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WORLD SERVICE OFFICE, INC., P.O. BOX 9999  
VAN NUYS, CA 91409; (818) 780-3951  
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VOLUME 4

NUMBER 3

## OFFICE WORKSHOP TREMENDOUS SUCCESS

The workshop on service offices held in Atlanta, Georgia in late March was well attended and rated successful by all participants. The week end started with an information meeting for the Georgia regional membership on the material in the Conference Agenda Report. This meeting, held Friday evening, was attended by members and representatives of various area committees.

The office workshop began on Saturday morning. The primary purpose was to provide an opportunity for members to learn from each other about what needs to be done and how to do it when considering or opening an office. In attendance were people from 23 offices and committees working on forming offices. All together there were 65 people who attended. During two parts of the workshop, the participants were divided into two groups to work on matters related to their particular state or development or office needs.

One highlight of the work was a wide-ranging discussion on literature price policies and how the WSO policy is related to the separate policies of the individual offices. Most of the offices are operated using different resources and providing different services. Accordingly, the financial circumstances of each office are different. Because of these differences, the WSO price policy on discounts to offices has different affects on the literature sales policies of each individual office.

Many of the offices are so new in their developmental stage that changes in purpose, funding, and policy occur quite easily. Until many of the offices solidify such important matters, it may not be possible to make comparisons between them.

An important aspect of the workshop was to begin having the participants take over the planning for future workshops. A committee was created to begin planning for the next workshop. The committee, composed of members from different offices and committees, will work towards developing a comprehensive agenda for

the next meeting. The next meeting was tentatively set for February or March 1988.

Another important result of the meeting was a decision to include information from the different offices in future issues of the *Newsline*. It was concluded that this is a practical way of keeping the other offices informed about what is going on in other places and also keeping the Fellowship at large informed too.

An important part of the general discussion related to a review of the purpose of having offices. Of concern to many was the potential to be diverted from having an office available to serve the Fellowship to having an office that becomes a burden on the local members. While many articles in the *Newsline* and Fellowship Report have centered on the positive aspects of offices, there are negative impacts also. It is possible to go to fast into this type of enterprise and also easy to lose sight of priorities. There seemed to be a consensus that investigations currently underway to consider new offices should proceed slowly and be measured against a strong and compelling need to create one before one is started.

We have already had one office open and close because of the difficulties that arose concerning its operation and purpose. This one example needs to be a lesson for us all. There was considerable conflict and controversy in the area committee where the office was initiated. Many of the problems have been resolved, but it took a lot of energy and attention away from more important needs--carrying of N.A. message to other addicts. A report of this event has been prepared and is available from the WSO for committees considering the formation of offices.

Among other matters discussed were policies developed by the WSO related to employees, travel, finance, banking and operational matters that can be adapted for use by the different offices.

A final discussion related to the sales of literature outside of the Fellowship. Most offices are already conducting sales to some non-N.A. purchasers. An informational mailing program was discussed that may increase awareness among treatment centers and other health professionals regarding the presence of N.A. offices across the U.S. and around the world.

## NEWSLINE MAIL LIST

Several months ago we embarked on a project to clean up our *Newsline* mail list. We had an old list with about 2,000 names that had been generated before we used computers. We sent a letter to all persons on the list informing them that they would be dropped from the mail list. They were invited to send in a form if they wanted to continue receiving the *Newsline*. The names on returned forms were entered into a computerized mail list. That project is now complete.

Our mail list still is not properly maintained. Later this year we will initiate a project to clean up the list. Because the mail list is composed of several different mail lists maintained here, we will clean up each component separately.

For those who are on the mail list because they sent in a request for the *Newsline*, here is how that list will be handled. We will take one issue each year and have it mailed in an envelope on which is printed information to the post office delivery person. "Return the envelope with an address correction if the addressee has moved or if the address is incorrect."

Because we send the *Newsline* by fourth class mail (in the U.S.) issues sent to incorrect addresses or persons who have moved are destroyed by the Post Office. Our address files contain a fair number of such incorrect addresses. By having one issue mailed "Address Correction Requested" we can keep the list up-to-date. It will cost us about \$.35 for each envelope returned, but it is appropriate because it will allow us to avoid repeated mailings to incorrect addresses.

