



24–30 APRIL

Conference Approval Track

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WORLD SERVICE CONFERENCE 2016



NA World Services

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To: WSC 2014 Participants
From: World Board
Date: 24 January 2016
Re: WSC 2016 Conference Approval Track Material (CAT)

The Conference Approval Track material follows this cover memo. The items in the Conference Approval Track (CAT) are considered new business at the Conference. That means participants have an opportunity for discussions during the Conference week before making any decisions in new business. The one exception to that is the “Proposed Rules and Tools” related to WSC Decision Making. Participants will be asked, through a motion at the beginning of old business, to try these approaches for WSC 2016 only. As we have done at the past few conferences, if that trial seems to go well, there may be a motion in new business to create corresponding Conference policy.

The “Proposed Rules and Tools” are simply the next step in our efforts to advance consensus-based decision making at the WSC. In that same spirit, we will be asking the WSC directly what they wish to do with Motion 2 in the 2016 *Conference Agenda Report* at the beginning of old business discussions. The WSC will then have the ability to clearly state whether they wish to deal with this as one motion or as three. We have no ability to change the *CAR* now with over 10,000 copies already distributed and most of the discussion about this issue being only in English.

We also want to call your attention to a housekeeping matter that we plan to make a new business motion to address. The WSC Mission Statement included in *A Guide to World Services in NA* currently contains a dated reference to “the NA World Services vision” that we would like to update in the first bullet point of the mission. The bullet reads, “Participants propose and gain fellowship consensus on initiatives that further the NA World Services vision.” As you may know, the 2010 WSC unanimously adopted A Vision for NA Service to replace the NAWS Vision Statement. The corresponding change was never made to the WSC Mission Statement, and we will be seeking the Conference’s concurrence to make that change and also to be empowered to make any similar corrections if we discover other outdated references to the NA World Services Vision in other materials.

Included here are:

- 2016–2018 strategic plan and proposed project plans
- 2016–2018 proposed budget and budget cover
- Proposed rules and tools for WSC decision making
- WSC seating report including requests and recommendations
- Regional ideas submitted for Conference consideration

We will explain a bit about each of these items below. Specific motions are not outlined or spelled out here, but each section below explains what issues the conference will be deciding on.

2016–2018 strategic plan and proposed project plans

The Conference Approval Track material always includes the NAWS Strategic Plan and proposed projects for the upcoming cycle. If you are familiar with the previous strategic plans you may notice that this one is simplified. We hope that keeping it simple will make the strategic plan easier to read and understand and that it may work better as a model for regions or zones to use in their own planning processes.

This cycle we are proposing six projects: Recovery Literature, Future of the WSC, Service Tools, Collaboration in Planning, PR, and Social Media as a PR tool. The project plans explain the scope of the work. We always propose more projects than we expect to be able to complete in a cycle. We are continuing, this cycle, to try ways to get work done more economically—mixing virtual meetings with face-to-face, using focus groups, and “talking” about drafts of material through email and other electronic means. We’ve been using technology to help in our work for many years now, and for the past cycle it has helped us hold workgroup and board meetings, but we have not found it a complete or effective substitute for face-to-face meetings. Nonetheless, we do not have the budget to have in-person workgroup meetings for all of these projects and so we are trying to be creative to figure out ways to get as much done as we can. One thing we have already done to allow funds to be available for this work is to schedule one less board meeting next cycle.

It is hard to know in advance of the discussions at the Conference and the *CAR* survey results where to put the majority of our resources and attention, but we expect to get more clarity and direction from the Conference. As the introduction to the project plans explains, we are trying to improve the partnership between the Board and delegates and take a more collaborative approach to planning and focusing projects this cycle. We look forward to framing this work together.

Decisions to be Made: As per conference policy, there will be an individual motion to pass each project plan.

2016–2018 proposed budget and budget cover

The CAT material also always includes the proposed budget and a cover that explains the budget and the terminology we use. It may be worth noting that though we budget for each fiscal year, our planning and activity takes place in two-year cycles and so we approach the budget with that in mind. Thus, the second fiscal year in the proposed budget is a deficit year, but the overall two-year budget is not. We included “Guiding Principles” in this budget draft, clearly called out separately as we did for *Living Clean*. This is dependent on conference approval in the old business session so there is plenty of time to adjust the proposal if necessary. The budget cover should answer most general questions about the budget, and there is always time devoted at the Conference to ask more specific questions.

Decisions to be Made: There will be motions to pass the budget and each of the project plans individually.

Proposed rules and tools for WSC decision making

This material has its own cover memo that explains the ideas and some of the background on the issues more deeply. Put simply, we are proposing some ideas we believe will help use our time in decision making sessions more effectively, while still respecting the need for meaningful discussion and hearing the minority voice. We will be asking Conference participants to try these ideas for WSC 2016 and if they seem helpful, we may introduce a new business proposal to formalize them as Conference policy.

