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## Greetings from Your World Board

The theme for the twenty-seventh World Service Conference was “Moving Forward Toward Our Vision,” and we heard many times that WSC 2004 moved closer to the vision of a new conference than ever before. WSC 2004 gave participants an opportunity to interact and express a group conscience in a variety of settings. Participants came together from around the world to form a dedicated and diverse community of trusted servants and participated in many discussion sessions and visioning activities, in addition to the business and reporting sessions. We listened to each other’s concerns and hopes for the future. By the time we neared the end of the conference, a growing sense of satisfaction about what we have accomplished in these past two years had begun circulating among participants. It is with this strength, found in our collective purpose, that we look forward to the work we can all realize in the next two years.

## Building Community

With a conference that occurs every two years and participants with widely varied experience, we scheduled more activities that brought us together and created the opportunity for personal connections between participants. We had a day of recovery workshops preceding the conference (thank you West End Area!), an international recovery meeting on the

Saturday evening before conference week (as well as a poolside meeting each morning at 7 am), a tour of the WSO, an afternoon spent fellowshipping and sharing at a local ranch, and a closing evening with a recovery meeting. We believe that all of these activities were essential in building community among the group who came together to serve our worldwide fellowship; these bonds helped us to remember the importance of our vision in the long days and sometimes difficult sessions.

## Takin’ Care of Business

When the body moved into the formal business sessions it went very quickly as a result of the pre old and new business discussion sessions. Everyone who had comments, concerns, or questions about motions got a chance to express themselves. Even Don Cameron, the parliamentarian who has been helping us do business at the conference for almost twenty years, remarked that this year’s business sessions truly illustrated our growth and maturity as a fellowship.

We were able to leave the conference with a written summary of the decisions made at WSC 2004, and this document has been posted on our website since the week after the conference. It can be found at [http://www.na.org/conference/draft\\_summary\\_of\\_decisions.htm](http://www.na.org/conference/draft_summary_of_decisions.htm). All of the motions that we, as the World Board, offered in the 2004 *Conference Agenda Report* were adopted, along with the long list of projects that accompanied our 2004-2006 proposed NAWS budget. We would like to say thank you to the fellowship for your continued support.

## Newly Seated Regions

Venezuela and Chile, the two regions that were recommended for conference seating, were unanimously approved by the conference and will be funded to attend WSC 2006.

Greece attended the conference for the first time at WSC 2004. In order to welcome Greece as the newest seated region, Tonia, the RD from Greece, was asked to present a brief report. She shared about how Greece has eighty meetings, twenty-three groups, and committees such as H&I and PI, although they still have the greatest

rates of deaths from drugs and few treatment and detox facilities. She shared that she is impressed and overwhelmed by the way conference participants seem so confident with the different issues and how she is grateful to be here.

## **Sponsorship: The heart of NA beats when two addicts share their recovery**

The conference approved the draft of the book *Sponsorship* that has been out in approval form since August 2003. This is the first new book-length piece of recovery literature that has been approved since the conference adopted the *Step Working Guides* in 1998. We hope that this book, reflecting the variety and diversity of experience with sponsorship in NA, is able to speak to members and serve our fellowship for years to come. We hope to have the book available by September.

A new IP #11, *Sponsorship, Revised* was also adopted to replace the current IP. Since this is a quicker item to produce, we will have the new IP available by July. The new sponsorship IP also resulted in changes to *An Introductory Guide to NA* and *Just for Today*. We expect to have these items available with new covers by July.

Because we understand that many members use their *Just for Today* book to track clean time anniversaries and because there are so few changes, we will provide the option of stickers to replace the three new quotes in the revised book. The stickers will soon be available in a PDF file on our website so that you can print them from home. You may also obtain a copy of these stickers from us at no cost but our minimum shipping charge of \$2.50. Please check our website for updates about the availability of the stickers and the new sponsorship literature.

We made a mistake in our reporting to you in the *CAR* about the revised *Just for Today* book. We said that the *Just for Today* quote for March 13 will read "We can share things with our sponsor things that we may not..." the quote actually says is that "We can share things with our sponsor things that we might not...." We know this is a small detail, but since consistency is part of the reason we are changing the quotes, we wanted to be consistent in our reporting to you.

## **Other New Items**

Conference participants also gave us their overwhelming support to move forward with the production of some new items: a group reading card

containing the passage in the Basic Text that begins with, "When at the end of the road..."; a newly designed medallion; and the addition of "Many of us have said, ..." at the beginning of the Third Step Prayer poster. The price of the group reading cards will increase from \$2.20 to \$2.50 to cover the cost only of adding the seventh card to the set. Both the reading card and poster will be available by July.

