

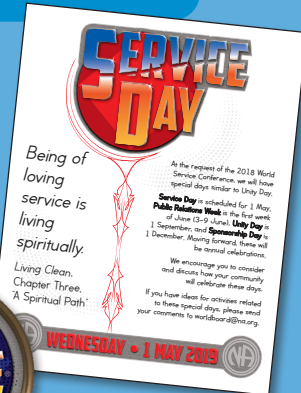
important dates and announcements

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Or make copies.

Service Day 1 May 2019

The first of an annual event for members to focus on the benefits of service.

Full-color pin to commemorate Service Day: [click here](#)



Click here for full-size flyer

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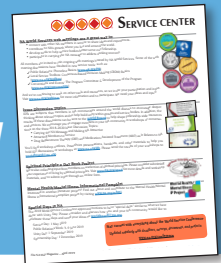
Public Relations Week 3–9 June 2019

This weeklong event will give members an opportunity to focus on furthering public relations efforts in NA. This is also a first that will recur annually. Find out more: www.na.org/pr_act

HRP Deadline 30 September 2019

Don't forget this new deadline for RBZ recommendations and World Pool submissions!

Updates on all the ways you can get involved can be found on the Service Center page: www.na.org/conference



You can find the complete **NAWS News** here: www.na.org/nawsnews

what can I do? ways to get involved in the work

Projects

Mental Health/Mental Illness IP: Review and input of draft through 15 May (www.na.org/mhmi)

Spiritual Principle a Day (SPAD) book project: Conduct a workshop with your friends, group, or committees (www.na.org/spad).



Training and Tools Project:

Conventions and Events Toolbox: www.na.org/conventions

- Money Management—final version ready to use
- Currently working on—Contracts and Negotiations
- Up next—Committee Structure and Accountability
- Sign up for next web meeting and project news: conventions@na.org

Local Service Toolbox: www.na.org/toolbox

- Serving in Rural and Isolated Communities—draft available soon (www.na.org/ruralservice)
- Up next—GSR orientation tool
- Sign up for web meetings and project news: toolbox@na.org

Upcoming web meetings

Conference Participants:

13 April, 11:00 am PDT
15 June, 11:00 am PDT

Phonelines: 16 April, 4:00 pm PDT

Public Relations: 9 May, 4:00 pm PDT

Zonal FD/PR: 11 May, 10:00 am PDT

Visit www.na.org/webinar for more information.

Issue Discussion Topics

This cycle's topics are:

- Attracting Members to Service
- Carrying the NA Message and Making NA Attractive
- Drug Replacement Therapy/Medication Assisted Treatment as It Relates to NA
Results from this are particularly important to help create a piece of literature.

Workshop resources: www.na.org/idt
Please send your workshop results to worldboard@na.org.

We welcome your ideas and input: worldboard@na.org



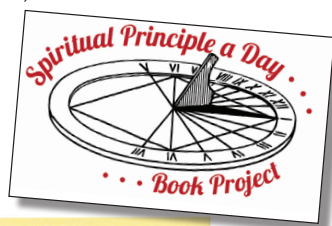
UPON THIS COMMON GROUND WE STAND COMMITTED

AS THE CYCLE CONTINUES TO UNFOLD...

The World Board (WB) met face-to-face 6–9 February 2019 in Chatsworth, CA. For the past several cycles, the WB has chosen to eliminate a meeting to save resources and only meets seven times in a Conference cycle. The time since our last meeting in June has been focused on getting all of our projects up and running and hosting WCNA 37. A lot has happened in these last months, so this edition of *NAWS News* will be longer than usual.

We have three face-to-face workgroups:

- Mental Health/Mental Illness IP
- Spiritual Principle a Day (SPAD) book
- WSC of the Future



The review and input draft for Mental Health/Mental Illness is posted on www.na.org/mhmi and will be available until 15 May 2019. We also have several workgroups meeting virtually:

- Conventions & Events Tools
- Delegates Sharing
- Fellowship Intellectual Property Trust (FIPT) Operational Rules and Bulletins
- Local Service Tools
- NA Way
- Reaching Out
- WSC Seating

In addition to workgroups, we have the responsibility of following up on discussions from WSC 2018, promoting the Issue Discussion Topics (IDTs) for the cycle, improving delegate participation in the planning process while developing the 2020–2022 strategic plan, planning for WSC 2020, and beginning the initial steps for WCNA 38, which will be held in Melbourne, Australia, in 2021. We will highlight the activity of each of the workgroups and spe-

cific items with our workplan in this *NAWS News*. You can find a list of all of our project- and WSC-related work and information on how to get involved on the Service Center page posted at www.na.org/conference.

Click for
full-size
version

NA World Services web meetings are a great way to:

- connect with other NA members in service to share ideas and experiences
- contribute to NA's growth where you live and around the world
- develop tools to help service bodies better serve our Fellowship
- participate in carrying the NA message to address seeking recovery

All members are invited to join ongoing web meetings hosted by NA World Services. Some of the web meeting discussions have resulted in new service tools, such as:

- ✓ Public Relations Phonebook Basics (www.na.org/PRI)
- ✓ Local Service Toolboxes: Consensus-Based Decision Making (CBDM) Basics (www.na.org/cbdm)
- ✓ Conventions and Events: The Program Committee & Development of the Program (www.na.org/conventions)

And we're continuing to work on other tools and resources, so we invite your participation and input. Visit www.na.org/webinars for more information and to participate. We need your ideas and input!

Issue Discussion Topics

IDTs are subjects that members in NA communities around the world discuss to encourage deeper thinking about relevant topics and to help build unity within groups and service bodies. In addition, the results of these discussions can be sent to the **World Board** to help shape Fellowship-wide resources and services. We encourage you to engage members in your NA community in workshops or conversations on the three 2018–2020 Issue Discussion Topics:

- Carrying the NA Message and Making NA Attractive
- Attracting Members to Service
- Drug Replacement Therapy (DRT) and Medication-Assisted Treatment (MAT) as It Relates to NA

You'll find workshop outlines, PowerPoint presentations, handouts, and other materials to help you hold IDT discussions or workshops at www.na.org/idi. Please send the results of your workshops to worldboard@na.org.

