

WORLD SERVICE OFFICE

NEWSLINE

VOLUME 7, NUMBER 4

NOVEMBER 1, 1992

Welcome to the November 1992 issue of the WSO *Newsline*. With the holidays fast coming upon us, we thought it might be helpful to put together a special *Newsline* supplement describing gift items and new NA literature available. You will find that supplement enclosed with this issue.

The WSO *Newsline* is mailed to WSO participants, regional service committees, area service committees and representatives, any NA member who requests it, and all registered NA groups. From time to time, we are asked questions about our mailing list. In one area, all the groups have given the ASC postal box as their mailing address. Why, that area's ASC asks, do we go to the expense of mailing *Newsline* in separate envelopes to each group in that area instead of bundling them all together? We do this, oddly enough, to save fellowship money in two ways. The WSO *Newsline* is mailed every quarter to about twenty thousand addresses. We use the US Postal Service's bulk rates for *Newsline* mailing in the USA, making it cheaper to mail a dozen individual pieces than one large bundle.

We send the address labels, *Newslines*, and envelopes to an outside mailing agency. Every special case—including every address that has to have multiple copies mailed in a special bundle—requires special handling and costs extra money. With more than six hundred area committees in our data base and nearly thirteen thousand groups, a special case here and special case there can add up to dozens of special cases in very short order, each costing extra money for special handling. Though it may be inconvenient to receive twenty or more different *Newsline* envelopes at your area postal box each quarter, we hope you will bear with it so that we can save fellowship money by reducing expenses both for postage and for special handling.

If you have questions of your own about the WSO *Newsline*—how it is put together, what is included in its pages, how it is mailed, or anything else—we encourage you to write us at *Newsline*, Box 9999, Van Nuys CA 91409 USA.

WSO SALES, PRODUCTS, FINANCES

Back-orders should be cleared by end of this month

For many, many months, our financial crunch has made it impossible for us to constantly maintain full stocks of all our books, pamphlets, medallions, keytags, and other items. Thankfully, with our financial picture growing

brighter, we expect to be able to restore our floor stocks and clear our books of all back-orders by the end of this month. We apologize for the inconvenience we know many of you have suffered because of short stocks and back-orders during the crunch, and we thank you for your patience.

Just For Today sales

In August, we received slightly more than two thousand copies of the deluxe limited edition of our fellowship's newest book, *Just for Today: Daily Meditations for Recovering Addicts*. At this writing, only four hundred copies remain on our shelves. We expect the limited edition to be completely sold out by the time this issue of the *Newsline* arrives at your mailbox.

The regular paperback edition of *Just for Today* arrived in Los Angeles on September 1. More than 18,000 copies of the book were sold in its first month. If you would like to order copies of *Just for Today* for yourself, your friends, or your NA group, please use the form included in the special supplement to this issue of the *Newsline*.

Slugg, NA Way products to be developed

At its September meeting, our board of directors approved the development of two new product lines, one using the NA Way logo, the other using Slugg and the other "Home Group" comic strip characters from *The NA Way*. Over the next year, we hope to create "Home Group" and NA Way mugs, calendars, and perhaps other items for members to use. We will keep you informed as more specific information becomes available.

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Please photocopy and distribute the Newsline as widely as possible, and use the clip-out form on page 4 to order your own free subscription.

Care to comment? Write WSO Newsline, Box 9999, Van Nuys CA 91409 USA, or call (818) 780-3951.

WSO finally in the black!!!

Our income dropped substantially in July because stock shortages made it impossible to fill orders. However, the release of *Just for Today* made August the second strongest month in our entire sales history. We are very happy to report that, as of the end of August, your World Service Office was finally operating in the black! Since the last quarter is historically our best sales period, we have reason to believe we will finish 1992 in good financial shape.

PERIOD	SALES	EXPENSE	NET
January 1992	\$662,736	(572,706)	90,030
February 1992	\$259,179	(300,714)	(41,535)
March 1992	\$239,267	(312,922)	(73,655)
April 1992	\$307,317	(323,752)	(16,435)
May 1992	\$433,422	(393,775)	39,647
June 1992	\$461,612	(401,060)	60,552
July 1992	\$361,507	(448,397)	(86,890)
August 1992	\$606,431	(511,882)	94,549
Totals	\$3,331,471	(3,265,208)	66,263
MONTHLY AVERAGES			
1992 (Jan-Aug)	\$416,434	(408,151)	8,283
1991 (all)	\$357,328	(378,230)	(20,902)
1990 (all)	\$370,665	(401,011)	(30,346)

Figures are shown in US dollars and reflect combined data from WSO-Van Nuys, Canada, and Europe income statements.

