite Group responsibility for these aspects of the project. The revision outlines a simple, fair process leading to the identification and description of problems in world services and the proposal of at least two options for resolving each problem.

The Composite Group does not believe any other world service body already in existence would be better suited to objectively evaluate the inventory information and has concluded that even an ad hoc body established specifically for the purpose of evaluating the inventory data could not be composed in any more objective fashion from across the range of world services than the Composite Group itself. Therefore, rather than recommend the assignment of this process to another body, the Composite Group has decided to recommend taking responsibility itself for identifying problems disclosed in the inventory and preparing optional proposals for fellowship consideration. An inventory report to be prepared during the second year of the project by an independent analyst,

according to the revised plan, will serve as a credibility check against which to measure the proposals coming out of the Composite Group.

#### **9. WSO staff operations self-assessment**

The plan approved last year called for a complete evaluation of all WSO operations among its objectives but did not outline a specific process in its work plan for fulfilling that objective. The Composite Group's plan revision proposal lays out a program for an internal self-assessment of WSO staff operations to be conducted next summer, although the timeframe may be extended depending on the number of hours available for staff participation.



MONTH	Systems consultant	Composite Group	Team 1: WSC evaluation	Team 2: WSO evaluation	WSO self-assessment	Team 3: CAR forums	Team 4: CAR materials
<b>Pre-WSC'94</b>	Selected, but contract not executed						
<b>May 1994</b>	Contract executed, analysis work begun		Initiated	Initiated	begin		
<b>June 1994</b>	continue	meeting	complete evaluations; begin problem and issue identification for committees, boards; begin draft evaluation of WSC	Prepare progress report on WSO assessments; begin evaluations as soon as possible	continue		
<b>July 1994</b>	continue		complete ID of committee, board problems; explain; begin considering resolution options-- finish evaluating WSC, begin problem ID	continue	continue		
<b>August 1994</b>	continue	conference call	finish explanations of committee, board problems--consider WSC problem resolution options	finish evaluation; begin ID of WSO problems	complete--however, WSO self-assessment may be extended, depending on available staff time		
<b>September 1994</b>	continue; meet with Composite Group to begin finalizing report	meeting					

MONTH	Systems consultant	Composite Group	Team 1: WSC evaluation	Team 2: WSO evaluation	WSO self-assessment	Team 3: CAR forums	Team 4: CAR materials
October 1994	evaluations, recommendations to be completed by 1st, distributed to group members by 15th	conference call	finish explanations of WSC problems and consideration of problem resolution options for WSC--END OF TASK	finish ID of problems; begin explaining problems; begin considering resolution options		Initiate, begin planning	
November 1994	completed report to be included in CAR'95	meeting		finish explanations of problems; continue considering resolution options--END TASK		draft plan for CAR forum participation--END TASK	Initiate
December 1994		conference call				Composite Group leader passes plan and funding request to Interim Committee; distribute approved plan to CG members; Inform forums of CG attendance	completes drafts of information reports and action items--END TASK
January 1995						CG members attend designated forums	
February 1995						CG members attend designated forums	
March 1995		meeting				CG members attend designated forums	
April 1995							
WSC'95							

<p style="text-align: center;"><b>ADDENDUM D: NA WORLD SERVICES INVENTORY: A REVISED PLAN</b></p>
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*The following text shows deletions from and additions to the inventory plan approved at the 1993 World Service Conference. Language to be deleted from last year's plan is shown with a line through it ~~like this~~, while language to be added appears in bold type like this.*

## I. GOAL

To engage in an overall examination of world services that assesses and evaluates our present world service practices. Together, over the next two years, we can establish clearly defined goals and objectives which, then, can be easily measured. We can establish standards by which our effectiveness can be evaluated. We can examine and assess our relationships with the fellowship as a whole as well as with each other, in terms of our communications, and make the necessary improvements. We can look at the sources and allocation of our resources, including funding, and determine if changes are needed to allow for the consistent fulfillment of vital tasks and services. We can evaluate our world service structure and, if necessary, streamline it so that we can become more effective. We can set up those processes by which we can be more responsive to the groups' needs and truly help fulfill our fellowship's primary purpose.