Decisions to be Made: There will be a motion at the beginning of old business to adopt these ideas for WSC 2016. If they seem like helpful strategies, there will be a new business proposal to adopt some or all of them as ongoing Conference policy.

WSC seating reporting, including requests and recommendations

The Conference is in a very challenging position related to seating. On the one hand, we are having ongoing discussions about the need for a more sustainable and effective approach to seating; the cost of the WSC is continuing to rise, and the size of the Conference is challenging our ability to have effective discussions. On the other hand, we have not yet made any changes to our seating criteria, and we no longer have a moratorium on the policy. It is a very tough spot, and we hope after discussions at this Conference and the cycle ahead, we will begin to develop some viable options for seating in the future. In the meantime, if participants do desire to seat anyone at WSC 2016 we believe the recommendation of the workgroup to seat three of the applying regions who meet the current Criteria, may be the best course of action. We also need to continue the conversation from the 2014 Conference about the future of the WSC.

Decisions to be Made: If the Conference chooses to seat new participants, the Board would support the recommendation of the workgroup to seat only three of the applying regions who meet the current Criteria. There will also be Conference discussions about how to develop a collective vision of the future of the WSC and seating.

Regional ideas submitted for Conference consideration

In response to a request from a region, we opened up the CAT mailing for regions to submit ideas they would like other Conference participants to consider. Only one region sent us material to be distributed along with the CAT and we are including it here. If regions like the idea of being able to include material for discussion along with the CAT material, over time, we may want to work on developing some parameters or more of a process for framing that material. We do have a process for getting a motion “CAR-ready,” but no such process exists for material mailed with the CAT or the *Conference Report*. Probably we could all, Board and regions alike, benefit from more guidance about how to frame an idea for discussion and collect meaningful input from that discussion. We see this as the first steps in what may be an evolving process.

We also would like to remind regions that they are able to submit ideas to be published in the *Conference Report* material as well.

Decisions to be Made: At this time, none, although a participant may introduce the idea as a new business proposal

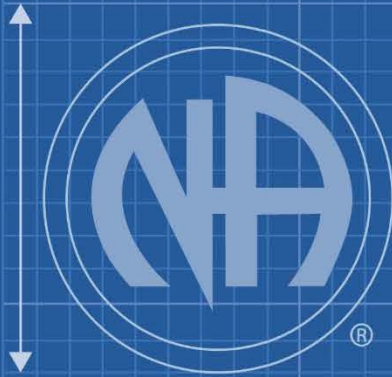
Conference Preparation

All of the documents you will need to prepare for WSC 2016, including links to the CAR, the CAT, and the Planning our Future material sent out with the CAR can be found on the Conference page: www.na.org/conference. A PowerPoint for the CAT will be added to this site. We have also, as we did last year, put together videos that give an overview of the CAR, and they are available here as well. The user name for the CAR and CAT is **wsc2016** and the password is **CP2016**.

We encourage you to get your regional and zonal written reports in by the 15 February deadline. They will all be published in the *Conference Report* and we use them to help plan the WSC.

See you in April!

Your World Board



Narcotics
Anonymous
World Services

Strategic Plan & Project Plans

2016–2018 Conference Cycle



At the start of each conference cycle, we take a fresh look at our Vision for NA Service and set specific objectives to focus our work toward our long-term goals. These two documents inform our planning process and guide how we'll focus our energy and resources over the next two years.

A Vision for NA Service

Approved by the World Service Conference in 2010

All of the efforts of Narcotics Anonymous are inspired by the primary purpose of our groups. Upon this common ground we stand committed.

Our vision is that one day:

- Every addict in the world has the chance to experience our message in his or her own language and culture and find the opportunity for a new way of life;
- Every member, inspired by the gift of recovery, experiences spiritual growth and fulfillment through service;
- NA service bodies worldwide work together in a spirit of unity and cooperation to support the groups in carrying our message of recovery;
- Narcotics Anonymous has universal recognition and respect as a viable program of recovery.

Honesty, trust, and goodwill are the foundation of our service efforts, all of which rely upon the guidance of a loving Higher Power.

NAWS Long-term Goals

In a continuous effort to realize our vision, NA World Services strives to achieve these goals:

1. NA is understood and accepted as a relevant, reliable, safe, compatible, and spiritual program of recovery.
2. A network of worldwide trusted servants acts as an effective, consistent NA resource for local governments, professionals, and the media.
3. NA is a truly global fellowship with increasing access to literature in all languages and a commitment by all to work together to support community development worldwide.
4. Technology is used more effectively to communicate in a timely manner, to provide easier opportunities for members to contribute and participate, and to support fellowship development efforts worldwide.
5. Members have better access to workshops, training, and service tools through greater use of technology and more effective use of zones.
6. Every member demonstrates commitment to the fellowship through contributions and willingness to serve.
7. A diverse mix of revenue streams generates greater resources that can be devoted to fellowship and literature development, improving our ability to carry the NA message.
8. More members are discussing and building consensus on issues at all levels, generating a greater sense of trust in the global decision-making process.
9. The components of the service system work collaboratively to realize the NA Vision.