Spiritual Principle a Day Book Project

We're also collecting input from members on a selection of spiritual principles. Please consider submitting your experience of living by spiritual principles. Visit www.na.org/spad for more details and workshop materials, and to submit input through an online form.

Mental Health/Mental Illness Informational Pamphlet

Interested in another literature project? Find out about and contribute to the Mental Health/Mental Illness informational pamphlet project by visiting www.na.org/mhmi.

Special Days in NA

The 2018 World Service Conference approved motions to have "special days" similar to what we have done with Unity Day. Please consider and discuss how you and your NA community would like to celebrate these days and send your ideas to worldboard@na.org.

Service Day: 1 May 2019
Public Relations Week: 3–9 June 2019
Unity Day: 1 September 2019
Sponsorship Day: 1 December 2019

Stay current with everything about the World Service Conference. Updated regularly with deadlines, surveys, documents, and projects: www.na.org/conference

The NA Way Magazine – April 2019

FISCAL UPDATE

We continue to experience challenges with our accounting platform software conversion to AX. We converted to the new platform in March 2018. The impact for most of our customers has been negligible, but the challenges have affected our ability to know and be prepared for adequate inventory levels at all of our branches and in creating reports with the level of reliability to which we have been accustomed. We are guardedly optimistic that the challenges we are facing will be resolved in the near future.

We are still waiting for the final draft of our 2018 audit for the fiscal year ending 31 June 2018. The *Annual Report* will be published after the audit is received and approved. Our current financial reality is mixed. As you will read below, WCNA 37 realized much more revenue than we had budgeted. However, as of March, we are approximately \$200,000 under budget in both gross literature sales and contributions for this fiscal year that ends 30 June 2019. This approximately \$400,000 decrease in revenue will not affect our current operations because we have established sufficient cash reserves to weather this, but if this trend continues, it will affect our fiscal activities in the next Conference cycle.

SHIPPING RATES AT WSO EUROPE

Several years ago we changed the shipping charge for orders over 500 € from 6% to actual costs. With the majority of orders coming in electronically, this change now requires follow-up and a second invoice. Effective 1 July 2019, the shipping rates for orders over 500 €, processed through WSO Europe, will be charged 5%. All other shipping rates will remain the same.

WCNA 37 HIGHLIGHTS— THE MAGIC WAS STILL REAL!

For those of you who joined us at this celebration—thank you! It was a record registration for us—over 21,000, including the newcomer registrations made possible by the generous contributions from our members. For those who did not attend, we hope you caught some of the main meetings that were streamed for free in English, Spanish, and Russian to somewhere close to 10,000 connections.

There were a lot of firsts at WCNA 37. It was our largest-ever attendance at a World Convention. For the first time, we conducted an online “satisfaction” survey after the event. The response was overwhelmingly positive, and we appreciate the time and attention members gave to help us improve the WCNA experience. On a scale of 1 to 5, the enjoyment level of the event came in at 4.32, which meant that a record number of members liked it a lot.

We used an outside company to process our registrations, and the feedback on the pre-registration and on-site registration processes was equally positive for both. No one had to endure the long registration lines like we have experienced in the past.

We had the most experienced local workgroup in our history, and we cannot thank them enough for their ideas, energy, talent, service, and recovery. They made the entire experience richer for attendees, trusted servants, and staff at the event. They have our gratitude and thanks!

Local members also assisted with PR efforts before and at the event. One of the most flattering reactions from an elected government official invited to the event was:

“You don’t have to tell me about NA anymore. I just spent over an hour walking through the halls with thousands of your members. It was the most loving, considerate crowd I have ever experienced.”



The American Sign Language (ASL) translations of all main meetings at WCNA 37 were recorded, and in our efforts to learn more about carrying the message more effectively to addicts who speak ASL, we have posted these recordings on www.na.org/?ID=asl. Please help us get the word out!

UNITY DAY

Unity Day is always a special celebration for us, as members and institutions around the world join the closing meeting of the World Convention. This is the first time we had video feed for the shout-outs from a number of the connections, as well as some institutions that had video feeds of the meeting, including the ASL translations. Witnessing the participation from incarcerated members never fails to be a moving experience for all in attendance. This Unity Day included connections to 35 California prisons and 14 fire camps, two prisons in Georgia for the first time, a women’s prison in Florida, two Pennsylvania prisons, and a correctional facility in Chicago, as well as one prison in Brazil. Making it possible for these incarcerated addicts to connect to the closing meeting does not happen without work from local PR and H&I committees in all of these places, so we thank you all for making it happen.



Unity Day at Walker State Prison,
Georgia, USA

The shout-outs came from:

- First NA Women’s Convention, Buenos Aires, Argentina
- Folsom Men’s Prison, Folsom, California, USA
- Folsom Women’s Facility, Folsom, California, USA
- Gulf Coast Area, Fort Myers, Florida, USA
- Hancock State Prison, Sparta, Georgia, USA
- Irish Regional Service Office Unity Day Event, Dublin, Ireland
- Pelican Bay Prison, Crescent City, California, USA
- Radar Institute, São Paulo, Brazil
- 30th Anniversary, Unity Day and Barbecue, The Hague, Netherlands
- 35th Anniversary El Camino Group, Medellín, Colombia
- Unity Day Event, Bangalore, India
- Unity Day Event, Chitwan, Nepal
- Unity Day Event, Paraguay

FINANCES

Our financial reconciliation of the event is still in progress. Even though this event took place six months ago, we have had rebates and expenses come in within the last few weeks. We far exceeded our financial expectations from this event. The table included here reports all income and expense for the event as of 5 March 2019. You can see that

we realized more revenue after expenses for this event than we budgeted for or originally expected. On the income side, we received more for registrations and the newcomer donations than we anticipated—again, we thank you. The largest increase to income was the amount of rebates we were able to negotiate—more than \$300,000 over budget. On the expense side, we were able to trim many expenses in the weeks prior to the event when we had a clearer picture of how many people to expect. We were also able to do much of the work for this event in-house. You can see in the table that all expense areas came in below budget, with the overall expense total more than 10% under budget.