The medallion design change includes wrapping the text on the medallion to provide more room for the numbers and changing our current roman numerals to Arabic numbers. We will not be in production with the new design until the spring of 2005.

We also presented the idea for two different packages of past editions of the NA Way; one is 10 past issues from the 1980's for a price of \$4.00 and the other is a collection of 10 packaged with a new NA Way mug for a price of \$11.50. Both items are currently available for sale. We also showed a new version of a journal that is embossed with an imprint of our medallion and can hold a medallion. This will be available sometime later this summer.



**WORLD SERVICE CONFERENCE 2004**  
MOVING FORWARD TOWARD OUR VISION

## **Projects for 2004-2006**

The conference supported the projects that we proposed. As in the past, we asked approval for many more projects than we can possibly begin or complete in the next two years.

We asked that the Business Plan Workgroup be considered a necessary component for us to function effectively. We then proposed that the highest priority be given to:

- Basic Text
- Leadership Identification & Development
- NAWS Communications & Publications
- Public Relations Strategy
- Service Handbooks
- Service Material

The above are the projects that we believe we can address in some form in this conference cycle. Due to the outdated nature of the majority of service handbooks currently available, we proposed that worldwide workshops be given a low priority so that we could ensure we have the available staff resources to address

the needed service material. Many participants expressed their opinion about the value of these workshops and as a result, we asked the conference to support our moving the workshops to a medium priority which they did. We are pleased that the workshops are viewed as valuable and will attempt to address as many projects as possible but we will need your help if we are to be successful.

The medium priority items are:

- Worldwide Workshops
- Leadership Qualities in NA
- Self-Support IP
- Service Structure Relationship & Definition
- Targeted Literature

The low priority approved projects are:

- Capturing Long Time Members' Experience
- Consensus-Based Decision-Making at the WSC
- Fellowship Issue Discussions
- Literature Distribution & Convention Workshop

Visiting the *Conference Related Projects* area on our website will become the easiest way to get updates about these projects. You can find an update about the Basic Text already posted online at <http://www.na.org/conference/bt-June-04.htm>.

You are an important resource in helping us accomplish conference related projects for this next cycle. If you think you would like to be involved in a workgroup for upcoming projects, or know someone who has something to offer, please be sure to submit or update a World Pool Information Form at <http://www.na.org/HRP/wpif-default.htm>.

More than anything, we need employees at the WSO to complete the abundance of projects prioritized this cycle. If you (or someone you know) have the skills and the interest in applying for one of the vacant project coordinator positions, please contact Roberta at the WSO or you may obtain current information at <http://www.na.org/employment.htm>, or by emailing her at [Roberta@na.org](mailto:Roberta@na.org)

## "Hey, what's the website for?"

NA World Services is going electronic. With communication as one of the top World Board priorities, we hope that making more information available online will maintain more of an ongoing dialogue with the fellowship. You can now visit

[www.na.org](http://www.na.org) to purchase literature via the new shopping cart, and you can make online contributions using the new donations portal. In addition, electronic subscriptions to many of our publications are on their way. Soon you will be able to receive e-subscriptions of *NAWS News* and *The NA Way Magazine*. Eventually, all of our publications will be offered in this format.

The website will also be used to provide updates on the progress of conference related projects. We are renaming what is now currently known as the *Conference Participant Area* to be called *World Service Conference* ([www.na.org/conference/](http://www.na.org/conference/)). This area will still have all past conference related business—information we provided to prepare participants for WSC 2004, the WSC Summary of Decisions, election results, and motions outcomes—but it will also now be the best place to look for updates and information about current projects.

## Issue Discussion Sessions

Conference participants approved *Our Public Image* and *Infrastructure* as the 2004-2006 Issue Discussion Topics. These two topics come directly from our Strategic Plan and are critical in our ability, as a fellowship, to effectively carry NA's message to the addict who still suffers. We will be engaging you in a variety of discussions about these topics throughout the next two years and will attempt to make them relevant to each of us as members.

We held two sessions at the conference which presented some of our challenges, as well as some of our recent accomplishments in these areas.

In discussing *Our Public Image*, we shared some of the information we gathered from the four Public Relations

## Issue Discussion Topics

Issue Discussion Topics are your opportunity to engage fellow members in discussions about issues that affect our fellowship. This conference cycle's two topics are **Infrastructure and Our Public Image**. Look for an upcoming *News Flash* and new discussion boards at [www.na.org](http://www.na.org) to get more information about these topics.