WSO sales policy discussions continue

Our board of directors is still in the process of working on revisions to our sales policy. So far, the board has heard ideas shared at input sessions held in the USA and Europe in addition to those expressed at the April meeting of the World Service Conference. The board hopes to hear even more at the all-conference workshop being held this weekend in Cincinnati, Ohio, USA.

So far, the only firm decision made by the board has been to enforce its existing sales policy more carefully, especially those portions of the policy relating to payment and credit terms. The board intends to begin stricter enforcement of those provisions in about six months.

The board's thanks go to those who have already offered their ideas on how to revise the WSO sales policy. The board encourages anyone who has not already done so to send their suggestions to: Sales Policy, PO Box 9999, Van Nuys CA 91409 USA.

TWGSS'92 late, but now available

In the August *Newsline*, we erroneously listed the 1992 *Temporary Working Guide to our Service Structure* (TWGSS), the current NA service manual, among the new items then available for sale. This year's edition of the TWGSS was not completed until the end of September.

Most of the copy for the August *Newsline* was actually prepared in early July. At that time, it was our understanding that the TWGSS would be ready to distribute

in early August. After the *Newsline* had already been mailed, however, obstacles arose that prevented us from publishing the TWGSS as planned. We apologize for the confusion this may have caused our customers.

WSO-EUROPE

WSO-Europe opened its new Brussels, Belgium facility on 1 August, providing NA literature distribution services in the major European languages to the fellowship all over the continent. Literature can be purchased from WSO-Europe with either Belgian francs or USA dollars only. Two part-time employees, Annabel A of Brussels and Anneli N of Antwerp, staff the office Monday through Friday from 1000 to 1700 hrs. They are prepared to respond to inquiries in English, French, Flemish, Norwegian, or Swedish. The telephone number at WSO-Europe is (32) 2.346.1400.

In addition to providing literature distribution services, WSO-Europe hopes to begin responding to European group services inquiries in the near future. In October, two Los Angeles staff members visited Brussels to help create a European computer database essential to group services.

TORONTO WORLD CONVENTION A SUCCESS

The 22nd World Convention of Narcotics Anonymous, held September 3-6 in Toronto, Ontario, Canada, is now but a pleasant memory. Approximately 3,300 members from thirteen countries registered for the event, with about four thousand attending the main meeting Saturday night. The program included thirty-nine workshops and four main meetings. For the first time at an NA world convention, all the main meetings and six of the workshops were simultaneously translated from English into French, with thirty-five of the forty available translation headsets being used at each meeting. Credit for the success of the Toronto world convention must go largely to the local host committee, which did a great job of preparing for and staffing WCNA-22.

INSIDE WSO

WSO concludes relocation study; no move outside LA expected, but move within city planned for 1993

Since late last year, we have been studying the idea of moving your World Service Office to another location in the USA to save money on operations. The idea was raised in a World Service Conference motion that was referred to our board of directors. In the course of our study, we found that we would lose half our staff if we moved outside California. The cost of moving the remaining staff and equipment and opening new facilities would come to approximately \$320,000. The severe disruption to fellowship services that would result from losing 50% of our staff combined with the prohibitive expense associated with a major move led to our decision to stay in Los Angeles

unless directed otherwise by the WSC.

However, in the course of studying a move *outside* LA, we learned that we could save a lot of money if we moved to a single new building *inside* LA. Right now, we lease three separate buildings on Wyandotte Street in Van Nuys, a Los Angeles neighborhood. By moving our operations to one large building and consolidating our leases, we can cut our expenses considerably--and that's what we plan to do. We hope to have moved your WSO to new quarters elsewhere in Los Angeles by December 1993. We will keep you posted as more details become available.