Input from several sources influence the Board's planning process and the creation of this document. Discussions at the last World Service Conference inspire much of its content. It's further shaped in our interactions with members around the world at workshops and other events, and through correspondence. Many, many conversations—among Board members, NAWS staff, with delegates, and other members—influence this document. It captures our aspirations for the coming cycle in the form of measurable objectives. Informed by the Vision and our long-term goals, we've drafted ten objectives on which to focus on over the next two years. We've paired each of these with specific strategies or approaches to guide our efforts. In addition, we've identified some of these strategies as our highest priorities; you'll find those in ***bold italics*** below. The project plans and much of the variable options in the budget spring directly from this process. All of this helps to ensure meaningful progress toward our goals, bringing us ever closer to achieving our Vision for NA Service.

Objectives and Strategies for the 2016-2018 Conference Cycle*



OBJECTIVE 1 — Recovery Literature: Develop new recovery literature and/or revise existing literature to meet Fellowship needs.

Strategies:

- A. ***Publish Guiding Principles: The Spirit of Our Traditions.***
- B. ***Identify and pursue development of recovery literature priorities, based on the results of the 2016 CAR Fellowship survey on recovery literature.***



OBJECTIVE 2 — Developing Tools: Develop concise, accessible, relevant, and adaptable tools that address basic concepts and that inspire users in their service efforts.

Strategies:

- A. ***Identify and pursue development of priority tools, based on the results of the 2016 CAR Fellowship survey on service tools, along with consideration of relevant external trends, best practices within the fellowship, and NA spiritual principles.***
- B. ***Collect best practices from those having success with service delivery on a local level including implementing parts of the service system model, and Incorporate into tool development.***



OBJECTIVE 3 — Collaboration in Service: Raise awareness of the value, impact, and spiritual necessity of collaboration, demonstrating the relevance of the NA Vision for Service to each body within the service system.

Strategies:

- A. ***Continue to collaborate with regional delegates by further involving them in the NAWS planning process.***
- B. ***Further the concept and value of a coordinated system-wide planning cycle by taking the following steps:***
 - a) Provide regions and zones with a mechanism to input the environmental scanning process used as part of NAWS strategic planning. NAWS travelers attending zonal forums could facilitate a session to gather this input.
 - b) Provide regional delegates with a tool to communicate the results of the NAWS strategic planning process with their regions.

****Bold, italicized text*** indicates the highest priorities.



OBJECTIVE 4 — Future of the WSC: Continue work to make the WSC a more effective resource to help achieve the Vision for NA Service

Strategies:

- A.** *Based on the results of the WSC discussions, continue to further the discussion about WSC sustainability and effectiveness, and frame viable options for WSC seating.*
- B.** *Improve the effectiveness of the WSC meeting by continuing to refine decision making processes, discussion protocols, consensus building strategies, and use of time during the week.*
- C.** *Improve the effectiveness of the time between meetings by working on processes to forward issues and have discussions on ideas between WSC meetings.*



OBJECTIVE 5 — World Board Development: Enhance Board effectiveness, building on the strategies initiated in the 2014-2016 cycle.

Strategies:

- A.** Orient and engage new World Board members, using their skills and experience to support the work of the Board.
- B.** Continue use of internal working groups of the Board to support Board productivity and to enhance mentoring of new Board members.
- C.** Increase effectiveness of Board communication between formal meetings.



OBJECTIVE 6 — Fellowship Development and Public Relations:

Increase understanding that effective fellowship development efforts depend upon public relations work, emphasizing the need for collaboration among service bodies.

Strategies:

- A.** With particular focus at zonal forums, help service bodies understand how their part in a coordinated, comprehensive public relations strategy is essential in their efforts to help strengthen and grow NA and advance the Vision for NA Services.
- B.** Conduct a PR roundtable with medical professionals.



OBJECTIVE 7 — Targeting Fellowship Development Resources:

Continue to target the use of NAWS resources for fellowship development on a global scale by identifying and acting upon opportunities.

Strategies:

- A.** Identify opportunities to engage in Fellowship development and public relations activities.
- B.** Develop new and relevant tools to support these efforts.



OBJECTIVE 8 — Social Media as a PR Tool: Raise awareness and understanding of Narcotics Anonymous among the general public and potential members through the use of social media.

Strategies:

- A. *Conduct research on the use of social media by similar groups including the impact it achieved and collect best practices related to social media use within the NA Fellowship.***
- B. Based on this research, frame a conversation with WSC 2018 and the Fellowship on the possible uses of social media within the guidelines provided by NA principles to reach the general public and potential members.**



OBJECTIVE 9 — Fellowship Communication: Use multi-media tools including video to enrich NAWS communication about Fellowship development efforts around the world, inspiring a broader understanding of our world-wide fellowship.