We had unusual, and hard-to-repeat, circumstances

for this Convention. The Orange County Convention Center (OCCC) is publicly owned, and they remembered us from the last World Convention in Orlando. They wanted us back in their city for motives other than financial, and they therefore provided us with the lowest costs possible. Even with the numerous vendors required for an event of this size, the convention center and Orlando Convention & Visitors Bureau encouraged people to remember who we are and charge us accordingly. It would not have been possible without their help and support. The revenue from an event like this helps to make locations like Brazil and Australia possible.

NEW IDEAS AND ISSUES NEEDING INPUT

Before we get into reporting on projects, we want to outline some of the issues and ideas that the World Board is currently faced with and for which we need input and ideas from Conference participants. We want to engage participants in a discussion about these ideas now, long before any action is needed or decision needs to be made.

At WSC 2018, during the new proposal session there was attention given and input gathered on four specific ideas. None of these received the required support to represent a WSC decision. We committed to looking into and discussing those four ideas and report back. Those topics included online meetings, the na.org website, financial reporting, and

WCNA 37 INCOME AND EXPENSES AS OF 5 MARCH 2019

WCNA 37 Income	Actual	Budget	Variance \$	Variance %
Registration	2,451,131	2,327,500	123,631	5.3%
Special Events	645,560	673,000	(27,440)	-4.1%
Newcomer Donations	33,226	15,000	18,226	121.5%
Merchandise	873,432	904,584	(31,152)	-3.4%
Other Sales - Rebates (still pending rebates)	352,241	50,000	302,241	604.5%
Total Event Specific Income	4,355,590	3,970,084	385,506	9.7%
WCNA 37 Expense				
Registration	636,867	739,200	(102,333)	-13.8%
Special Events	471,378	638,250	(166,872)	-26.1%
Program	325,831	356,500	(30,669)	-8.6%
Merchandise	757,063	785,600	(28,537)	-3.6%
Facilities	772,292	789,000	(16,708)	-2.1%
Support Committee	40,018	50,000	(9,982)	-20.0%
Administration	174,685	206,850	(32,165)	-15.6%
Total WCNA 37 Expense	3,178,133	3,565,400	(387,267)	-10.9%
Total WCNA 37 Excess Revenue	1,177,456	404,684	772,772	191.0%

updating *A Guide to Local Service in NA*. We will also be working on refining this new process for the WSC and engaging participants in our ideas for WSC 2020.

ONLINE MEETINGS AND SERVICE COMMITTEES

At this WB meeting, we discussed the ideas generated at WSC 2018, and we began to frame plans for an open webinar to gather experience and best practices from online meetings. We plan to discuss this idea with participants on the April Conference participants (CP) webinar. In addition, the FIPT Operation Rules and Bulletins workgroup is looking at ways to update the Use Policy so that it does not impede the ability of these meetings to function.

We also recently received a request to register an online ASC. This is a new type of request and we are unsure of how to proceed. The WB does not believe this is our decision to make—we plan to ask Conference participants for their ideas on how we should proceed. We believe our efforts should be motivated by being of service rather than leading in this. Access to reporting used to be an issue of concern in the days of postal mail, but these mailings are now all provided online and available to anyone.

PLANNING OUR FUTURE

By the time this issue of *NAWS News* is published, the deadline will have passed for the SWOT (Strengths, Weaknesses, Opportunities, and Threats) survey for step one in our strategic planning process. We engaged participants in two

Strengths, Weaknesses, Opportunities and Threats (Challenges) SWOT

Strengths and weaknesses are **internal** to Narcotics Anonymous and may be at least somewhat controllable. Conversely, opportunities and threats or challenges are uncontrollable **external** forces that can affect NA.

- **Strengths**—are positive attributes internal to the Fellowship, the WSC, or NA World Services.
- **Weaknesses**—are also internal factors; these may impede our ability to meet our goals as outlined in our Vision Statement, WSC Mission, and principles.
- **Opportunities**—are external factors that the Fellowship, the WSC, or NA World Services should (or could) develop or take advantage of.
- **Threats or Challenges**—are external factors that could put the Fellowship, the WSC, or NA World Services at risk.

We have listed some ideas under NA World Services for you to see as an example.

Ideally, either individually or in a workshop, brainstorm each category (SWOT) and capture the strengths, weaknesses, opportunities, and threats for the WSC and then for NA World Services. Aim to only include key points and so try not to analyze them. That comes later. Try not to worry too much about whether you're putting something in the right category or "box." If you have any questions, don't hesitate to ask: worldboard@na.org

For the World Service Conference

Strengths	Weaknesses

Opportunities	Threats

Other comments or ideas about the WSC you would like the WB to consider:

sessions at WSC 2018 about ways to improve this process and involve participants more actively in strategic planning. After the survey is complete, we will begin to frame our portion of this environmental scan and discuss the next steps for participation by Conference participants. We know the strategic planning process can seem lengthy and involved, but it is what shapes the future of all of our service efforts. We encourage all who are interested to get involved!

One of the tools that came out of our planning process many years ago is the survey included in the *Conference Agenda Report (CAR)* about recovery literature ideas, service tools needed, and possible Issue Discussion Topics. This sur-

vey has been included in past CARs and also posted online. We include all ideas we receive, and we also survey Conference participants before the survey is finalized for inclusion in the CAR to see whether they have any ideas to add. We collect individual member responses online in a variety of languages and ask Conference participants to send in their regional responses. It has been increasingly difficult to get responses from delegates, and the number of regional responses has reduced over time. Since the results of the member and regional responses have never differed significantly, we plan to ask delegates whether they would like us to continue trying to collect regional responses or change the process to gather input solely through the online survey. All survey results are reported to the WSC.