For those people receiving the *Newsline* because they are *N.A. Way* subscribers, we will include an editorial report in the magazine along with a form to be returned if they wish to continue to receive the *Newsline*. Those not responding will be deleted from the *Newsline* mail list. Those who do respond will be added to the *Newsline* list and we will discontinue mailing to the *N.A. Way* subscriber list.

We currently send copies also to area service committee officers picked out of area minutes we receive. Whenever possible, we include the area committee chairperson, secretary, area service representative and a "committee" address if one is given separately from those officers listed. Additionally, each regional committee is treated the same, if the regional minutes include such information. We will initiate a process of sending a separate letter to these officers indicating that we are going to delete their names automatically. If they wish to continue to receive the *Newsline* we will include a form for them to complete and return.

We know that many members receive two or more copies of the *Newsline*. We have never been troubled very much by this because we have the

confidence that such extra copies are given to other addicts. We will eliminate some of the duplications by following these procedures, but not all will be eliminated. Your understanding and assistance in this process will be appreciated.

## NEW RECOVERY MATERIALS AVAILABLE

The World Service Office has several new items in stock. Recent efforts have concentrated on producing special materials for visually-impaired addicts as well as our non-English speaking members.

A few months ago, we announced our plan to produce a large print White Booklet for visually-impaired addicts and any others who might have reading difficulties. We are pleased to report that production on this new item is complete and they are now available for sale. The large print white books measure 5-1/2 X 8-1/2" and sell for \$.75 each.

Progress has also been made on the taping of N.A. approved literature. We had the taping done under contract with the American Foundation for the Blind, using all union readers. The tapes were produced in the format prescribed by the United States Library of Congress.

We have had Part One of the Basic Text recorded onto 90-minute cassette tapes. Also recorded are the Newly Revised White Booklet, *Group Starter Kit*, and all informational pamphlets. The entire set of 5 cassettes is available for \$20.00, or the tapes may be purchased individually for \$5.00 each.

The Basic Text recordings consist of three tapes. The other cassettes contain the White Book and service-oriented materials (I.P. Nos. 2, 18, 20) and the last contains the recovery-oriented pamphlets (I.P. Nos. 1, 5, 7, 8, 13 and 16 on one side and Nos. 6, 9, 11, 12, 14, and 19 on the other side).

Progress has also been made with materials in foreign languages. We have just added to our inventory Spanish translations of I.P. Nos. 1, 5, 6, 7, 19, 20 and a revised version of I.P. No. 11. The Spanish translation of the Newly Revised White Booklet has also been completed and is in stock at this time.

We have received a Spanish translation of Chapters Four and Six of the Basic Text from a committee in Spain. This translation is now in the Fellowship Review process. This process is utilized with all translations in order to assure a group conscience. Once the Spanish-speaking members' comments are received, a finalized translation will be completed. Consideration is being given to asking the Conference for authority to publish these chapters in Spanish as a booklet. This material would help meet the needs of Spanish-

speaking members until such time as the entire Basic Text is completed.

There are many more items that are "in the works" at this time. Some of these include informational pamphlets in Japanese, Portuguese, German and French as well as the White Booklet in Hebrew and the Basic Text in Portuguese. Other projects include revisions of previously published French I.P.'s and Part One of the Basic Text.

The translation process for each language is being adapted to accommodate the needs and capacity for participation of the members using each language. One of the reasons that the translation process is somewhat lengthy is that we utilize a Fellowship review for all translations. Initial or temporary translations are frequently done by professional translation companies or members and then sent out to committees who speak that language. A period of several months usually passes before the members complete their review and their comments can be collected, reviewed and implemented.

Once this process is complete, the production begins. This involves editing, typesetting, proofreading, and printing. So, even though it is a long process, we are dedicated to carrying the message of recovery to addicts all over the world, and we are pleased to inform you each time we succeed in producing new materials.

## KEY TAGS AND CHIPS

The following information on key tags and chips refers to them in commercial terminology as "products." Although we at the WSO do not usually think of the items we handle for the Fellowship in such "commercial" terms, for the purpose of this discussion it may be appropriate.

The WSO is not satisfied with the quality of these two products. Both the key tags and chips have the logo and an amount of clean time applied by a process called "hot stamp" application. The logo and clean time are made of a material known as "gold leaf."