Strategies:

- A. *Transform reports by developing several short video clips showcasing the impact of fellowship development efforts.***
- B. *Test delivery of videos through a variety of means and evaluate.***



OBJECTIVE 10 — Financial Contributions: Communicate and recognize the positive impact contributions have had and will have in fulfilling the NA Vision for Service.

Strategies:

- A. Use the contribution acknowledgment process (both to individuals and service groups) to initiate regular communication with contributors on the impact of their contribution. Contributors can choose the form of communication they most prefer.**

2016-2018 Conference Cycle *Priorities at a Glance*

Literature!



- ➡ Publish *Guiding Principles*
- ➡ Priorities identified by the CAR Fellowship survey

Tools!



- ➡ New tools identified by the CAR Fellowship survey
+ best practices of service delivery

Collaboration!



- ➡ Planning together, system wide
- ➡ Improved two-way communication practices

Future of the WSC!



- ➡ Viable options for seating
- ➡ Improved discussion and consensus building processes

Social Media!



- ➡ Research the use of social media within NA and in similar organizations.

Communication!



- ➡ Video clips bring FD efforts to life

2016-2018 NAWS Project Plans

The GWSNA directs the World Board “to develop project plans, which include budgets and timelines for all prospective non-routine World Services projects.” Given that the WSC has committed to being a more collaborative, discussion-based body, the project plans presented here invite Conference influence. This is especially true of the plans for recovery literature, service tools, and the future of the WSC. Discussions at WSC 2016 and budgetary constraints will focus these priorities, as well as the proposals for projects on collaborative planning, PR, and social media as a PR tool. We look forward to the insights, collaboration, and compromise that we believe will result in both the best project plans and most prudent use of limited funds.

The dimensions of a work plan for producing a new piece of recovery literature, for example, depend on that the scope of the work, which will be determined by the Conference. WSC 2016 will be asked to evaluate the survey data collected through the delegate stream and from members responding independently. Conference participants will use this information to discuss possible topics for a pamphlet- or booklet-length piece or elect to revise an existing piece of literature. Further details will spring from this key detail.

Similarly, the Conference will be asked to shape our approach for a service tools project and will define next steps for the future of the WSC project. The extent of face-to-face meetings, whether to convene workgroups or use focus groups, creative ideas for developing the work, and project timelines will not emerge until after these discussions at the Conference. These details will be reported in *NAWS News* as they emerge.

This is a new approach for us. In the past, we presented projects to the Conference with the scope already defined. If we planned a literature project, we presented that project with a topic, for instance, and participants were simply asked to vote the ideas up or down. Project plans that included workgroups specified the number of members, projected meetings, and expenses. This approach would not allow the CAR surveys and Conference discussions to significantly affect our project plans, however. We are trying to involve the WSC more directly in planning. The focus of three projects in particular—recovery literature, service tools, and the future of the WSC—will depend on discussions at WSC 2016. The way forward seems clearer on the final three project plans, though WSC input and discussions will certainly inform our work on collaborative planning, public relations, and social media as a PR tool. And given our relatively limited resources, Conference decisions about the scope of literature and service material may greatly impact what we can accomplish in other projects. We plan to hold these discussions and seek consensus on priorities before the budget and project plans are considered in new business. The six project plans that follow explain the goals we hope to accomplish and the broad focus of the work. We offer this in the spirit the Conference theme and look forward to a productive dialog that reflects honesty, trust, and goodwill as a foundation for our efforts.

Given the many variables and tight operating budgets, it seemed premature to establish separate budgets for each of these projects. Instead, we determined that we have a total of \$200,000 available to allocate for new projects. You will find this amount in the budget as a separate line item under the World Service Conference Support category as the proposed budget for “Projects approved at WSC 2016.” Although we are presenting this as one line item, we will report expenses under the names of the project plans adopted. This amount is roughly the same amount we spent for the Guiding Principles workgroup. You may recall that \$250,000 had been allocated for that project, but to date we have spent \$205,874. There may be additional expenses posted but if so, they will be minor. Fortunately, the \$200k in new allocations will be supplemented by \$38,000 in carry-forward funds previously committed to the PR project, but never spent. This budget for the PR roundtable, approved at WSC 2014, appears as a separate line item in the 2016–2018 budget proposal.