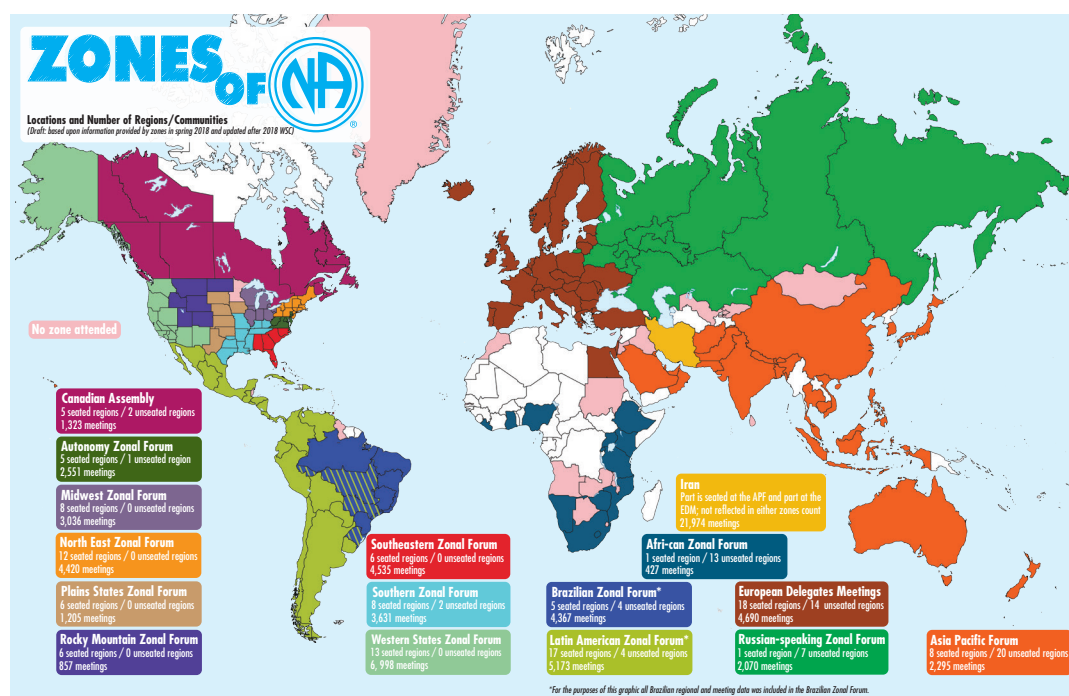
ZONAL DELEGATES

We are excited about the changes adopted at WSC 2018 regarding zonal delegates and alternates. The motions adopted at WSC 2018 allow zones that have two or more unseated communities to elect a zonal delegate and alternate to attend the WSC as a funded, voting participant. The motions do not define zones or specify that the decisions refer to the 15 currently existing zones. We are still processing what all of this means for the WSC and how we function. As approved at WSC 2018 from a regional motion, we will be developing a project plan for WSC 2020 to address how to move forward with this. You can read more about this in the WSC of the Future section of this report. There is also information in the workgroup's report about the ways in which these changes will affect the *FIPT*.

Much of what we need to decide and work out will come from experience and the project framed for the next Conference cycle. Currently, however, there is no seating policy for zones. The Board is recommending a pause in recogniz-

recommending a pause in recognizing new zones as Conference participants—the motions passed in WSC 2018 refer simply to the 15 currently existing zones—until next cycle's project can address the issue of zonal seating. With the emergence of a new trusted servant position, we believe moving forward gradually and deliberately is a prudent approach and is in line with the intentions of most Conference participants when they voted on the motions.

In an effort to improve communication, we have invited existing zones to choose up to two contact people for their zone. These zonal contacts will be included in all Conference communication, including access to the CP Dropbox and webinars.



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2018–2020 ISSUE DISCUSSION TOPICS (IDTs)

Materials for this cycle's Issue Discussion Topics are available online at www.na.org/idt. The topics include:

- Attracting Members to Service
- Carrying the NA Message and Making NA Attractive
- Drug Replacement Therapy (DRT) and Medication Assisted Treatment (MAT) as It Relates to NA

We continue to encourage members and service commit-tees to engage in these important discussions that came about as a result of the CAR survey.

We especially need the help of Conference participants and others with the DRT/MAT topic. WSC 2018 adopted a regional motion that directs the World Board to develop a project plan for WSC 2020 to create or revise one piece of recovery literature to directly address Drug Replacement Therapy (DRT) and Medication Assisted Treatment (MAT) as It Relates to NA. The intent of that adopted motion states: *To begin the discussion on how to address DRT/MAT in a piece of recovery literature as it relates to our message and program and have a unified fellowship position.* This is not something the WB can frame alone. We need your ideas and input and results of discussions with this IDT if we are to create a plan that reflects what you want to see in this piece of recovery literature. We must do that by our October meeting, a mere six months from now. If we can help with the input-gathering process in any way, please let us know at wb@na.org. Please send in your workshop results!

WORLD SERVICE CONFERENCE PROJECTS AND WORKGROUPS 2018–2020

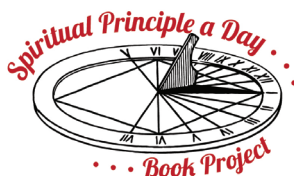
SPIRITUAL PRINCIPLE A DAY (SPAD) MEDITATION BOOK PROJECT

Work on the Spiritual Principle a Day (SPAD) Book Project (www.na.org/spad) is underway here at NAWS and around the worldwide Fellowship. As you may recall, WSC 2018 approved the project plan to launch this effort. We formed a workgroup late last summer and began meeting virtually. We gathered in person last October and will meet face-to-face again in April 2019.

We rolled out multilingual workshop materials (www.na.org/spad1) last fall and began gathering advance material from the Fellowship. Members' writing will make up the fabric of each daily entry drafted for the new book. Workgroup members read each piece we receive and identify:

- key understandings of each principle;
- representative stories about how we apply spiritual principles; and
- relatable scenarios that offer identification.

Our member-writers weave together these individual strands to create a narrative that speaks to our collective experience.



We received over 1,000 pages of advance material from members who wrote on the first four principles in circulation through December. Thank you! Workshops generated the bulk of this advance material. These have been held at a variety of events—from the World Convention to local home groups and sponsorship gatherings—and in a number of languages. Writing from individual members comprises an impressive 28% of the advance material collected to date. These members used the online forms at www.na.org/spad to submit their writing.

The SPAD workgroup reads everything you send. In fact, each page is assigned to workgroup members who suggest how it might be woven together with others to create the fabric of each daily entry. We use this raw material to draft entries that we'll begin to circulate for Fellowship review and input in late spring. If you really want to have an impact on the finished project, we encourage you to submit writing early and often. As you may know, advance material has the greatest influence on the finished product. We are so enthusiastic about getting writing from world language communities that we will accept advance material in any language, on any principle, at any time.

The finished book will devote several entries to many of our core principles over the course of 366 days. This will offer readers opportunities to build an understanding of spiritual principles that's both deep and wide. With that in mind, we're rolling out new spiritual principles and an associated list of quotations every four months or so. Please check the website from time to time for updates.