NA Way subscriber services to be streamlined

All new NA Way subscriptions and all inquiries regarding existing subscriptions will soon be handled directly by our fulfillment service, an agency hired two years ago to maintain our subscription records. The new NA Way Subscriber Services mailing address and phone number will appear in the next *Newsline*.

In the past, a subscriber calling to update a mailing address or straighten out a subscription problem had to contact WSO-Van Nuys. There, NA Way staff took a message, called the fulfillment house, and returned the subscriber's call. Similarly, subscription orders had to be mailed to Van Nuys for "batching" before being sent on to the fulfillment service for processing.

We expect the expanded service to be much more responsive to the needs of NA Way subscribers. With its initiation, subscribers who have problems or questions will be able to speak directly with our subscription service agency. Likewise, orders can be mailed directly to the fulfillment house, speeding their processing and making it possible for members to begin receiving *The NA Way* more quickly. As an added benefit, NA Way staff will be relieved of most of the magazine's customer service calls and freed to focus more attention on the magazine itself.

WSO Conference Services Team staffing Cincinnati WSC workshop

With only a few exceptions, members of the WSO Conference Services Team are the only WSO employees staffing the WSC "quarterly" workshop being held this weekend in Cincinnati, Ohio, USA. This follows up on a WSO staff reorganization plan put into effect early this summer. The plan was designed to help us use the staff we have in a more efficient way to meet the fellowship's increasing demands for service. Thirty-five staff members from twenty departments were reassigned to six teams responsible for fellowship and conference services, WSO administration, NA publishing, warehousing, and WSO business responsibilities. The WSO Conference Services Team is composed of special workers who assist the standing committees of the World Service Conference. Though fewer staff members are attending the Cincinnati quarterly this weekend than ever before, all conference committees are still being provided with staff assistance and "store" services are still being offered.

Telephone computer system being researched to help handle growing volume of calls to WSO

With more and more telephone calls coming in to WSO every year, we will soon reach a point where our receptionist will be unable to handle them all. That's why we are beginning to examine various "computer-assisted reception systems," as they are called. We have not yet chosen a particular system, so we cannot tell you exactly how such a system might affect the way your calls to the WSO are handled. For that matter, we have not actually made a decision yet to install *any* such system. However, because the telephone is the only link many of our members ever have to their World Service Office, we thought it important to inform you of our thoughts about a computer-assisted phone reception system as soon as we could. We are determined to take whatever steps possible to answer all your calls as effectively as we can and would be happy to hear your thoughts on this idea.

PERSONNEL

NA Way editor plans to leave WSO

Andy Mann, NA Way managing editor since January 1990, recently announced his plans to return home to North Carolina, USA late this month. Andy, clean since 1983, had the challenge of editing *The NA Way* during some of WSO's most trying years to date. He leaves WSO, he tells us, with a satisfying sense that there is "a new openness in *The NA Way* to new voices in the fellowship." Andy will return to Wilmington, NC, with his partner, Terri, and their daughter, Anna Lisa, who was born during their stay with us in Los Angeles. Our hearts go with them.

Publishing Team seeks new editorial staff member

With Andy's impending departure, the WSO Publishing Team is seeking a new editorial staff member. This person's major assignment will be as editor of *The NA Way Magazine*, but he or she will also join in with the rest of the team on other WSO editorial jobs each month. If you or

CONFERENCE DIGEST ORDER FORM

The *Conference Digest* is a bimonthly 4-page summary of the activities of NA's world service boards and committees. It is available by subscription, free of charge, to any NA member, group, board, or committee. To order your subscription, fill out your address:

Name _____

Address _____

**Clip out this form and mail it to Conference Digest,
 Box 9999, Van Nuys CA 91409 USA.**

someone you know would like to learn more about joining the WSO editorial staff, please call us at (818) 780-3951.

WSO translations consultant joins full-time staff

In August, Ursula Mueller joined the WSO Fellowship Services Team staff as a full-time translations coordinator. Uschi has worked as a translations consultant for the WSO since 1989. A native of Aachen, Westphalia, Germany, she has lived in the Los Angeles area since 1982. Clean since 1985, Uschi recently became engaged to marry another NA member.