Our use of technology will significantly influence the expense of every project. It can also facilitate or impede our progress toward established goals and the completion of quality work. Our experience this past cycle with virtual workgroups showed that while technology can greatly assist us, it does not replace the value of face-to-face

meetings. You may remember that we reported a decision to fund two face to face meetings for the Decision Making at the WSC workgroup who began their work virtually. While they continued to meet virtually, the face to face meetings were necessary to move the work forward. We expect to use a mix of in-person meetings, focus or ad-hoc groups, and zonal and fellowship discussions, along with technology (web meetings, online input opportunities, etc.), to further ideas and develop the work. This will require that we think carefully about what best serves the work. Following the Conference, our task will be to consider what combination of approaches we will use and in what order so that we can prudently meet the goals refined by the Conference. As we are fond of saying these days: One size does not fit all.

During the last cycle we created four virtual workgroups that were unplanned and unbudgeted. This included Planning Our Future, Decision Making at the WSC, WSC Seating, and Delegates Sharing. While you may be accustomed to more explanation than you will find in the paragraphs that follow, we see this as a more calculated approach than we had last cycle for the added workgroups. Conference participants will have the opportunity to further frame these ideas at WSC 2016, and your input doesn't stop there. These projects require collaboration between delegates and NAWS throughout the cycle. We look forward to your input every step of the way and to a bold leap forward in effective communication and cooperation between conferences.

The following proposed projects are in numerical order based on the objectives in the strategic plan they work towards. Not all strategic plan objectives have a corresponding project plan because the strategies associated with many of the objectives will be accomplished internally by NAWS staff or board and, as such, do not necessitate budget line item expenses.



Recovery Literature Project Plan

OBJECTIVE 1: Develop new recovery literature and/or revise existing literature to meet Fellowship needs.

Strategies:

- A. Publish “Guiding Principles: The Spirit of Our Traditions”.**
- B. Identify and pursue development of recovery literature priorities, based on the results of the 2016 CAR Fellowship survey on recovery literature.**

Pending approval at WSC 2016, we would publish “Guiding Principles: The Spirit of Our Traditions” sometime late in calendar year 2016.

Based on discussion at WSC 2016, priorities will be established for the development of new recovery literature and/or the revision of existing literature. As already stated in the CAR introduction to the survey, we are only planning for the potential of work on pamphlet- or booklet-length piece(s) in the upcoming cycle.

If we were to take on a pamphlet or booklet literature project, we would anticipate a draft for approval at WSC 2018. Further details on whether or not a workgroup is required, creative ideas for development of the piece, and project timeline would depend on the topic/focus prioritized by the Conference and will be reported regularly in *NAWS News*.

The existing policies and practices for review and input and approval of recovery literature would not change. A minimum 90 day review and input period would take place for any new or revised literature and approval would only occur through the Conference Agenda Report.



Service Tools Project Plan

OBJECTIVE 2: Develop concise, accessible, relevant, and adaptable tools that address basic concepts and that inspire users in their service efforts.

Strategies:

- A. *Identify and pursue development of priority tools, based on the results of the 2016 CAR Fellowship survey on service tools, along with consideration of relevant external trends, best practices within the fellowship, and NA spiritual principles.***
- B. *Collect best practices from those having success with service delivery on a local level including implementing parts of the service system model, and incorporate into tool development.***

Based on discussion at WSC 2016, priorities will be established for the development of service tools.

How much can be accomplished this cycle will depend on the items that WSC 2016 prioritizes for service tools. Revising a handbook is a much larger amount of work than developing a new focused topic tool. Further details on whether or not a workgroup or focus group(s) are required, creative ideas for development of the piece, and project timeline would depend on the topic/focus prioritized by the Conference and will be reported regularly in NAWS News.

The existing policies and practices for review and input and approval of service material would not change.



Collaboration in Service Project Plan

OBJECTIVE 3: Raise awareness of the value, impact, and spiritual necessity of collaboration, demonstrating the relevance of the NA Vision for Service to each body within the service system.

Strategies:

- A. *Continue to collaborate with regional delegates by further involving them in the NAWS planning process.***
- B. *Further the concept and value of a coordinated system-wide planning cycle by taking the following steps:***
 - Provide regions and zones with a mechanism to input the environmental scanning process used as part of NAWS strategic planning. NAWS travelers attending zonal forums could facilitate a session to gather this input.
 - Provide regional delegates with a tool to communicate the results of the NAWS strategic planning process with their regions.

The approach to the 2016 CAR survey and these project plans is all based on further involving delegates in the NAWS planning process. Delegates will be asked to choose and prioritize the focus for new or revised recovery literature, service tool development, and the Issue Discussion Topics for the upcoming cycle at WSC 2016.

We hope to build on this process by framing discussions with zones to feed into the next planning cycle. This will require time and priority from zonal forums to accomplish.

Much of the focus for this in the upcoming cycle will depend on our discussions and decisions at WSC 2016. Trying to deliberately involve delegates into the planning process is fairly new for all of us and we are certain that with anything new, we will have to try various approaches to find what works best. An example is trying a survey in the 2016 CAR that you were all asked to impact prior to publication. Then we posted access for members on na.org, and will be asking you for your regional results before the WSC. We will feed back all of this information to the conference and facilitate a discussion that allows delegates to tell us what this means for our future efforts. We are literally paving the road while we are driving on it, which can seem messy at times. But we believe this is what we have been asked for and are efforts that will help to make the WSC a more nimble and vital resource to serve our worldwide fellowship.