WCNA through December 2018	Love Acceptance Unity Surrender
December 2018 through March 2019	Balance Compassion Creativity Goodwill Grace Harmony Humility Imperfection Intimacy Maturity Resilience Vulnerability
March 2019 through June 2019	Forgiveness Kindness Perseverance Practicality Respect Responsibility Service Simplicity Understanding

We hope you are inspired to participate. Consider writing about your own understanding and experience online and/or hosting a workshop for members in your NA community. The SPAD webpage has everything you need to do either or both: www.na.org/spad.

MENTAL HEALTH/MENTAL ILLNESS IP PROJECT

The draft IP is out for review and input through 15 May 2019. We encourage members to read the draft and share their thoughts about it by completing the draft survey—all of which can be found at www.na.org/mhmi. The review and input draft was posted 28 January 2019, and within ten days we had received 259 pieces of input. We are excited about the response to this proposed IP. The majority



of the current input was positive, with comments including terms like “balanced and useful” and “well written.” From the feedback that was not as supportive, the focus of the comments touched on ideas such as “a program of abstinence, so no medication” and stating that this is an “outside issue.” As a reminder, this project was initiated by a regional motion in the 2016 *Conference Agenda Report*, which was overwhelmingly supported at the World Service Conference. As a result, we are following the will of the Conference with its creation.

A second face-to-face meeting of this workgroup will take place 13–15 June 2019 to consider the input received and to make changes to the draft. We plan to have an approval draft of this IP in the 2020 CAR. Please participate and encourage other members to do so as well.

WSC OF THE FUTURE PROJECT

The WSC of the Future group had one face-to-face meeting before our Board meeting, with another planned for mid-March. You may remember that each zone, plus Iran, selected a workgroup member. There are two Board members on the group as well, making this the largest, most geographically diverse workgroup we’ve ever had. The workgroup members are Barry B, Plains States Zonal Forum; Bill H, North East Zonal Forum; Carla W, Rocky Mountain Zonal Forum; Danny G, Southeastern Zonal Forum; Deb F, Asia Pacific Forum; Eduardo G, Brazilian Zone; Ehsan R, Iran; Etta F, Autonomy Zonal Forum; Evgeny (Sim) K, Russian-speaking Zonal Forum; Genina A, Canadian Assembly; Graham N, European Delegates Meeting; Henry C, Southern Zonal Forum; Jorge M, Latin American Zonal Forum; Joseph I, African Zonal Forum; Louis H, Midwest Zonal Forum; and Matt S, Western States Zonal Forum. Jack H and Lib E are the World Board members, with Jack as the World Board point person.

Given the size of the workgroup and the number of project goals, we decided to form three task teams within the work-

group to divide the work—the Effective and Sustainable task team, the Role of Zones task team, and the Zonal Collaboration task team. With fewer members, each task team can more easily meet through Zoom and communicate via email and What’s App. The workgroup as a whole will forward any work or recommendations to the Board.

Effective and Sustainable Task Team

The task team began from the premise that an effective WSC does a good job in all the “reasons we gather.” Sustainability means we have the resources and ability to achieve that level of effectiveness. After the Board meeting, we asked Conference participants through a survey to analyze how effective they believe the WSC is at fulfilling each function. The workgroup will use that input in the upcoming workgroup meeting. Thank you to those who took the time to respond.

In the meantime, we began discussing one of the WSC functions the team assessed to be weakest: global strategic planning. Our focus on this topic dovetails nicely with the fact that the Board is asking Conference participants to contribute to a SWOT analysis as part of the environmental scan that shapes the NAWS Strategic Plan. How can we raise awareness of and engagement with the strategic plan and the planning process? If you have ideas, please let us know.

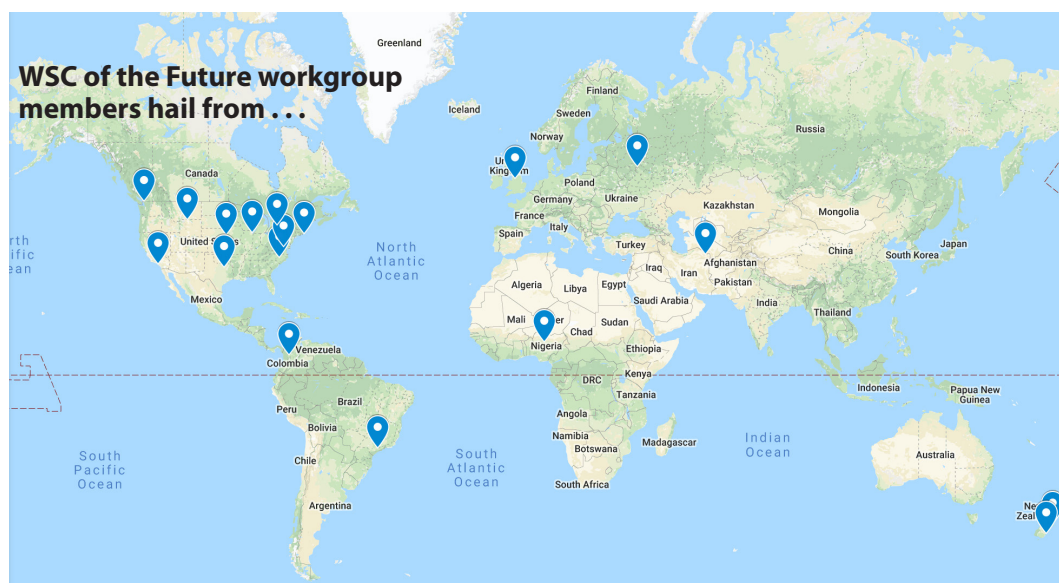
The task team also began to discuss the need to update some of the material in *A Guide to World Services in NA* (GWSNA) to match current practices and understanding of the WSC. For example, there was consensus that GWSNA is no longer accurate in making the statement that “the Conference is not an entity, it is an event—the coming together.” An effective WSC is more than an event. It includes meeting and working between biennial meetings. You may see some recommendations relating to this in the Conference Approval Track material released prior to WSC 2020.