Translations assistant sought

At its September meeting, our board of directors authorized us to look for a new translations assistant to join the WSO Fellowship Services Team. This new special worker's duties will include typing material written in various languages into our computer system, proofreading translations, and assisting the World Service Translation Committee. If you or someone you know would be interested in this position, please call us at (818) 780-3951.

New order entry assistant joins WSO staff

Lynda Galloway, our hard-working order entry assistant, left the WSO in September to return to her home state of Colorado with her companion, Chuck. Lynda, clean since January 1987, worked with us for more than three years. Lynda has been replaced by Carl LaRosa. Carl started work on October 12.

Fellowship Services Team changes

Doris Roman, a WSO departmental assistant since 1987, left the office in August to pursue a career in employee assistance programs. During her five-year tenure, Doris served in our public information and data services departments, helped with *The NA Way Magazine* and the NA Loner Group's *Meeting by Mail* newsletter, and assisted with group service inquiries. We wish all the best to Doris, her daughter Ashleigh, and her son David.

Eileen Perez has been hired to fill Doris's place on the new WSO Fellowship Services Team. A New York City native with three years clean, she has a six-year-old

daughter, Veronica. Eileen comes to WSO after two-and-a-half years as records assistant for a treatment facility in the Los Angeles area. She is studying to become a legal secretary.

CALENDAR

BAHAMAS

NASSAU: November 6-8. 5th Bahamas Area Celebration. Wyndham Ambassador Beach Hotel. Rsvn.s (809) 327-8231. Info (809) 324-0287. Celebration 5, PO Box CB-11647, Nassau, Bahamas.

CANADA

ALBERTA: November 6-8. 6th Annual Al-Sask Regional Convention. Polish Veterans Hall, 9203-144th Avenue, Edmonton. Info (403) 421-4429. ARCNA-6, 10022-103rd Street (Basement), Edmonton, Alberta T5J 0X2, Canada.

ALBERTA: May 7-9, 1993. Calgary Area Convention. Rehabilitation Society, 7-11 Street NE, Calgary. Calgary ASC, PO Box 30086, Station B, Calgary, Alberta T2M 4N7, Canada.

IRELAND

DUBLIN: November 6-8. 8th Irish Regional Convention. Jurys Hotel, Waterford. IRCNA, PO Box 1368, Sherriff St, Dublin 1, Ireland.

UNITED STATES

CALIFORNIA: November 20-22. 6th Annual Western States PI Learning Days. Airport Marina Hotel-LAX, 8601 Lincoln Blvd., Los Angeles CA 90045. Rsvn.s (310) 670-8111. Info (714) 776-0996 or (714) 449-0950. WSPILDNA, PO Box 2879, Capistrano Beach CA 92624 USA.

INDIANA: November 14. Indiana Multiregional H&I Awareness Day. Donner Center, Donner Park, Columbus. Info (812) 331-3974.

OHIO: October 30-November 1. WSC "quarterly" workshop, committee meetings. Clarion Hotel, 141 W. 6th St., Cincinnati 45202. Rsvn.s (513) 352-2110. Info (818) 780-3951. WSC, PO Box 9999, Van Nuys CA 91409 USA.

OREGON: November 13-15. 15th Pacific Northwest Convention. Info (503) 344-6040. EASC, PO Box 262, Eugene, OR 97440 USA.

WSO NEWSLINE SUBSCRIPTION ORDER FORM

The *Newsline* is available by subscription, free of charge, to any NA member, group, board, or committee. To order your subscription, fill out your address:

Name _____

Address _____

Clip out this form and mail it to WSO Newsline,
Box 9999, Van Nuys CA 91409 USA.

Please send your event announcements to **CALENDAR, Box 9999, Van Nuys CA 91409 USA**. Note that the only USA events we announce in the *Newsline* are multiregional and world events. Full local event listings for the USA can be found each month in *The NA Way Magazine*.

PLEASE COPY THIS AND PASS IT ON TO EVERYONE!!!

1992 HOLIDAY GIFT SUPPLEMENT

Welcome to our 1992 holiday gift supplement!

Here, you'll find ideas for gifts you can give to your sponsor,
your sponsee, your other NA friends—or yourself!

To receive your order in time for Christmas or Hanukkah,
mail in the form on page 4 as soon as possible.