Future of the WSC Project Plan

OBJECTIVE 4: Continue work to make the WSC a more effective resource to help achieve the Vision for NA Service

Strategies:

- A. *Based on the results of the WSC discussions, continue to further the discussion about WSC sustainability and effectiveness, and frame viable options for WSC seating.***
- B. *Improve the effectiveness of the WSC meeting by continuing to refine decision making processes, discussion protocols, consensus building strategies, and use of time during the week.***
- C. *Improve the effectiveness of the time between meetings by working on processes to forward issues and have discussions on ideas between WSC meetings.***

Based on discussion at WSC 2016, direction and priorities will be established for the future work and discussion on WSC Seating, consensus based decision making at the WSC, and the use of time and focus between conferences. None of these three things are new focuses.

As the Seating Report in this CAT material touches on, seating has been an issue that the Conference has wrestled with for many years. At WSC 2014 we held a series of related sessions, and we released a packet of material with the 2016 CAR focused on the future of the WSC. We plan to continue these discussions at this Conference and we hope that together we can decide what next steps we can take to frame some real options for seating in the future that the Conference can consider in 2018. In the interim, we also believe we will be forming a virtual seating workgroup again to make recommendations for the 2016–2018 cycle.

The other two strategies referenced here were part of Proposal BC that was unanimously supported at WSC 2014. The material titled “Proposed Rules and Tools” included in this Conference Approval Track reflects some of the efforts of the 2014–2016 WSC Decision Making Workgroup, but neither we nor they really felt their work was “finished.” We are trying a number of new things to improve WSC consensus-building processes and the discussion of ideas and we look forward to evaluating and building on what is working.

The final strategy here is about improving the use of time between conferences to move ideas forward. This plan is based on our ability to do that in almost every objective. The strategies under Objective 3, Collaboration in Service seeks to involve delegates earlier in the planning cycle. This would result in more complete framing for projects before the WSC meeting.



Fellowship Development and Public Relations Project Plan

OBJECTIVE 6: Increase understanding that effective fellowship development efforts depend upon public relations work, emphasizing the need for collaboration among service bodies.

Strategies:

- A.** With particular focus at zonal forums, help service bodies understand how their part in a coordinated, comprehensive public relations strategy is essential in their efforts to help strengthen and grow NA and advance the Vision for NA Services.
- B.** Conduct a PR roundtable with medical professionals.

We see this as a collaborative effort – first with zonal forums and NA World Services and eventually with other service bodies. We would need to embrace this priority together to see any success. The zones would need to be willing to set time aside in their agenda for this activity.

Our experience with helping a zone create a PR strategy does indicate that coordinated efforts help to grow NA and advance the Vision for NA Service. For those who may be unaware, the PR Strategy for the Brazilian Zone helped to update the websites in their zone, have interface with the government, helped to open doors to enter institutions for H&I; all of which contributed to growth in their fellowship.

Creating a new strategy requires information from NA communities and from those we are trying to reach with our PR efforts. We are including the possibility of a PR roundtable in this cycle to focus on possible strategies for improvement. We had a PR roundtable approved in the last cycle and were not able to hold one due to competing resources for available human and financial resources. We have carried forward the \$38,000 approved at WSC 2014 into this cycle's budget.



Social Media as a PR Tool Project Plan

OBJECTIVE 8: Raise awareness and understanding of Narcotics Anonymous among the general public and potential members through the use of social media.

Strategies:

- A.** *Conduct research on the use of social media by similar groups including the impact it achieved and collect best practices related to social media use within the NA Fellowship.*
- B.** Based on this research, frame a conversation with WSC 2018 and the Fellowship on the possible uses of social media within the guidelines provided by NA principles to reach the general public and potential members.

Our past experience with the use of social media resulted in a NAWS Facebook page existing for less than 24 hours many years ago. We know that Conference participants—including Board members—have varied and often passionate opinions about social media, and we are not proposing the initiation of any social media activity in the upcoming cycle. What we are proposing is that information be gathered from NA and other organizations, that the possibilities of use be explored, and that a discussion be planned and framed for WSC 2018.

We understand the challenges of personal anonymity and social media. And we also understand the challenges of effectively communicating with people who are trying to find out what NA is and how to find us. The reality is that many people now get information about organizations and issues from social media. This project would be focused on researching how social media is used by other organizations and within NA itself to communicate with the public. We have no predetermined outcome here but believe we need to investigate the possibilities of NA's use of the ever changing social media technology.