Role of Zones Task Team

Part of what makes the “role of zones” such an interesting focus is the wide range of ways in which zones today are made up and how they operate. The task team talked about

some of the cultural differences from zone to zone and the “magic” of zonal success and collaboration. They talked about how to inspire zones to do more and build on what makes them unique. The team is planning to develop a workshop in which zones can assess their history, purpose, current services, and future plans.

One thing the Board has heard about repeatedly is the lack of service material about zones. Each zone has its own history, vision, and mission. Some zones are national, some international, and in the case of US



zones, some cover only part of a nation. As a result, any service material about zones would need to be descriptive, not prescriptive. With that in mind, this group began a discussion of how to develop a better description of zonal forums, including what they do. Questions asked in the most recent Conference participant web meeting may begin to help in this endeavor.

One of the most important jobs of this task team is to forward ideas to the Board for the project plan to be considered by WSC 2020, as called for in Motion #16 passed at the last Conference.

Motion #16: That the WB develop a project plan, including budget and timeline, for presentation at WSC 2020 on the role of Zones, their relationship to the wider fellowship, including integrating Zonal Delegate participation into the decision making process at WSC.

Intent: To better understand the diverse nature of zones, help inform discussions at the 2020 WSC and lead to well considered changes to representation that can be applied to any Zone.

Zonal Collaboration Task Team

The focus of the Zonal Collaboration task team overlaps with that of the Role of Zones team, so the two groups are working together on some tasks. This task team discussed how to help members see the benefits of collaboration. Everyone in the workgroup had a story to tell about how their zone was helped by hearing what other zones were doing. As one workgroup member put it: “Most of us only think about what we are doing. We don’t think about what we are not doing. Collaboration helps us to see what we are not doing.”

With that in mind, the workgroup hopes to help the Board plan a virtual meeting of zones with one or two members from each zone participating. The Board asked for some help in framing such a meeting at the last CP web meeting, and those discussions will help the workgroup in their planning.

In addition to a meeting of zones, the workgroup is interested in ways to help zones that wish to stay connected moving forward.

Another idea related to zonal collaboration that the Board talked about during the CP web meeting is to encourage US zones to come together for their 2020 CAR/CAT workshops. We have already reported that it is difficult or impossible for us to travel to so many zones if they are scheduled within the same few weekends. If zones met with other zones for this purpose, it could be a good opportunity to have a conversation about collaboration.

Future Meetings

The workgroup is scheduled to meet face-to-face again in mid-March and again in August. Each task team is meeting regularly via Zoom and at the workgroup’s face-to-face meetings. Thank you again to all who participated in the

online survey and the most recent Conference participant web meeting. We will continue to report our progress in *NAWS News*.

FELLOWSHIP INTELLECTUAL PROPERTY TRUST (FIPT) OPERATIONAL RULES AND USE POLICY

This is one of our virtual workgroups that has been meeting regularly. We reviewed the workgroup’s ideas to date for revisions to the inspection clause and other updates to the *FIPT* Operational Rules, and we support all of the recommended changes to date. We believe the wording seems to accomplish the will of the Conference and provides members with context and understanding of the process. The workgroup is continuing to work on other ideas, and we will be forwarding ideas to participants soon in our efforts to prepare this material for the 2020 *CAR*.

We had initial discussions about changes to the *FIPT* itself. Any change to the trust itself is a more complicated process than changes to the Operational Rules or bulletins. Changes to the *FIPT* have to begin with a motion in the *CAR*, which—if approved—begins a process that will take two additional years. A change to the *FIPT* is already necessary due to the recent action of the Conference in providing full participation, including voting and funding, to zonal delegates representing zones with two or more unseated communities, as full participation means that zonal delegates will also be part of approving recovery literature. Since we need to begin the process of proposing changes to the *FIPT* anyway, we have asked the workgroup to look at any other possible recommendations to update the trust.

The workgroup is currently focused on possible changes to the Use Policy (*FIPT* Bulletin #1). This document was written long before the advent of the internet and online meetings and definitely needs an update to be a useful resource. We will continue to update you with progress on these matters.

TRAINING AND TOOLS PROJECT

The Training and Tools Project is focused on two areas of service: a Local Service Toolbox and a Conventions and Events Toolbox. World Board point persons for the project are Yoel G and Jose Luis A. We are organizing web meetings to gather experience and develop tools for each of these areas and encourage you to find out more at www.na.org/projects.

Local Service Toolbox

The current focus of this part of the project is Serving NA in Rural and Isolated Communities. This piece of the toolbox is composed of three parts: a printed service tool, a webpage with a range of resources, and online meetings to provide support for members serving in these communities. The printed piece has been workshopped at five events since the last Board meeting (including the Keep Giving Back workshop at WCNA 37). Information about the project and the proposed overall approach was also shared at these events. The final changes to this draft are being made, and we hope to post the draft on the project webpage for review and input in the very near future at www.na.org/ruralservice. This page has been revised to bring it up to

date, and we have begun hosting quarterly web meetings to support those who are making use of the resources. We invite interested members to email ruralservice@na.org in order to receive notifications of when the meetings will be and the link to access them.

The next tool for development will be a GSR orientation tool. Please email toolbox@na.org if you are interested in participating in the development of this or any of the tools we plan to develop in the future.

Conventions and Events Tools

Work continues on the Conventions and Events Tools project. The second complete piece, titled Money Management, and its addendum are available at www.na.org/conventions. We are currently working on Contracts and Negotiations. In addition to a workshop at WCNA 37 and a web meeting of interested members, we are bringing together a focus group of members who have substantial experience with convention service for this piece. We believe that a wide range of experience and perspective will result in a resource that captures the best practices of this important component of conventions and events service in NA. Once the piece is completed, it will be available for a 90-day Conference participant review period.

Up next for this project is Committee Structure and Accountability. We continue to rely on your experience with conventions and events service and welcome your participation in our web meetings. We also want to thank you for all of the templates, worksheets, guidelines, and other materials that you have sent in support of this work. All of that has enhanced the quality of the tools. Please keep them coming. Here is a link to the project page: www.na.org/conventions.