Just for Today:

Daily Meditations for Recovering Addicts

NA's first new book in ten years is now available in paperback. Each of its 366 pages is designed to help NA members begin their day by focusing on a recovery-oriented topic.

Paperback, with subject index. **\$6.95.**



Commemorative Edition Basic Text

This limited edition was created to commemorate the sale of the millionth copy of our Basic Text. Padded cover, gilt edges, and two cloth markers. Proceeds support translation of NA literature.

\$35.

Regular hardcover or paperback text, **\$8.80.**



The Basic Journal

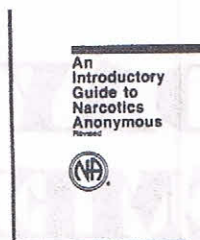
Bound with a padded cover and cloth page marker, the journal includes 192 ruled pages for Fourth Step inventory writing, daily Tenth Step work, or a diary. **\$6.95.**



Deluxe Medallions

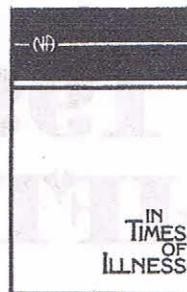
Plated in 22-karat gold and rhodium, a silvery metal used in platinum alloys. We stock eighteen-month and one- to fifteen-year deluxe medallions for immediate delivery. Special order sixteen- to forty-year medallions four weeks in advance. **\$11.**

PLEASE COPY THIS AND PASS IT ON TO EVERYONE!!!



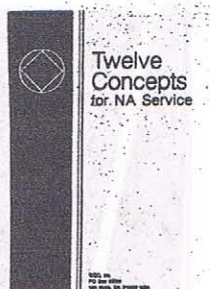
An Introductory Guide to Narcotics Anonymous

This 136-page paperback book contains text from ten information pamphlets—now including Recovery and Relapse—and the chapter on our Twelve Steps from NA's Basic Text. Ideal for newcomers. **\$2.50.**



In Times of Illness

For the addict coping with any type of illness, this new 10-page booklet offers positive support and practical suggestions for addicts living with either a temporary or chronic medical condition. **55 cents.**



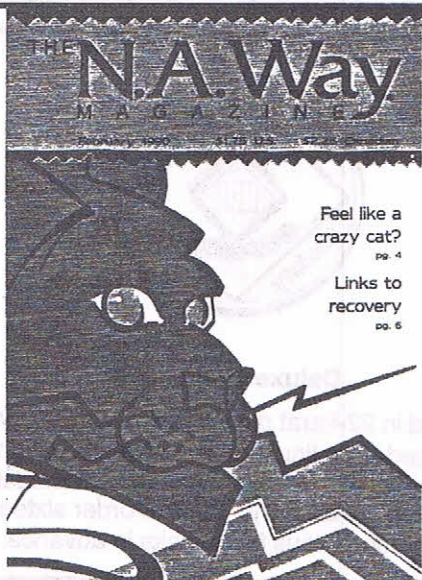
Twelve Concepts for NA Service

This new conference-approved booklet outlines common principles designed to guide the NA service community in fulfilling its responsibilities. 42 pages, including study guide. **\$1.**



Medallions marking 18 months or 1 to 15 years clean are available for immediate delivery. Order 16- to 40-year medallions four weeks ahead. **\$2.15.**

Keytags for 30, 60, and 90 days, 6 and 9 months, and 1 year clean are available for immediate delivery. **28 cents each.**



Feel like a crazy cat?
pg. 4

Links to recovery
pg. 6

Poor Slugg . . . He should've subscribed to The NA Way!

Now in its 11th year, *The NA Way* is our fellowship's international journal. Every month, you'll read personal stories from around the world, viewpoints on current NA issues, NA service news—and, of course, Slugg and his "Home Group" comic strip cohorts.

Subscriptions for yourself or a friend cost:
\$15 for one year
\$28 for two years
\$39 for three years

Allow four to six weeks for your first issue to arrive.



PLEASE COPY THIS AND PASS IT ON TO EVERYONE!!!

NA RECOVERY ON CASSETTE

For those with a long commute or an extended vacation drive ahead,
NA speaker and literature tapes are an ideal way to make that time serve our recovery.