Status of Projects Adopted for the 2014–2016 Cycle

◆ Fellowship Issue Discussions

We had several Issue Discussion Topics this cycle: Group Support, Planning, and Welcoming All Members. Fairly early in the cycle we added The Role of Zones. This is an ongoing essential service and as such, we are not including a project plan for 16-18.

◆ Service System

This cycle's project was about *how we can support communities in the transition to a new system as well as those that are still fact-finding and contemplating implementing some of these ideas*. We had, most crucially, hoped to produce a series of "Service System Basics" this cycle but we did not have the resources (human) to do so. We did, however, begin holding two types of web meetings, one focused on explaining the service system ideas and the other providing an opportunity for communities to share implementation experiences. We also continued our efforts to collect locally developed tools from communities. Both of these strategies will be included as part of the project plan for service tools proposed for the upcoming cycle.

◆ Traditions Book

Our goal this cycle was to develop drafts for review and input and to complete an approval draft for the 2016 CAR. The approval draft of "Guiding Principles: The Spirit of Our Traditions" will be considered at WSC 2016.

◆ Public Relations

This cycle attendance at professional events remained the same as the previous cycle and cooperative events realized marginal growth. In addition to attendance at professional events, we held a professional panel on Criminal Justice and Medical at WCNA 36 in Brazil. PR and H&I webinars continue to be held quarterly and will continue into the next cycle. We did not conduct a roundtable with medical professionals this cycle but would like to hold one in the upcoming cycle, if resources permit.

Narcotics Anonymous World Services, Inc.

Proposed 2016-2018 Budget Description

Overview

The draft budget described by this document is for the upcoming 2016–2018 conference cycle, but the budget actually covers the fiscal years ending in 2017 and 2018. The budget draft reflects the current standards for nonprofit financial statements. The draft shows operating income (gross sales minus cost of goods) before the four expense areas (Literature Production & Distribution, World Service Conference Support, Fellowship Development, and Events). This is the beginning of the first three year convention cycle, so other than a line item for a WCNA workgroup, there are no other WCNA expenses covered in this budget. A budget is a plan for how an organization intends to receive income and allocate funds for expenses in a given period.

The base of the 16–18 NAWS budget comes from our actual experience for two years through the end of the previous fiscal year and then annualized.

The first column of figures of this budget (titled 2014 Actual) provides you with the actual income and expense for the fiscal year ending 30 June 2014.

The second column of figures (titled 2015 Actual) provides you with the actual income and expense for the fiscal year ending 30 June 2015.

The third column of figures (titled 24 month total) is simply a total of the two previous columns. The fourth column (titled Annualized) simply takes the 24 month total and divides by 2 to show an annual figure.

The fifth column covers year one of the two-year budget cycle (titled Proposed July 2016-June 2017); the sixth column (titled Proposed July 2017-June 2018) covers year two; and the seventh column (titled Cycle Totals for Fiscal Years 2017 and 2018) shows the total proposed income and expense for the entire two-year cycle (1 July 2016 through 30 June 2018). This last column can have a slight variance due to rounding up or down to the nearest dollar.

In the past we have presented a budget proposal that took a conservative approach to projecting income and a more liberal approach to projecting expense. We did this because we exist in an environment of unpredictable cost factors, such as increases in transportation costs and cost of raw materials, that can impact our cost projections. Our approach was intended to accommodate the possibility of these types of effects. We would also project increases in income, which would typically allow us to accommodate all of our projected expenses.

The 16–18 budget proposal is based more on our actual expectation for income. Literature income projections are based on the previous 24 months with a 2% increase in literature income projected for year two. The exception to this is *Living Clean*. We used more current sales figures as a basis for this projection since this book has

already shown a decrease in sales. We also put in possible income for Guiding Principles, highlighted in yellow, since this book has not yet been approved. This is exactly how we showed our forecast for *Living Clean* two cycles ago.

Our cost of goods has a forecasted increase of 2% each year. We have already received notification of increases and expect this trend to continue. With our lowered quantities for many titles and the current trends in the publishing industry, we also see this as prudent.

We have projected an increase to other expenses by 1.8% in year one and 1% in year two. Costs continue to rise for most items, and our cost-cutting efforts over the last several cycles have already capitalized on most of the opportunities to decrease costs that we are presently aware of.

This proposed budget reflects an anticipated net loss in the second year of the proposal, and for the cycle, primarily due to the anticipated cost of the WSC. There are those that would suggest that we should not be proposing a budget that shows a net loss. It is our belief that this type of circumstance is exactly why we establish and maintain operating reserves; so we can cover the anticipated reality of utilizing more funds than we take in for a specific need. It is not something that we would plan to repeat, but at this time it is how we know we could cover these costs. Additionally, the allocation for the 2016 WSC uses the actual expenses for WSC 2014 as its basis for expense with a projected 7% increase. Again, this seemed the most prudent approach at this point. Travel expenses have continued to increase so we expect to know more about the actual costs for WSC 2016 by the time we arrive at the conference.