## II. OBJECTIVES

- A. Make the world services inventory effort the top priority for the duration of this process by providing only basic services during that period.
- B. Utilize the staff of the World Service Office to provide a history of each world service board and committee by **December** ~~the end of the summer of~~ 1993, to enable each board and committee the opportunity to do their self-assessment as thoroughly as possible.
- ~~G. Utilize a "Support Team," composed of the WSG treasurer, the WSG second vice chairperson, two qualified RSRs, and a designated staff member, to facilitate the financial allocation and logistical support needed by the project and serve as the reporting conduit to the fellowship. This group will also take all necessary steps to ensure that the project meets the designated timeline.~~

- D. Utilize (an) outside professional(s) to assist a Composite Group in developing a set of assessment tools to assist committees and boards in assessing themselves, as well as developing tools that aid the fellowship in participating in the inventory process by the end of ~~September~~ **June-1993**.
- E. Seek fellowshipwide participation in the evaluation of world service efforts from those receiving services--i.e., members, groups, areas, and regions. This objective will be achieved primarily through three sets of simple surveys encouraging the group, area, and regional levels to provide input about their needs and evaluating world service efforts. Members, groups, areas, and regions are also encouraged to evaluate their own service efforts during the year.
- F. Each board and committee will inventory their service efforts by assessing themselves at a central meeting designated for that purpose in the ~~fall of 1993~~ **January 1994**.
- G. A Composite Group will **compile and begin** ~~objectively reviewing and evaluate~~ all input and assessments received following the **January** ~~November~~ meeting. ~~Their evaluation will be completed by The Composite Group will report on the status of that review at WSC'94.~~
- H. WSC'94 will spend a considerable amount of time in various inventory sessions conducting its own self-assessment. The development forum sessions will be devoted to the inventory of the World Service Conference. These may be conducted in small working group sessions discussing a variety of topics relating to the nature, purpose, and functions of the World Service Conference.
- ~~I. A second set of surveys (identical to the first set) will be mailed out immediately after the conference to verify the data received from the original survey.~~
- ~~J. Fellowship forums will be conducted by regional participants with training and logistical assistance provided by the Support Team and the Composite Group. The major purpose of these forums will be to share the results of the input received and obtain additional input. These forums will take place between May and July of 1994.~~
- K. A professional systems analyst/consultant will be commissioned to **consolidate and evaluate the research that has been undertaken during the world services inventory, including the fellowship surveys,** ~~conduct a systems evaluation of the various elements of world services.~~ ~~Such an evaluation will based upon the historical information gathered by~~

~~the WSO, the input obtained from the fellowship, the self-assessments conducted by the individual boards, committees, and WSO staff, the evaluations performed by the Composite Group, as well as the notes taken at WSC'94 of the conference's self-assessment.~~

- ~~L. A world services meeting comprised of all boards, committees, and conference participants will take place in Baltimore, either immediately before or immediately after the 1994 World Convention, to share the results of these various processes and to begin developing the outlines for some recommendations for the fellowship's consideration at WSG'95. This meeting will need to include a considerable number of non-North American participants.~~
- N. WSO headquarters and branches will engage in internal operational self-assessments from May through August 1994, allowing for staff support during the committee and board self-assessment activities in the previous conference year. The timeframe for this segment of the inventory may be extended, depending on time available for staff participation.
- M. ~~During the ninety days following the world services meeting, detailed preposals~~ Various options will be developed by the Composite Group that will ~~go into~~ be sent to the fellowship in the annual *Conference Agenda Report* for consideration at WSC'95.
- O. Composite Group members will attend several designated multiregional/zonal CAR forums during 1995. No more than two members will attend any single forum. These members will present information and respond to questions concerning any aspects of the world service inventory in an effort to aid the fellowship and the conference participants in preparing for WSC'95. The Composite Group will select the attending members and designate the forums. A written plan, which will include the names of attendees, the designated forums, the itinerary for this process, and a request for funding will be submitted to the Interim Committee for approval.
- P. During WSC'98 a plan will be developed to measure and evaluate the effectiveness of any actions or changes that have been adopted by the WSC as a direct result of the world services inventory. The results of the evaluation will be reported, as appropriate, to the fellowship and to conference participants for discussion at WSC'99.