SPEAKER TAPES

Speakers include:

Andree L; Anthony E; Bean L; Bob B (2 tapes);
Bob K; Bob McD; Bob R (2 tapes); Carmelita W;
Charles K; Chuck L; Dutch H; Fran O'L;
Frank G; Jack B; James D; Jimmy K;
John S; Judy G (2 tapes); Kim J (2 tapes);
Leah G (2 tapes); Leah G and Becky M (same tape);
Linda G; Mariasha P-W and Barbara J (same tape);
Mary VanE; Motorcycle Ed; Ron G; Ron H;
Steve DeG; Stu T; Sydney R (2 tapes);
Vito L (two tapes); Winston G.

\$5.50 each tape. Any 12 tapes for \$49.50.

LITERATURE TAPES

Basic Text (Book One),

three-tape set,
\$8.80

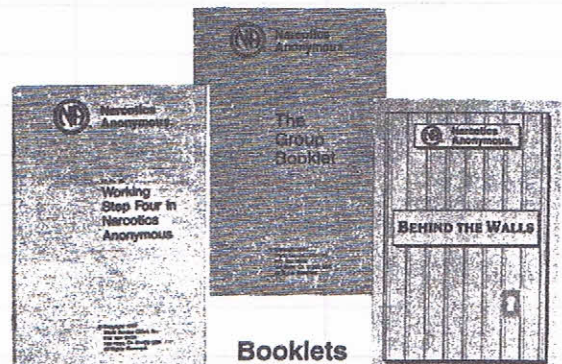
Five IP tapes,
20 booklets and pamphlets,
\$2.20 each

Recovery set
(Basic Text, Book One,
and three IP tapes),
\$12.38



Information pamphlets

Our fellowship now has twenty-one information pamphlets available, with prices starting at 15 cents. For complete listings, please write or call WSO for our catalog.



Booklets

A recovery booklets include Narcotics Anonymous (the White Booklet), Working Step Four in NA, Behind the Walls (for correctional inmates), and The Group Booklet. Each booklet costs **55 cents**.



1993 Basic Calendar

The popular "step-a-month" Basic Calendar, known for its penguin motif, is now available for 1993
1-99 copies @ \$4.95 each. 100-149 @ \$3 each.
150-499 @ \$2.75 each. Over 500 @ \$2 each.



Basic Mug

Following up on the interest NA members have shown in the Basic Calendar, we now offer the Basic Mug in basic blue.
\$5 each.

1992 HOLIDAY GIFT SUPPLEMENT

The inventory item prices herein have been in effect as of February 1, 1992.

The items listed in this supplement, as well as others not included here, may be available through your group, area, or region. To order any item not available to you locally, please indicate on the WSO order form below, complete in full, enclose check or money order if you are not paying by credit card, detach, and mail to:

WSO, Inc.
PO Box 9999
Van Nuys, Ca 91409 USA

WSO ORDER FORM

[illegible]

Shipping and Handling Fee Schedule

If your order totals:

\$0.01— \$25.00	add \$2.50
\$25.01— \$50.00	add \$3.50
\$50.01— \$150.00	add 8%
\$150.01— \$500.00	add 7%
\$500.01— and up	add 6%

Total of order _____

Add 8.25% Sales Tax _____
(California residents only)

Add S & H fee _____

Order Total \$4,315.00

If paying by check, please make checks payable
to WSO, Inc.

If paying by credit card, please fill in the information below.

Credit Card Purchase

PLEASE PRINT ALL INFORMATION CLEARLY

☐ AMERICAN EXPRESS ☐ VISA ☐ MASTER CARD

CREDIT CARD NUMBER

EXPIRATION DATE MO. YR.

LAST NAME OF CREDIT CARD HOLDER

FIRST NAME								MID. INITIAL						
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SIGNATURE _____ DATE _____

Ship To: PLEASE PRINT ALL INFORMATION. INCLUDE A DAYTIME PHONE NUMBER. DO NOT ABBREVIATE STREETS OR CITIES. NOTE: DELIVERIES TO P.O. BOXES MUST BE PICKED UP WITHIN 7 DAYS OR THEY WILL BE RETURNED TO THE WSO. RETURN SHIPPING WILL BE AT CUSTOMER'S EXPENSE. THANK YOU.

Name: _____

Address: _____

City:

State:

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 Zip Code:

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Phone: _____