Roundtables that we have held and how they connect to the Strategic Plan. The roundtables were moderated sessions of up to ten professionals each, with the groups focused on corrections, medical, treatment, and government policy makers. We held these to determine

how NA can better utilize professional resources; improve communication between NA and professionals; and explore ways to improve awareness of NA.

“As I said before, and I commend you on behalf of all the drug court judges of this nation, how indebted we are to you, as an institution. If all the funding were lost for treatment, if [CA Proposition] 36 disappeared, if drug court funding in Washington went away; if drug court funding, which I lobbied for in Sacramento...went away, we would still have a twelve Step Community.”

Superior Court Judge

We discussed the process of the PR Roundtables and some of the feedback we have received so far. We explained how the PR Roundtables are like the Seventh Step of our personal program. Our reaction to the feedback from the roundtables might be the same as what the Basic Text warns can happen in our Seventh Step work: “Our first reaction may be defensive. We must realize that we are not perfect. There will always be room for growth.” The Public Relations Roundtables give us the opportunity to gather and exchange information, increase cooperation between NA and professionals who help addicts, and identify/reduce real or perceived images of NA.

The information we received from the PR Roundtable s is valuable to all of us because it affects how we assess our ability to carry the message. All the professionals involved shared that they felt honored that we asked them to attend these roundtable meetings. Naturally, there will be some negative input, but what is important is that we are getting a different perspective on how we do what we do in NA. We share their feedback because it is so important to all of our work: in world services, as homegroup members, and as members of local area service committees.

“In preparation for this meeting, I thought I would call what I thought would be a central [NA] office, which turned out to be Dave somebody’s answering machine, and two days later got a call back.”

Psychiatrist/  
Addiction Medicine Specialist

We also talked about our public relations and marketing efforts and their focus to present a positive image of NA and present NA as a viable option for recovery.

“When you’re working with adolescents, it’s even more difficult, because I may say, I may be thinking emotionally I think this adolescent will really connect with this particular meeting, but this particular meeting is also pretty well-known for its predatory males and so I won’t send a young woman to that meeting.”

Treatment Program Counselor

We then discussed how we tend to forget about our public image and how examining this connects us to our Seventh Step. It was pointed out that our reputation is changing, but how important follow-up is and how we still need to address the issues of predators and prejudice in meetings. Some of the public relations events that occurred this last cycle were discussed, as well as the importance of having a current world services PR policy.

Conference participants then shared about their own experiences with public image and public information in their local areas.

The **Infrastructure** session began by making the connection between the earlier session on public image and how it relates to infrastructure. We discussed what exactly infrastructure means: the structure inside an organization; the structure of an RSC, ASC, and the WSC; the service structure of NA—from world services to the groups.

We also talked about how the feedback from the PR Roundtables provides an opportunity to impact those perceptions and that talking about infrastructure means working on improving those challenges and finding solutions.

We highlighted the many efforts our worldwide community is making to strengthen infrastructure: the Latin American Zonal Forum’s trip to Argentina and recent trips to El Salvador and Nicaragua, not to mention the challenges and successes outlined in the regional reports. It is clear that one aspect of a strong infrastructure is a result of members who are willing to do things.

A small group activity then gave participants the opportunity to answer the following questions: 1) Where is your area/region today as far as providing services to your local NA community? 2) Is your area/region faced with any of the same challenges

affecting infrastructure? If so, share some of the solutions and/or issues that are still present. 3) Imagine that the vision statement is already fulfilled; what is the structure already in place to help achieve that? What tools have been created in order to make that a reality?

### We need your help!

Please send us your group updates or ask about how a local **Web Servant** can update your area's or region's meeting information listed at the NA World Services website, na.org.



Do you want to share your local experience with other areas and regions? **Send sample sub committee guidelines, presentations, or activities** that will be used to respond to requests from around the globe.



If your area has an **Inmate Correspondence program**, please send us the contact information so we can direct incarcerated addicts to you.

### Fellowship Development

This session opened with a map that showed NA's growth over the past fifty years. The session provided some highlights of fellowship development efforts over the conference cycle, including the APF in Bangladesh, Indonesia, and Nepal. We also discussed world services' fellowship development trips to China and South Korea.

Fellowship development's connection to the fiftieth anniversary world convention and the worldwide workshops was also discussed. We then began a sharing portion of the session where we asked delegates the following questions: 1) What event occurred where you live and what do you see as its impact in moving forward? 2) We know that worldwide workshops feel good but that has only a limited value—do they change the local fellowship? 3) What are the long-term effects?

Participants then shared about their own fellowship development trips. We also heard about how much of an impact the worldwide workshops have had on areas and regions, and we discussed ways to make the worldwide workshop model more flexible to accommodate different kinds of fellowship development trips.

