



WORLD SERVICE OFFICE, Inc. NARCOTICS ANONYMOUS

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REPORT TO THE FELLOWSHIP

The year 1984 was one of unparalleled growth for the World Service Office. We have expanded in every way to provide the services to the Fellowship that are required or asked of us. The growth in the office has been representative of the growth in the Fellowship and in direct response to needs of the Fellowship.

During the past twelve months the office received new group registrations for over 1,500 new meetings. Information on these was published in four World Directory updates along with information on about 200 meetings that closed and information that changed concerning other meetings. This increase of 1,500 new meetings, when including the adjustment for the 200 closed meetings, moved the number of Narcotics Anonymous meetings from 2,200 (in January 1984) to over 3,700 active meetings at the end of December 1984.

The recording of meeting information, correcting existing data, adding new information, responding to requests for general information about N.A., sending starter kits and communicating to new groups became a full time job for one employee. This work had been done by one employee on a part time work assignment.

The financial operation of the office took a quantum jump during the past twelve months. This increase has many causes, including greater efficiency of the office, an expansion of the number of hospitals and treatment centers using our material and simply a greater number of sales to members, groups, areas and regions. Although the 1984 year-end financial statement has not been prepared by the Certified Public Accountant, the preliminary figures reflect an increase in gross income from \$329,000 (reported as the year end figure for 1983) to over \$800,000. Statistics maintained by the staff reveal that over 55% of all sales were to non-Fellowship purchasers. This is an increase in direct sales outside the Fellowship over the previous year.

This increase in shipping of approved literature necessitated increasing the number of employees in the accounting/shipping department from three to four.

The office expanded the distribution of the NEWSLINE, although there have been continuing scheduling delays (the NEWSLINE is important, but not the highest priority item for the staff to work on). The office now sends over 3,400 copies of

each issue. The volume of information in the NEWSLINE increased substantially when the Conference officers and committee chairpersons began to utilize this as their primary communications tool to reach the Fellowship.

By including much of the WSC information in the NEWSLINE, there has been less disruption in office routine in getting WSC information to the Fellowship than was experienced when the bulky Fellowship Reports were made quarterly. The Fellowship Report which includes this letter is a good example; the total report has consumed over 150 hours of staff time in a two week period, in the typing and changing required to report exactly what the different committees and service arms chose to say.

The office has continued to provide increasing secretarial support to the Conference and Conference committees. Several committees, Public Information, Literature and Hospitals and Institutions, for example, have substantially benefited from this increased staff time availability. Some of the work contained in this Report might not have been accomplished by the deadline, and would not be available for Fellowship consideration, had the WSO staff not been utilized for clerical and administrative support.

This increased assistance to the Conference has resulted in an increase in the number of employees assigned to provide this service.

The Office undertook to fulfill the responsibility assigned at the April 1984 meeting of the Conference for the production of the N.A. Way Magazine. The first issue produced by the WSO was the June publication. It may not have been the best looking issue and it was late, but each subsequent issue improved in quality and scheduling. The billing for the magazine had become entangled in the transitional fears that WSC might not have continued the magazine, so there was considerable work to be done to settle the subscriptions on an individual basis. Billing notices were sent, along with second and third notices in order to accommodate renewals from those interested, and in December a special sales offer was made for new subscriptions. The adjusted total of subscribers as of December 31, 1984 was 1,004 paid readers. And the number of new subscribers continues at a tremendous rate even though the December sales promotion is over.

The WSO did conduct a Fellowship wide search to find an Editor for the magazine as specified in the policy adopted for the magazine at the 1984 WSC. We were fortunate to have found and employed Ron H. from North Dakota for this position. He began serving as Editor while still in North Dakota while he finished the remaining months required by his college work. He recently moved to the Los Angeles area and is doing a terrific job as Editor.

In the course of his service as Editor, he has worked with the Review Panel and Associate Editors as prescribed in the adopted policy. There has however, evolved a difficulty with the specific language of the approved policy and he has recommended

change in the policy in order to improve the magazine quality. The Board of Directors studied his proposal and approved it for submission to the Fellowship for consideration and possible adoption at the Conference when it meets this April. It is attached to this report as addendum #1.

Although the number of subscribers at this time will not generate enough income to pay for the direct magazine expenses (printing, postage and labor), the rate of increase indicates the break-even point may be reached during 1985.

The printing and distribution duties of the office, our primary responsibility, has been fraught with perplexing problems all year. Scheduling the periodic re-orders for the Second Edition of the Text and estimating when the Third Edition would be available were not precisely matched. Having the Third Edition include new stories, which necessitated new type setting, proof reading and review presented more problems. These issues were discussed in the NEWSLINE, and each of the other service arms were consulted in the development of a unanimous resolution to the problems before printing took place. It has been gratifying to experience the unity involved in the production of this Edition of the Text when compared to the difficulties experienced with the First Edition.