Unfortunately, the choice of "gold leaf" when applied by the "hot stamp" process is not very durable. It wears off fairly quickly. We have discussed this with our manufacturers and also with a number of other companies who produce other similar products. From time to time we have seriously considered switching to another product for the commemoration of clean time.

There are a great number of alternatives. The preference of all the options we've found so far would involve using a new material and a process of imprinting the logo and clean time message as raised lettering or impressed lettering. To utilize such processes would require discontinuing use of the "gold leaf." The logo and the message would be

the same color as the basic material. Unfortunately the machinery required to produce these products are different and require new molds or dies to be prepared. New molds and dies are fairly expensive.

Unfortunately most other products are more expensive. Changing to one of these new products would probably raise the base cost to WSO and might increase the cost of the tags or chips throughout the Fellowship. We are continuing to study the options and when something better comes along that is economical we will discuss it in detail in a future issue of the *Newsline*.

In the January *Newsline* we printed a letter from a member on the subject of service committees paying for travel and hotel expenses for members to attend Conference Committee meetings. We did so as part of the discussion on proposed changes in the content of the *N.A. Way* magazine. We offered to print an opposing viewpoint if one was received. We have not received an opposing letter or article. We will print one if one is received.

## WORLD SERVICE CONFERENCE APRIL 26, 1987 THRU MAY 1, 1987

If you are participating in the Conference and will be staying at the Airtel Plaza Hotel and have not sent your reservation to Trinkka at the World Service Office, please do so. The rates at the hotel are reduced to \$67 a day plus 11% transient occupancy tax if you are on the roomlist from the office.

## AUDIO TAPE REVIEW PROCESS

The Audio Tape Review Committee has been hard at work during the past few months. They have reviewed and approved for use a number of new tapes. The new tapes will appear on a supplemental order form now available.

The Committee is divided into teams of five to eight members. Each team receives three tapes to listen to and evaluate approximately every three weeks. Before the evaluation is complete, a conference telephone call with the members of the team is held. During this call each tape is reviewed. The committee members then complete their individual evaluations and send them to the Office.

The Audio Tape Review Committee members are selected at the World Service Conference from nominations by regions or other participants. Our recent experience has shown that we need a committee of at least 30 members to start with each year. Unfortunately we lose about 40 percent

during the course of a year. If you know of someone who would like to participate in this process the following paragraph, adopted last year by the Conference, contains the criteria.

"At the annual meeting of the World Service Conference nominations or volunteers will be accepted as members to serve on the Audio Tape Advisory Panel. Each volunteer or nominee must have not less than five years clean time at the time of nomination, and should have time available to do the work required. From the volunteers and nominees not less than fifteen will be selected to serve. The selection will be by random drawing and each person will serve for one year. When the drawing is conducted in successive years, those members who are still serving and desire to continue will have their names automatically entered into the drawing. If during the year a member fails to participate they will be replaced by another person drawn from the remaining volunteers and nominees."

When the nominations process was conducted at the Conference in 1986, the WSO asked that all volunteers and nominees whose names were presented be accepted and used. The Conference complied with this request. We included all those volunteers and nominees when work continued after the Conference. There were 25 members serving when we started this year. We now have only 15 members. More members will be needed during the coming years.

Qualified, interested members should contact their RSR and request that their name be submitted at the upcoming WSC.

## WCNA-17 CONVENTION INFORMATION

The enthusiasm generated for the world convention has been very encouraging. Many members are choosing to register early and avoid the possibility of having to scurry about trying to get hotel accommodations at the last minute. The number of rooms being reserved at the Sheraton, New Orleans has picked up considerably. We still encourage members, who plan to attend the convention in New Orleans, to register with the hotel as soon as possible.

On another note, the boat ride on the Mississippi River on Saturday night is apparently a big hit. Many of the early convention registrations have included the money for boat ride tickets.

There apparently has been some confusion created as a result of an error on our part. The dates printed in the last few issues of the *N.A. Way* magazine have been incorrect. The world convention is Thursday, September 3rd to Sunday,

September 7th, 1987. We apologize for this apparent oversight. Additionally, we would like to thank those members who called our attention to this matter.

The Program Subcommittee is still reviewing tapes that have been submitted. All members who satisfy the criteria on the convention flyer, and who are interested in speaking at WCNA-17, should submit a tape to the WCNA-17 Program Subcommittee in care of the WSO.