NA Way, Reaching Out, Delegates Sharing, AND WSC Seating Virtual Workgroup Members

We ratified the members for three virtual workgroups. The *NA Way Magazine* Workgroup—our Fellowship’s quarterly publication for members—is made up of Auric O, Mexico; Chris M, Mississippi, USA; Joseph I, Nigeria; Kate McK, Australia; Mikael L, Sweden; Phyllis S, Hawaii, USA; Tina N, Nevada, USA; and Jose Luis A from the WB.

The editorial workgroup for the *Reaching Out* newsletter—a quarterly publication intended for inmates, H&I committees, and professionals—includes Emilio R, Peru; Janine W, North Carolina, USA; Marcos O, Brazil; Perry H, Texas, USA; Rebecca H, Illinois, USA; Steve L, California, USA; Thiago M, Brazil; and William P, New York, USA. This newsletter is translated by local translations committees into four languages—Portuguese (Brazil), Spanish, Japanese, and, most recently, Italian.

The WSC Seating Workgroup includes Julie D, California, USA; Lea Anne H, Texas, USA; Simon J, United Kingdom; and Junior B from the WB.

Last, the Delegates Sharing Workgroup includes Andrea F, Costa Rica; Dennis R, Texas, USA; Grainne H, Ireland, point person; Jacqui L, Illinois, USA; Scott M, Missouri, USA; and Jose Luis A, WB.

PUBLIC RELATIONS WEEK

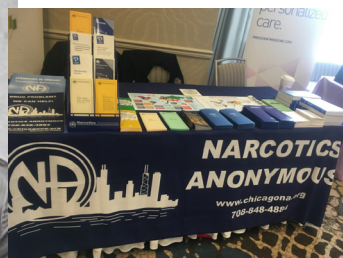
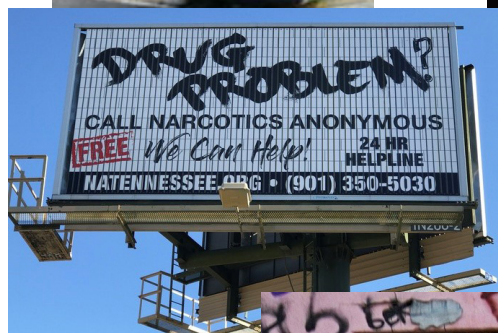
NA PR Week is designated to be the first week of June annually; the first PR Week will take place 3–9 June 2019. We encourage every area, region, and zonal PR committee to commit to one activity during that week. The activity may be following up on contacts or knocking on doors of community providers. Additionally, we gathered ideas from PR members from the PR and PR/FD zonal web meetings. The PR members who participated were enthusiastic and offered an array of suggestions for PR activities for the week.

Some NA PR committees will have members wearing Basic Text blue T-shirts with the PR logo or NA logo on the front and the slogan “We *all* are PR” on the back, accompanied by the area, region, or zone website address and/or helpline number. PR members thought this may help identify PR service and be attractive for members who may want to join.

Some other suggestions for activities during PR week include:

- Poster/flyer or pharmacy card campaign
- Put NA Basic Texts in libraries; consider placing *It Works: How Why and Living Clean*
- Help another area/group with a combined PR activity
- Sponsor a learning day and include Traditions, helpline, and H&I members
- Seek to participate in local health fair, community resource day, pride festival, or similar event in the community
- Hold a PR Day event at a park that could include food and games





However, NAWS does not endorse locally generated ideas for the week and NAWS bears no responsibility for any activity undertaken by a PR committee. As always, use your best judgment and temper your enthusiasm with practicality and a connection to the needs of your members. If you need more ideas, materials related to PR Week will continue to be updated at www.na.org/pr_act.

NAWS TRAVEL

All NAWS travel is conducted on behalf of our Fellowship; we are grateful for the opportunity to attend zonal forums, conventions/events, and PR-related activities. Our aim is to better fulfill our purpose as outlined in GWSNA:

The basic purposes of our world services are communication, coordination, information, and guidance. We provide these services so that our groups and members can more successfully carry the message of recovery and so that our program of recovery can be made more available to addicts everywhere.

ZONAL FORUMS

We had several zonal forum trips. These were to:

- European Delegates Meeting (EDM) in Krakow, Poland
- Rocky Mountain Zonal Forum (RMZF) in Boise, Idaho, USA
- Canadian Assembly of NA (CANA) in Prince Edward Island, Canada
- Northeast Zonal Forum (NEZF) in Saco, Maine, USA
- Brazilian Zonal Forum (BZF) in São Paulo, Brazil
- Western States Zonal Forum (WSZF) in San Diego, California, USA

Some of the topics discussed at these forums include the current IDTs and projects; training for planning and budgeting; planning efforts for PR; NA in isolated, rural, and developing communities; literature distribution; and a NAWS update with questions and answers.

Some PR members thought holding a celebration at the end of PR Week may be a good way to culminate the efforts. Ideas offered as suggestions for a celebration include PR skits showing the dos and don'ts of PR; 1K or 5K walk/run before the celebration, which could be in a park with a PR booth and offer a barbecue or potluck or chili cook-off; having a meeting with a member sharing the benefits of PR service; or holding a Zoom meeting with neighboring zones sharing their experiences.

These suggestions and ideas are offered simply to help get your creative juices flowing. PR members are encouraged to choose any activity that works best for their community. We simply request that every PR committee commit to one activity.

The World Board is fully supportive of NA PR Week, and we hope every committee is successful in its endeavors.

CONVENTIONS AND EVENTS

We also participated in numerous conventions and events. These included:

- Bluegrass Appalachian Regional Convention in Somerset, Kentucky, USA
- Saudi Arabia NA Convention in Riyadh, KSA
- Paraguay Regional Convention in Aregua, Paraguay
- Minas Regional Convention in Ouro Preto, Brazil
- Western Services Learning Days in Phoenix, Arizona, USA
- Multi-Zonal Service Symposium in Bellevue, Nebraska, USA
- Cuba Regional Convention in Havana, Cuba
- MARLCNA in Lancaster, Pennsylvania, USA
- These Areas' Convention in Auburn, California, USA

Sessions at these events varied widely depending on the location and needs of the community. Some of the sessions included unity, FIPT, PR professional day, the current IDTs and projects, SPAD workshop, NAWS Update, local service issues, fund flow, budgeting, and serving NA in rural and isolated communities.

Additionally, we funded workshops in Tanga, Tanzania, and in Mombasa, Kenya, coordinating with local members to facilitate.