The financial outlay for printing of the Third Edition demonstrates the need and result of the increase in gross income mentioned above. The office, as of the date of this report had to expend over \$95,000 in direct payments to the printer to make the Third Edition Texts available.

The office embarked on a project to produce translations of all of the approved literature during the past year. An effort was first made to utilize members of the Fellowship as volunteers from the countries where translations were needed and would be used. This proved to be agonizingly slow and inefficient. Eventually it was decided to find university instructors in the Los Angeles area to prepare the draft translations. Translations were made of the White Booklet and five pamphlets into French, German and Italian, and a start was made on the Portuguese translation. The Spanish translations were expanded, and now include not only the White Booklet and the Number One IP, but other IP's as well. We did not anticipate any problems, so the translations were typeset, readied for printing and notice provided on the order form. Unfortunately a major problem did arise at this point.

Draft copies of these translated materials were sent to Fellowship members in countries where the items would be used. In each case the response was to disagree with some of the words used in the translations to describe or relate the message from the original English version. This, although understandable, was unexpected. The Trustees have been asked to become involved with the translation issue and work with the staff and translators to resolve the disagreements over the use of non-English words to

describe language of approved literature. The distribution of non-English literature has been suspended until the issues are carefully reviewed and all parties satisfied that the approved language is correctly translated.

The translation problem resulted in the development of a proposed policy for non-English language materials which is enclosed for Fellowship approval. This is presented as Addendum #2.

Concerning another inventory item, there has been considerable discussion about the development and use of metal medallions to commemorate clean time. Responding to the motion adopted by the Conference last spring, the office did receive a number of suggested designs. They were reviewed and the most attractive designs are included in Addendum #3 for review. Only one design should be approved by the Fellowship, as having more than one design would substantially increase the inventory cost and complicate the ordering process.

The office initiated a speaker tape review and approval process in the last few months. The process has not, as of this date, resulted in the inclusion of tapes to the inventory, but that is expected in the near future. The Board originally intended to have this policy adopted by the Fellowship at the Conference by including the specific policy language in this report. However, because the policy has not yet proven to be workable or efficient, we decided to wait until next year in order to determine if the policy proposed is actually the most logical and practical solution.

The WSO Board of Directors has operated efficiently during the past year. The meetings are usually four or five hours in length and work from printed agendas. All of the major issues considered and adopted by the Board have been presented to the Board in writing in advance of the meeting. In this way, full understanding and analysis of important matters can be accommodated without rushed action by the Board. There has been some confusion concerning election of members to the Board of Directors. This resulted from the changes in the by-laws since 1982, which have not matched action by the Conference. In reviewing the by-laws, the Board decided to make two changes, only one of which requires action by the Fellowship. That item is explained as Addendum #4 and each voting participant should arrive at the Conference prepared to act on the recommendation.

The Conference had instructed the WSO to prepare a report on financial/legal information for Fellowship needs. That report has been under consideration by the Office Manager and the WSO attorney. Enclosed as Addendum #5 is a letter from the attorney discussing these subjects as well as the concerns raised last year over the use of the tax identification numbers assigned by the IRS to the WSO. A more comprehensive report is now being prepared by WSO which will incorporate some of the information from the attorney. It is anticipated that the report will be

announced in the NEWSLINE, and copies can then be obtained by regions, areas, or groups as they find they have a need for it.

In the reports from the WSO Literature Committee Chairperson and the Board of Trustees are brief notations that it is desirable to utilize talented professionals in the finalization of literature. The WSO has been approached to provide funds for this service and the WSO Board has expressed willingness to do so, providing that the WSO Literature Committee and the Trustees exercise responsibility to manage the work and keep the WSO out of the creative end of such relationships. More about this will be available as actions are taken to accomplish this need.

In another project of similar character, the Public Information Committee has requested the WSO provide funds for the production of public service announcements for use on television. The WSO Board has consented to this also, providing that the WSO responsibility is primarily management of the contractual relations rather than decision making on the content. A special committee has been created to manage this project, as reported by the WSO Public Information Committee Chairperson. As this project moves forward, more information will be made available.

From the pages above, in this report from WSO, it is very clear that the WSO is directly related to supporting the activities of the Conference Committees. This working relationship has developed in positive directions with the Conference Committee providing the direction and decision making and the WSO providing the support or assistance that is requested. The WSO Board has endorsed this relationship as it provides the most reasonable and feasible means of helping the Fellowship carry the message of recovery to the still suffering addict. This relationship has broadened the base of fellowship wide decision making to include trusted servants from every geographical sector of the Fellowship.

It is felt by the WSO Board and staff that the days of conflict between the WSO and other elements of the Fellowship have passed. This working together has produced a feeling of harmony and unity that has made this year the most productive year for the world level trusted servants.

The WSO is looking forward to the Conference with positive anticipation and confidence that carrying the message is the common goal and conflicts will be minimal.

In service to the Fellowship

Robert B. Stone
Office Manager