To assist in clearing up the confusion and to make it easier for you to register at the convention, we have included a reduction sized registration flyer on the last page of this NEWSLINE.

## COMING EVENTS

*This space has been reserved for coming events anywhere in N.A. If you wish to list an event, send us a flier or note at least two months in advance. Include title, location, dates, contacts.*

**ARIZONA:** May 22-24, 1987; 1st Annual Arizona Regional Convention; ARCNA-I; Doubletree Hotel, 445 S. Alvernon Way, Tucson, AZ 85711; (602) Jeff 841-0046; Connie 398-9442

**AUSTRALIA:** Apr 17-20, 1987; 3rd Australasian Convention Easter '87; Glenelg Town Hall, Moseley Square Glenelg; Tony M. 085-366124

**CALIFORNIA:** July 10-12, 1987; San Diego Imperial Regional Convention III; Holiday Inn at Embarcadero, 1355 Harbor Drive, San Diego; (619) Elisa 563-1759; Olga 296-2920; Ron 282-6777

**CANADA:** June 12-14; Edmonton 2nd Annual Convention; Garneau Community Hall, 10943 84th Avenue, Edmonton, Alberta; (403) Neil 465-5424; Sue 464-2805

**COLORADO:** Oct 23-25, 1987; CRCNA-I; Antler Hotel, Colorado Springs; (303) Julie 321-8930; Jeff 755-6813; George 830-7811

**CONNECTICUT:** June 5-7, 1987; G.W.A.N.A.'S 1st Annl Family Campout; Lone Oak Campsites, Route 44, East Canaan, Ct.; (203) Jim 264-0911; Ken 734-2416; LuAnn 792-6643

2) July 10-12, 1987; 3rd Annl N.A. Campathon, Seaport Campgrounds, Route 184, Old Mystic, CT; (203) Sonny 233-0936, Bob 233-2567

**ENGLAND:** May 30-31, 1987; 4th N.A. West Country Convention; Knightstone Pier, Weston Super Mare, Bristol, Avon; Ben (W.S.M.)635301; Cathy (W.S.M.)635117; Toby (Bristol)739819

**FLORIDA:** July 2-5, 1987; FRCNA 6; Diplomat Hotel, 3515 South Ocean Dr., Hollywood, FL 33019, (305) Mike 564-1262; Chris 891-1867; Bee Gee 565-7312

2) May 7-10, 1987; 11th Annual Panama City "Fun in the Sun" Weekend; Gulfside Miracle Mile Inn, 9600 S. Thomas Dr., P.C. Beach, FL; Zannet 497-1727; Kim/Andrea 392-0016

**HONDURAS:** June 13, 1987; 1st Annual Birthday Celebration and Open Meeting; Hotel Prado, Tejucigalpa; Jean D 22-38-63

**ILLINOIS:** June 26-28, 1987; 3rd Annual Flight to Freedom Campout; Coy's & Wilma's Campground, Rend Lake, Sesser, IL; (618) Vicky 242-5968; Mark 532-1327

2) July 24-26, 1987; 3rd Mid-Coast Convention; Holiday Inn, 7550 E State St., Rockford, Ill 61107; (815)398-2200; Greg 963-5811

**IOWA:** July 3-5, 1987; IRCNA IV; Civic Center Holiday Inn, 4th & Commercial, Waterloo, IA; (800)465-4329; Don (319) 233-2906; Paul (515) 274-4347

**KENTUCKY:** April 10-12, 1987; KRCNAI; Ramada Inn, 4767 Scottsville Rd., Bowling Green, KY 42101; Deanie (502)843-8209

**LOUISIANA:** Sept. 3-6, 1987; World Convention; WCNA 17; Sheraton New Orleans Hotel & Towers, 500 Canal St., New Orleans, LA 70130; (504)525-2500

**MASSACHUSETTS:** Apr 17-19, 1987; 2nd New England Reg Conv; Marriott Hotel, Springfield, MA; NERC II, Box 422, Chicopee, MA 01021; (413) Steve 736-3979; Nancy 593-3809

**MICHIGAN:** July 2-5 1987; Freedom III MRCNA; Hyatt-Regency, P.O. Box 525, Flint, MI 48501; (313) Jim 233-4704; Mike 232-7490