### Nominations and Elections

There were lengthy discussions about our current nominations and elections process throughout the week of the conference. It was mentioned that the conference has wrestled with nominations and elections for more than twenty-three years, and were there a single change

that could address *all* of the related issues, we would have already found it.

On Sunday night, there was a joint session led by the Human Resource Panel and the Executive Committee of the World Board. Each group's presentation outlined what they felt were the most important issues currently affecting the nominations and elections process.

Key points in the Human Resource Panel's report during the Nominations and Elections session included the following points:

- The HRP guidelines in GWSNA state "increasing the membership of the pool is a high priority." The HRP explained that they feel qualifications should be more important than the quantity of the trusted servants in the pool.
- Problems in using HRP—the HRP process doesn't seem to be used satisfactorily by the conference: people still seem to vote for who they know. The HRP believes the nominations process is not flawed, but that a new election process could solve some of our problems.
- Leadership cultivation—they would like clarification from the conference regarding the conflict between the leadership development and cultivation concept in the WB's strategic plan and the HRP process mandated by the conference.

Key points in the Executive Committee's report during the Nominations and Elections session included the following:

- Self-nomination versus leadership cultivation—the WB feels the HRP/World Pool has narrowed the field of potential nominees rather than expanded it because members must "self-nominate." The board believes that leadership cultivation (as opposed to the "self-nomination" process in place) is a large part of the solution.
- Ideals articulated in *A Guide to World Services in Narcotics Anonymous* have not been met—trusted servant choices based on ability and experience; how can we gauge ability if we don't see someone work.
- The intent of the World Pool was to expand service opportunity, not limit it.

The HRP and EC presentations were followed by an extensive question and answer period. Among the topics covered were the following:

- The need for more communication among RDs
- Translations issues

- Potential modifications to nominations and elections processes such as a primary election or changing the percentage required for election
- Issues related to blind Candidate Profile Reports
- Regional nominations versus nominations made by conference participants as individuals
- Regional references or endorsements of candidates
- The relationship between the HRP and World Board
- Challenging nominations
- The need for more information than contained on a resume

A series of straw polls were taken throughout the week in order to provide the Executive Committee and the Human Resource Panel with a more definitive sense of the body's conscience concerning these issues. You can visit [www.na.org/conference/](http://www.na.org/conference/) for full WSC summary of decisions.

The general sense of the conference regarding the current nominations and elections challenges was at times very clear and at times very unclear. One idea participants favored, that the EC and HRP will discuss, is sending CPRs of nominees to conference participants in advance. Participants were in favor of incorporating some sort of optional regional endorsement into the nomination process. The HRP is looking into the idea of regional endorsements. The body also expressed support for allowing zonal forums and language groups, including the European Delegates Meeting, to meet in order to help their members understand the information in the Candidate Profile Reports. Conference participants expressed favor in leadership cultivation through World Board workgroups and continued to support the blind Candidate Profile Report component of the nomination process.

The Executive Committee and the Human Resource Panel had questions about whether the body felt the goal of the nominations and election process should be to fill available vacant seats or whether it should be to elect the most qualified candidates—the body was clearly in favor of the goal being to elect the most qualified candidates.

The only action the conference took to change current policy was to allow regions, zones, and the World Board to add candidates into the process after the blind evaluations have occurred.

There were many questions and concerns about our current nominations and elections process where conference participants did not come to a clear conscience. These included whether the conference

believes that the current system has expanded conference opportunities and choices and whether the current system allows the elections to be based on ability and experience. The body was also unclear about whether or not they wished to have the ability to meet and discuss candidates among themselves.

It is important to think about how much progress we have made with our nominations and elections processes. We hope that by continuing to have these important discussions we can move even closer to our vision.

## Election Results

The conference elected seven World Board members, two cofacilitators, and three HRP members.

### WSC Cofacilitators

Mark H	Wisconsin Region
Ubaldo "Roberto" J	Ontario Region

### World Board

Craig R	Carolina Region
Mary B	Lone Star Region
Michael C	Spain Region
Mukam H-D	New Jersey Region
Piet De B	Sweden Region
Ron B	Australia Region
Ron M	Florida Region

### Human Resource Panel

Dylan J	British Columbia Region
Mindy A	Show-Me Region
Sergio R	Panama Region

## Leadership Session

We began this session by discussing leadership qualities and the difficulty in identifying leaders. We also discussed how the stigma associated with the idea of leadership isn't helpful—we need leaders to accomplish our work. The difficulty in identifying these qualities is the other significant challenge in leadership cultivation.