### III. SCOPE OF THE INVENTORY

- A. The purpose of world services
  - 1. Goals of world services
  - 2. Objectives of world services
- B. World services resources
  - 1. Human
    - a. Special workers
    - b. Volunteers/trusted servants
  - 2. Financial
    - a. Sources
      - 1) flow of funds (traditional)
      - 2) direct contributions (members and/or groups)
      - 3) sales of literature
      - 4) money left over after activities/conventions
    - b. Allocation
    - c. Utilization
    - d. Fiscal accountability
  - 3. Resource utilization (human and financial)
    - a. How do we share resources?
    - b. Do we maximize our available resources?
- C. Structure
  - 1. Elements
  - 2. Relationships and roles (how it is or is not mandated by guidelines)
  - 3. Decision making
  - 4. Policies and standards
  - 5. Methods/procedures/process/accountability
- D. Communication
  - 1. Internal (individual committees and boards)
    - a. within a board/committee
    - b. between boards/committees and other boards/committees (as individual entities of world services)
    - c. between boards/committees and fellowship (between groups and the various service entities)
  - 2. Communication channels
    - a. Oral/written
    - b. Periodicals
    - c. What needs to be communicated
  - 3. External

**E. Services**

1. To groups
2. To areas
3. To regions
4. Fulfilling our primary purpose
5. Public relations

**IV. WORLD SERVICE INVENTORY PARTICIPANTS**

- A. *Members, groups, areas, and regions.* Each of these elements of the service structure will be encouraged to involve themselves by providing input about their needs and evaluating world service efforts. The input and evaluations will be sent to the Composite Group. ~~The fellowship forums will be used to gather additional information and input.~~
- B. *The conference committees.* Each conference committee will complete its own self-assessment and submit that assessment to the Composite Group for an evaluation. Conference committees include all standing committees, currently established ad hoc committees, and the WSC Administrative Committee.
- C. *World service boards.* Each world service board will complete its own self-assessment and submit that assessment to the Composite Group for an evaluation. World service boards include the World Service Board of Trustees, WSO Board of Directors, and the World Convention Corporation.
- D. *World Service Office.* The World Service Office will complete its own self-assessment and submit that assessment to the Composite Group for an evaluation. The World Service Office will include in its assessment all components of the World Service Office.

**V. COMPOSITE GROUP****A. Composition**

1. One member from each of the following WSC committees: H&I, PI, Policy, and Literature Committees
2. One member from the WSC Outreach Ad Hoc Committee
3. **One member of the conference administrative committee**
4. One WSO board member
5. Two WSB members
6. Three qualified, outgoing RSRs
7. **One WSO senior staffer serving as a nonvoting member of the Composite Group**

~~The Composite Group will have a core group identified under V.A.3-6 above. These members will attend all Composite Group meetings and other events where their presence is required. The other members may attend various meetings as the need arises, but receive all communications regarding the work of the full Composite Group. The Composite Group may also need to utilize the expertise of additional members (no more than three at any one time) to facilitate the development of evaluation tools and the process of interpreting the results obtained.~~

**B. Scope of responsibility**

1. Develop the evaluation tools for the fellowship, boards, committees, ~~office, and forums~~ and WSO
2. Be a resource for utilization of these tools
3. Evaluate the self-assessment results
4. ~~Train local members in the facilitation of local fellowship forums~~
5. Report directly to the fellowship through conference periodicals and regular progress reports
6. Be directly responsible to the World Service Conference
7. Evaluate the information collected during the inventory process, identify any problem areas and issues, and provide options directed toward resolution of the identified problems
8. Participate in designated multiregional/zonal CAR forums recommended by the Composite Group and approved by the Interim Committee

**C. The Composite Group will elect a leader who will serve as its primary administrator. The group leader will serve no more than one year.**

**D. Should a Composite Group member become unable to serve, that member may be replaced in the following manner:**

1. Members who are selected by a board or committee will be replaced by that board or committee.
2. Members who are outgoing RSRs will be replaced by the WSC Administrative Committee.

**E. The Composite Group will develop an analysis of all self-assessment activities. The analysis shall include the following:**

1. an itemized identification of all problem areas and issues in operations, organization, and communication made apparent by the inventory



2. a complete description of each problem area or issue that is identified, including how the problem was identified from the inventory data and in what sense it is a problem
3. a minimum of two alternative options addressing each problem area or issue for the conference to consider

## **VI. DESCRIPTION OF INVENTORY ORGANIZATION**

The following sequence of events describes the organization of activities to take place during the inventory period:

- A. The inventory plan is adopted at WSC'93. The membership of the Composite Group, as selected by their respective committees and boards and the conference, is ratified by the conference during the new business session. Conference participants are encouraged to share the specifics of the plan with their local fellowship.
- B. ~~During the first four months after the 1993 conference,~~ WSO staff will research all available archives and develop a comprehensive history of the various conference committees and boards, including major discussions and decisions reached. Copies of those histories would then be forwarded to the appropriate committees or boards to help in their self-assessments at a ~~late October~~ **January** world services meeting. Subsequently, the histories will be made available to the Composite Group during its evaluation period.
- C. May, **early June** 1993. Support Team confers with WSO staff about research completed to locate professionals to help develop the appropriate assessment tools and surveys. All available information is forwarded to members of the Support Team and Composite Group. Professional is selected and asked to prepare for meeting in June with Composite Group.
- D. Late June 1993 (four-day meeting). The Composite Group will meet with the selected professional to develop various inventory instruments. Also, the Composite Group will develop additional inventory instruments for use by all world service boards and committees. These evaluation tools will include surveys to be mailed to the group, area, and regional levels, instruments for self-assessment, self-assessment evaluations, and tools to evaluate all of world services. Additionally, the Composite Group will be trained in how to use the evaluation tools.
- E. July 1993. Surveys are developed and field tested by the Composite Group. Consultants are asked to provide a professional analysis of the field tests to be finalized at the September Atlanta Composite

~~Group meeting, completed, translated, and mailed to all groups, areas, and regions, asking that they be returned no later than October 15, 1993. Additionally, groups will be asked to send copies of their surveys to their areas and region, and areas to send copies of their surveys to their region to assist in the various committees' efforts in this inventory process.~~

- F. September 1993. Composite Group meeting to finalize fellowship surveys, complete self-assessment tools for committees and boards, prepare for upcoming world services meeting in late October, and prepare WSC assessment tools. These tools are to be mailed out to conference participants immediately following world services meeting.**
- ~~G. Late October 1993. All boards and committees will attend the world services workshop. All information, forum assessments, and fellowship input must be submitted and received at the WSO by November 10, 1993.~~
- G. October 1993. Surveys are translated and mailed to the fellowship. Part One of the committee and board self-assessment tools is mailed to all committee and board members.**
- ~~H. November 1993-January 1994. Support Team compiles all the information from surveys and assessments from world service boards and committees and forwards them to the Composite Group.~~
- H. November 1993. Composite Group meeting to finalize conference self-assessment tools for use at WSC'94, finalize a revised inventory plan for consideration at WSC'94, and finalize data evaluation applications for evaluation of the surveys and the committee and board self-assessments.**
- I. January 1994. Various boards and committees will attend the world services workshop to perform the committee and board self-assessments.**
- J. February Early April 1994. The Composite Group will meet to evaluate all information received and begin preparation of a report to be developed at for WSC'94. WSO self-assessment tools will be finalized. The Composite Group will also prepare for the annual meeting.**
- K. April 1994. A systems consultant will be selected to perform an analysis of the self-assessments, fellowship surveys, and any other information that will facilitate development of the consultant's evaluations and recommendations. It is intended that the recommendations and evaluations of this independent analyst will be completed by 1 October 1994 so that they can be considered in the**

Composite Group's identification of problem areas and issues and the development of options for the resolution of the identified problems. The consultant's report will be provided as an addendum to *CAR'95*. Although the Composite Group will select the consultant prior to WSC'94, no contract will be signed until after WSC'94.

L(J). WSC'94. Majority of conference is spent in various inventory and assessment activities. The Composite Group will report its findings and provide detailed plans for the second year of the process. ~~Additionally, members will be trained in facilitating local fellowship forums.~~

M<sup>1</sup>. May 1994. The Composite Group establishes and utilizes two small working teams. Each of these teams will address specific areas with all drafts submitted to the entire Composite Group for finalization. The work by the two teams will be ongoing as noted below.

Team One will initiate the evaluation, begin the itemized identification of problem areas and issues, start the drafting of the explanations, and begin the process of suggesting options toward resolution of problems and issues for the committees, boards, and conference.

Team Two will work to assist WSO staff with their self-assessment activities, initiate the evaluation, begin the itemized identification of problem areas and issues, start the drafting of the explanations, and begin the process of suggesting options for the resolution of WSO headquarters and branch operations problems and issues.