**MINNESOTA:** May 15-17, 1987; 2nd Annual Brainard Pig Roast; Fishtrap Lake, Motley, MN; (218) Scott 828-1518; Kerry 829-0379

2) Aug 7-9, 1987; Willmar Campout; Willmar, MN; (612) 253-

**MISSOURI:** June 5-7, 1987; 2nd Annual Show-Me Regional Convention; Ramada Hotel, 2431 N. Glenstone, Springfield, MO; Bob R. (417)358-5800; (800)781-0500

2) July 17-19, 1987; 8th Annual High-on-Life Picnic; Stockton Lake, MO; (417) 782-1467

**NEBRASKA:** May 12, 1987, 7 P.M.; 15th Annl Anniversary Potluck Dinner, South Minster United Methodist Church, 2915 S 16th St., Lincoln, NE

2) May 22-25, 1987; 7th Annual Run for Fun Campout; Alexandria, NE

**NEVADA:** July 10-12, 1987; 1st Sierra Sage Regional Convention '87; Peppermill Inn & Casino (702)826-2121; (800)648-6992

2) Aug 27-30, 1987; 5th Annual Stampede for Serenity Campout; (702) 322-4811

**NEW JERSEY:** May 8-10, 1987; 2nd Regional Convention; The Sheraton Tara, Parsippany, NJ; (201) Nancy 223-2909; Karin 483-0310; Interested Speakers submit tapes to Program Comm, Rd 1, Box 222, Pennington-Mt. Rose Rd., Pennington, NJ 08534, Tom (609) 737-8791

2) July 17-19, 1987; 4th Annual Powerless in the Pines Campout; Sonya F. (609) 227-2319

**NEW MEXICO:** July 3-5, 1987; WSUC IV; Marriott Hotel, 2101 Louisiana Blvd., Albuquerque, NM 87110; (505) Ron 294-4808; Peter 344-6490, Julee 983-5171

**NEW YORK:** May 29-31, 1987; Freedom Three; Third Annual Greater NY Reg Conv; Stevensville Country Club, Swan Lake, NY; (718) Danny 347-6643; Tina 342-5233

**NORTH CAROLINA:** June 26-28, 1987; Carolina Regional Convention; Marriot Executive Center, I-77 & Tyvola, Charlotte, NC; David (919) 847-5682; Rich (803) 235-7485; (704) 527-2091

**OHIO:** May 22-24, 1987; Ohio Reg Conv; Holiday Inn Cascade Plaza, Akron, OH 44372; Please submit speaker tapes for consideration to ORCNA V; Box 5837, Akron, OH 44372; (216) Meredith 832-5361; Curt 453-1758; Gary 864-8175

2) June 12-14, 1987; 8th ECCNA; Kent State University, Kent, OH; P.O. Box 1492, Youngston, OH 45501; (216) Bob 545-4387; Laura 898-2176; Roy 638-7895

3) July 17-19, 1987; 3rd CCANA; Camp Vention; Summit Valley Park, Summitville, OH 43926; (216) Rusty 385-5761; Bill 424-7681

**OREGON:** July 24-26, 1987; 2nd Annual Oregon & Southern Idaho Reg Conv; Black Angus/Executive Inn, Salem, OR; (503) Barry 371-7928; Larry 371-7782

**PENNSYLVANIA:** Apr 24, 1987; Traditions-Workshop Dance; Union Fire Hall, Scotland Lane, New Castle, PA; (412) Mike 652-8670; Albert 654-0897

2) Oct. 9-11, 1987; T.S.R.C.N.A. V; Hyatt Hotel, Pittsburgh; (412) Ken 521-1086; Rox 361-6250; Rich 371-3891

**SOUTH DAKOTA:** June 5-7, 1987; Upper Midwest Regional Convention IV; Holiday Inn, 2727 Sixth Ave. SE, Aberdeen, SD; (605) Scott 353-1555; Ed (612) 824-9225

**WEST VIRGINIA:** May 8-10, 1987; WVCNA-IV; Cedar Lakes Camp & Conference Center, Ripley, WV; (304) 372-7000

**WISCONSIN:** Oct. 23-25, 1987; WSNAC IV; P.O. Box 1688, Oshkosh, WI 54902-1688; If interested in speaking or chairing workshops, submit speaker tapes for consideration. (414) Gene, Phil or Steve 231-6219