Conference participants were engaged in a small group mind-mapping exercise using the leadership discussion questions from the *Conference Agenda Report*.

Each table reported back with one idea about leadership. Those ideas included: trust, integrity, a leader brings out my best, commitment to the vision—general commitment, experience, personal recovery, humility, empowerment, people skills, and communication skills.

## What's a Web Servant?

Your web servant can update your region's meeting information listed at the NA World Services website, na.org. Consider the implications!

For more information contact us at  
fsmail@na.org or by calling 818-773-9999 x 771.

## Strategic Planning Session

The session opened with a brief description of the principles underlying the Strategic Plan. The body was reminded that even though the plan directs a relatively small percentage of world services' work, the plan is important because it supports us moving forward toward our vision.

The plan's contents were reviewed and the connection between how the Strategic Plan leads to the project plans was made. The conference was taken through a small group activity in which they envisioned the tools developed and the goals fulfilled in order to accomplish the five Key Result Areas contained within the plan.

We think that because this exercise used a fast pace, it didn't allow time for the inner critic to squelch good ideas. We got such practical and usable results! Some of the ideas reported by the small groups included the following: more use of technology; Public Information in all levels of the media; the Basic Text translated in all languages; the education of groups, areas, regions on fund flow; effective sponsorship; an increased availability and accessibility of literature; better communication with the World Service Office through the use of branch offices worldwide; more outreach; cultivate leaders, mentoring, sponsorship; more project-driven workgroups.

## 2004 Calendar for NA World Services

New WB Member Orientation	9-10 July
World Board Meeting	5-7 August
HRP Meeting	26-28 August
Unity Day 2004	4 September
World Board Meeting	4-6 November



## Conclusion

As we wrap up the 2002–2004 conference cycle, we are literally moving forward toward our vision. We do this by orienting our new board members in July and holding our first World Board meeting of the 2004–2006 conference cycle in August. At this meeting, among other things, we will be discussing the approved project plans, the activation of workgroups for certain plans, the issue discussion topics of *Our Public Image* and *Infrastructure*, as well as our communication with one another and the fellowship during this next cycle. We are very excited as we see our fellowship blossom into what it is today and lay the groundwork for what it will be tomorrow.

Words cannot express our gratitude to the conference and fellowship for giving us the opportunity to serve as your World Board for this last cycle. While this is an exciting time for us as we welcome our new board members and prepare for the work ahead, it is also with a heavy heart that we say good-bye to some of our current board members and other volunteers as they finish their terms.

We want to say thank you to Garth P from Australia and Charlotte S from Iowa for their service to the HRP and Tim S from Australia for his facilitation at the conference. We also have to say a special thank you to Bella B from Australia, Lib E from New Zealand, Jane N from Connecticut, Susan C from Washington, and Tony W from South Carolina. They have dedicated substantial portions of their lives to NAWS over the years, seen the board through its first six year cycle and, while they have completed their commitments here as board members, we know they will continue to serve NA and will be in our hearts—always. Thank you from all of the board and staff of NA World Services. This is not *good-bye*, this is *we will see you later!*

## **Human Resource Panel Report**

We are happy to announce and welcome the three panel members elected at WSC 2004: Mindy A, Dylan J, and Sergio R. Not only did conference participants elect the required two members to the HRP, but they elected a third member as well. This was due to a tie vote during the election process. As a result of this tie vote, conference participants agreed to elect all three nominees. We welcome our three new panel members and look forward to working together over the next two years.

Over 100 participants attended the HRP Open Forum at WSC 2004. We decided to do something different in our forum at this conference. Rather than give a report, we asked participants to break into small groups for an interactive activity. We gave participants an opportunity to experience what it is like to participate in the nomination process. Each group was given a mock CPR (Candidate Profile Report) packet to discuss and then to decide whether or not the candidate should be nominated. We then met as a large group to present the small group nominations. We closed the session with a question and answer period. The feedback we received from the forum was informative and provided information that will help us serve the fellowship in the future. We left this session feeling that both participants and panel members benefited from the experience.

We would also like to acknowledge that we are looking forward to working with the World Board and the Executive Committee in this next conference cycle.

The first meeting of the HRP is scheduled for August 2004. We will offer a more in-depth report to you after our first meeting.

We are grateful for the opportunity to serve as your Human Resource Panel.

### **Want to get involved?**

The World Pool Information Form is available on our website at <http://www.na.org/HRP/wpif-default.htm>. It can be downloaded or completed online. If you have not filled out the form and have five years clean, please go online and complete a new form. If you are interested in serving in any way, check it out!