M<sup>2</sup>. May to late June 1994. Contractual arrangements with the systems consultant will be finalized and analysis work begun, if possible. Composite Team One will complete evaluations and begin problem and issue identification for committees and boards. Team One will also begin the draft evaluation of the WSC. Composite Team Two will prepare a progress report on the WSO assessments and begin evaluations wherever possible.

M<sup>3</sup>. May through August 1994. WSO headquarters and branch operations staff will begin and complete an operational self-assessment. The timeframe for this segment of the inventory may be extended, depending on time available for staff participation. Any audit activities connected with the world services inventory process will also be facilitated and must be completed by 15 October 1994. Composite Team Two will provide assistance where necessary.

- ~~K. After conclusion of WSC'94, second set of surveys is mailed out to all groups, areas and regions. All recipients will be asked to respond by July 1, 1994.~~
- ~~L. May through July 1994. Local fellowship forums will take place to obtain additional input. The various results of the initial surveys and assessments will be reported upon.~~
- ~~M. May 1994. A systems consultant will be commissioned to conduct a systems evaluation based upon all the evaluations and survey results received. The deadline for the completion of this task will be set for July 15, 1994.~~
- N. Late July June 1994. The Composite Group will meet to compile all input received, and prepare for the expanded world services meeting-finalize committee and board evaluations, review and input the problem and issue identification of the committees and boards, and review and input the beginning WSC evaluations provided by Team One. The Composite Group will also review and input Team Two activities assisting the WSO self-assessments, any evaluations, and the progress of the assessments. Additionally the Composite Group will meet with the systems consultant to provide input and discuss the consultant's task.
- O. July 1994. Composite Team One completes its identification of problems and issues for committees and boards and drafts explanations. The team may begin consideration of problem resolutions. Team One also completes its work evaluating the WSC and begins identification of problems and issues. Team Two continues work with the WSO and continues drafting any possible evaluations.
- P. Late July or early August 1994. Composite Group conference call to finalize the identification of problems and issues, review and input the Team One explanations concerning the committees and boards, discuss any problem resolutions that may be suggested, finalize the WSC evaluation, review and input the Team One identification of problems and issues for the WSC, review and input Team Two activities assisting in the WSO's self-assessment, and any evaluations and the progress of the assessments.
- ~~Q. September 1994. Expanded world services meeting in Baltimore to review the results of the various processes utilized to complete the world services~~

~~inventory. To develop the outlines for the various proposals will be developed during various small group sessions.~~

- ~~P. September-December 1994. Detailed proposals for fellowship consideration are developed and forwarded to the WSC Administrative Committee for inclusion in the 1995 Conference Agenda Report.~~
- Q<sup>1</sup>. August-September 1994. The WSO headquarters and branch operations complete their self-assessments by early August. Composite Team One completes drafts of explanations of problems and issues, considers suggested resolutions of problems and issues for the WSC, and begins drafts of explanations of the WSC problems and issues. Preliminary resolutions of WSC problems and issues may be suggested. Composite Team Two completes work on evaluating the WSO headquarters and branch operations, including any audit data if available, and begins identification of the WSO problems and issues.**
- Q<sup>2</sup>. Mid-September 1994. Composite Group meeting with systems analyst to work toward finalizing the analyst's report, which is due 1 October 1994; finalize explanations of problems and issues for committees and boards; finalize the identification of the WSC problems and issues, review and input explanations of WSC problems and issues, and discuss any suggested resolutions for the WSC's problems; begin compiling a list of suggested resolutions; finalize WSO evaluation, and review and input identification of problems and issues for the WSO headquarters and branch operations.**
- Q<sup>3</sup>. September-October 1994. The report and recommendations by the systems consultant will be completed and distributed to the Composite Group by 15 October 1994. Any uncompleted audit activity for the WSO will be completed and an audit report issued by 15 October 1994. Composite Team One completes its work on drafts of explanations of problems and issues and continues consideration of problem resolutions for the WSC. Team Two completes the identification of problems and issues and begins drafting explanations of the problems and issues for the WSO. Team Two continues consideration of any suggested resolutions for the WSO problems and issues.**
- R<sup>1</sup>. October 1994. Composite Group conference call to finalize the explanations of the WSC problems and issues and include suggested resolutions for the problems and issues in the resolution listing**

(Composite Team One has now completed its tasks); review audit report (if necessarily delayed until this point) and identify problems and issues, finalize identification of the WSO problems and issues, review and input explanations of the WSO problems and issues, and include suggested resolutions for the problems and issues in the resolution listing; discuss and review the systems consultant's report and recommendations; additionally the Composite Group will establish and utilize Team Three to begin developing the plan for attending multiregional/zonal *CAR* forums.