PR TRAVEL

NAWS traveled to Bangkok, Thailand, for the World Federation of Therapeutic Communities (WFTC); we were awarded a plenary session and were supported by local PR members from Bangkok and Chiang Mai, Thailand. From there, NAWS went on to the International Society of Addiction Medicine in Busan, South Korea. NA has a small and vibrant NA community in Seoul, South Korea, and has enthusiastic members who are willing to help grow their NA community. The last stop for this trip was Tokyo, Japan, for two days of PR with the local members who were enthusiastic and embraced PR for their communities.

STAFF CHANGES

David Buffington was hired as a writer/editor. David worked for NAWS many years ago in a different capacity and left to pursue his education. We are thrilled to welcome him back.

Buddy Totten accepted a Fellowship Services position and is a welcome addition to the team.

Shane Colter was promoted to translations manager. Shane has been a longtime staff member as an administrative assistant and has been involved with various projects, the translations department, and the opening of the literature distribution site in India. We offer him congratulations and wish him success in this new position.

Two longtime employees retired—both had just celebrated their 29th anniversary of employment at NAWS. Uschi Mueller, our translations manager, and Esperanza Lemos, a production assistant, left us after years of dedicated service. We wish them both well as the next chapter of life unfolds for them. There is much we could say about the years of service each of them gave to the WSO, but we will save that for the *Annual Report*!



HUMAN RESOURCE PANEL

Hello from the Human Resource Panel (HRP). It's been a while since you have heard from us; we've been busy. We came together for our first face-to-face meeting in October 2018, and we have been meeting since then via web meetings. This report will cover the highlights of all of those.

As a part of our regular practice, we began the cycle by reviewing the HRP process and the HRP Action Plan. It was great to confirm that last cycle's goals were fulfilled, including improving our interview process, developing an HRP rationale for each of our nominees, and hosting a focus group to study the effectiveness of the World Pool.

With that, we turned to developing our 2018–2020 HRP Action Plan. For this cycle, our plan includes these goals:

- Improve efficiency of the World Pool; support a positive experience for World Pool members
- Strengthen all aspects of the RBZ (regions, World Board, zones) process
- Provide concise and informative HRP nominee information to World Service Conference (WSC) voting participants
- Improve the efficiency and integrity of the WSC election process

More on some of these later in this report, but we want to take this time to remind everyone of the RBZ recommendation process and deadline for this cycle.

The RBZ recommendation process provides regions, the World Board, and zones a system for identifying and forwarding potential candidates for World Service positions to the Human Resource Panel. It is important to note that an RBZ recommendation is not a nomination. The RBZ process foregoes the HRP's initial screening and ensures that the

RBZ candidate will receive an HRP interview. Here is a link to details on the phases of the process: www.na.org/?ID=HRP-Info8&ID=HRP-Info8. As you are reading the report, all eligible service bodies will have received two direct communications from us about the RBZ process and deadline.

We encourage all who are contemplating serving at the world level to consider this approach. Based on historical data collected on WSC elections outcomes, the WSC seems to find value in RBZ recommendations. Since the start of the RBZ process, all but two elected World Board members have had an RBZ recommendation.

The deadline for RBZ recommendations to be received by the HRP is 30 September 2019.

As we stated at the start, one of our goals for the cycle is to *strengthen all aspects of the RBZ process*. In an effort to help all of those service committees that are eligible to submit an RBZ recommendation, we continue to ask any of you who have developed processes or policies to send those to us at hrp@na.org. To date, we have not received any such materials. Be the first!

Members who are interested in service at the world level also have the ability to be a part of the HRP nomination process by entering the World Pool. Those in the pool with eight or more years clean and World Services exposure are eligible for consideration. Here is a link to more on that process: www.na.org/?ID=HRP-Info7&ID=HRP-Info7.

The deadline for World Pool submissions for WSC 2020 is 30 September 2019.

Back to the plan, and furthering the discussion intended to improve the effectiveness of the World Pool and supporting a positive experience for members: Looking at the work done last cycle, and the ever-changing nature of our environment, we believe it is time to recommend some changes to how we manage the World Pool. First, we are interested in collecting only basic information as part of the initial entrance to the World Pool. This might include name, clean-time, contact information, and areas of service interest. With that as a foundation, we could request more information as needed.

Currently, it is policy to remove all members who have not updated their information in the past three years from the World Pool. We recommend removing that mandate. We see little value in removing those members simply because they have not found the need to update their information. Instead, we recommend that members be requested to maintain a current email address so that they receive communications, but that no other updates or time limits be required.

We are also intending to eliminate the World Pool Information Form as a standard printable resource on na.org, and instead only offer a printed form upon request. Members would be encouraged to use the World Pool web pages to enter or update information. Having internet access and the ability to send and receive emails seems to be a basic expectation of NAWS trusted servants.

Again, these ideas are intended to improve the effectiveness of the World Pool and provide a positive experience for members. We will continue to work on the items noted earlier in this report, and you can expect to hear more on our work as the cycle progresses. For now, we will take one more opportunity to remind you of the RBZ recommendation and World Pool candidate deadline of 30 September 2019.

Please send any comments to hrp@na.org. Thanks for reading and for your support.

IMPORTANT DEADLINES & DATES

Travel requests (considered by quarter)

Please send in your requests as early as possible.

15 May for July–September

15 August for October–December

15 November for January–March

Web meetings and webinars

13 April: Conference Participants Web Meeting, 11:00 am PDT

16 April: Phonelines Webinar, 4:00 pm PDT

9 May: Public Relations Webinar, 4:00 pm PDT

11 May: Zonal FD/PR Webinar, 10:00 am PDT

15 June: Conference Participants Web Meeting, 11:00 am PDT

World Board meetings

1–4 May 2019

24–27 July 2019

Events

Service Day: 1 May 2019

PR Week: 3–9 June 2019

Deadlines

1 April: Deadline for regions to request to be recognized as a new Conference participant at WSC 2020

15 May: Deadline for input to MHMI draft

1 August: Regional motions must be received by 1 August, and be in CAR-ready form by 30 August 2019. (Regions are encouraged to send their motions as early as possible.)

30 September: Deadline for all candidate submissions to the HRP's nomination process



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