- R<sup>2</sup>. November 1994. Composite Team Two integrates any information from any audit activity (not previously integrated) into its report, identifies problems and issues, completes its work on explanations of WSO problems and issues, and continues consideration of problem resolutions for the WSO headquarters and branch operations. Team Three develops draft of plan for attending multiregional/zonal *CAR* forums using the guidelines provided in II.O.
- S. Late November 1994. Composite Group meeting to finalize explanations of the WSO problems and issues and include any suggested resolutions for WSO problems and issues in the resolution listing (Composite Team Two will now have completed its tasks); possibly meet with the systems analyst, but certainly integrate any applicable recommendations by the consultant into the resolution listing (and any other relevant material identifying problems and issues) to draft options of resolutions to the identified problems and issues, options of resolutions for the problems and issues, and the systems consultant's report and recommendations will be included in the *Conference Agenda Report*; establish and utilize Team Four to aid in completion of material for the *CAR*. Additionally the Composite Group will finalize the plan for attending *CAR* forums and arrange for the submission of the plan and a request for funding to the Interim Committee. Composite Team Three will now have completed its task.
- T. December 1994-January 1995. The Composite Group leader assures that the Interim Committee receives the plan and funding request for attending *CAR* forums and assists in securing approval by the Interim Committee. Composite Group leader will be responsible for distribution of approved *CAR* forum plan to group members and for notifying the forums of the attendance approval. Composite Team Four continues and completes the drafts of *CAR* information and action items. Composite Group conference call to finalize the material

and the action items that are to be included in the 1995 *Conference Agenda Report* (Composite Team Four will now have completed its tasks); decide and finalize any reporting that will be necessary for the *Conference Report*; and discuss arrangements concerning the approved *CAR* forums.

- U. February-March 1995. Designated Composite Group members to attend designated multiregional/zonal *CAR* forums, with both the members and forums approved by the Interim Committee.
- V. March-April 1995. Composite Group meets in late March to finalize activities, plans, and preparations for WSC'95. This meeting will basically conclude the Composite Group's portion of the world services inventory. There may be requested attendance by members at WSC'95. The World Service Conference will meet in April to review the options presented in the 1995 *Conference Agenda Report* and engage in a resolution process.
- ~~Q. WSC'95. The conference reviews proposals and engages in a resolution process.~~

## VII. INTERACTION PROTOCOL

- A. *Project administration.* The Composite Group Support Team will administer the inventory project. ~~The team, in consultation with the Composite Group must approve all major alterations to the defined inventory plan. Any changes to the inventory plan with a resulting financial impact must be approved by the Interim Committee.~~
- B. *Composite Group.* Once the boards and committees have defined the Composite Group and the conference has ratified that composition, that group may choose to divide the evaluation effort into smaller groups teams. Should this occur, the groups teams will develop task-specific reports on their findings outside the full Composite Group. Upon completion, the Composite Group will submit its findings to the Support Team which will disseminate this information to conference participants. Working groups teams shall consist of no less than four members. Work teams may meet by scheduled, approved conference calls or face-to-face meetings.
- C. *Multiregional/zonal CAR fellowship forums.* These forums will be facilitated by hosting regions local members. Members of the Support Team and the Composite Group will be responsible for presentation of inventory activities at the multiregional/zonal *CAR* forums. ~~facilitation~~

~~of support for such forums and will provide assistance with the evaluation and input tools, if necessary.~~

### **VIII. REPORTING**

The Composite Group, ~~through the Support Team,~~ will provide regular reports utilizing various conference periodicals. Additionally, detailed progress reports will be made following their meetings and the various world service inventory meetings.

### **IX. QUALITY ASSURANCE**

At the 1998 meeting of the World Service Conference a plan will be developed to measure and evaluate the effectiveness of any actions or changes that have been adopted by the WSC as a direct result of the world services inventory. The measurement and evaluation will focus on the effectiveness of any actions or changes in the following areas:

- A. Groups, areas, and regions**
- B. Conference participants**
- C. Committees and boards**
- D. WSO headquarters and branch operations**

The results of the evaluation will be reported, as appropriate, to the fellowship and to conference participants for discussion at WSC'99.