Since we did not begin the Accounting system change until very late in the current cycle we are continuing it's development and implementation into this cycle. As a result we are planning the additional expenditure of reserve funds for the upcoming cycle to complete the accounting system software, transition of our entire system, and hardware such as new servers and computers. We are still anticipating the new shopping cart, which we know many of you have wanted for some time now.

The draft budget included in this packet covers all proposed world services activity from 1 July 2016 through 30 June 2018. We continue to work on better systems to capture the information needed to support the budget you approve, and ways to make the reporting of that information more easily understood.

The *Guidelines for the NA World Services Budget (GWSNA p 28)* calls for three classifications of funds:

- **Fixed Operational Funds**—funds allocated toward world service activities that are recurring in nature and have little to no functional change from budget year to budget year.
- **Variable Operational Funds**—funds allocated toward non-routine world service projects and/or activities that vary from budget year to budget year. This includes those items prioritized, primarily in project plans, by the World Service Conference.

- **Reserve Funds**—funds that are set aside to meet current and/or future financial needs. These funds are maintained in both short-term and long-term reserve accounts. Funds are also allocated toward the planned use of cash to offset the effect of depreciation, to improve asset value, to provide financial resources necessary to effectively address the intellectual property management called for in the *FIPT*, and/or to acquire any fixed asset that has a depreciable value. Additionally, these funds are used to address necessary expenditures, which are in excess of anticipated revenues.

Fixed and variable expenses are identified in the draft 2016–2018 budget. The proposed project plans included with the NAWS Strategic Plan correspond with the proposed variable operational expenses. Along with the fixed operational expenses we have also provided a brief explanation of some of the kinds of items contained in each line item. Although these are identified as “Fixed Operational Expenses,” in the past they have been called “Routine” or “Basic Services.” Today we refer to them as essential services.

2016–2018 World Services Projected Income

The income estimates for this budget are derived from the actual income received during the period described above.

Recovery Literature—Year one is estimated to provide no increase in income, and year two is estimated to provide an increase of 2% for over year one income. *Living Clean* is projected to have a 17% decrease because of declining sales. We believe these are realistic estimates.

We include a separate line item for [Literature Income \(Iran\)](#) in both income and cost of goods. We show this separately and call out the budget totals without Iran because, as we have repeatedly reported, these are not funds readily available to us.

Other Inventory—We have estimated the same overall increase as reported above for recovery literature.

Shipping—This income is based on the estimated literature sales and the annualized actual income and expense. Since the last shipping increase took place in January 2014 for WSO Chatsworth and Canada and July 2013 for WSO Europe this may vary somewhat.

Discounts—This is based on estimated literature sales and the projected discount level for those sales. The discount level varies based on the customer and size of orders.

Developmental Subsidies & Allowances—This is the cost of subsidizing or reducing the price of literature (often free) provided to a growing worldwide fellowship. We are not projecting an increase in this proposal. Presently, to see the full value of this cost you have to add this amount to the line in the expense portion of the budget under Fellowship Development labeled “Developmental Literature” which includes the expenses for shipping, customs, and duties. This line item had increased between 7% and 25% each year for the previous seven fiscal years, but we were actually able to better stabilize our costs for this important service in the last few cycles by printing in various alternative locations.

Recovery Literature – Cost of Goods—This section covers the cost of goods for recovery literature as defined under the *Fellowship Intellectual Property Trust* (generally all of the direct costs from manufacture to placing the item on the inventory shelf). Through staff efforts we have been able to avoid the standard increases in this area experienced by most publishers, but the publishing world is changing. Paper costs continue to rise worldwide, and we have forecast an overall increase in expense of 2% for year one and 2% for year two for all literature cost of goods. The exception(s) are the expense line item for *Living Clean*, which shows a decrease of 17% and is reflected in *Living Clean* income.

Other Recovery Literature—This refers to the cost of goods for the remaining *FIPT* literature other than books (primarily recovery pamphlets and some booklets). Also reflects a 2% overall projected increase each year.

Other Inventory Expense—This section covers the cost of goods for all other items sold from inventory not considered as part of the *FIPT*. Also reflects a 2% overall projected increase each year.

Fellowship Contributions—While we hope that the contributions we received for fiscal year 2015 are not an anomaly, it did not seem prudent to use these as a projection. Again, our heartfelt thanks for our first ever year of over \$1,000,000 in fellowship contributions.

Our averages for the last five years are between \$714,000 and \$785,000, depending on whether you include 2015 in the equation. It seemed more realistic to use the 2014 figures as a basis for contributions. There is no consistent trend here other than a decline in fiscal years with a WSC. We thank all of the members, groups, areas, and regions who responded to our appeal.

Licensed Vendor Payments, Interest, and Miscellaneous—This income estimate is conservatively based on previous actual experience.

2016–2018 World Services Fixed Operations

The term “Fixed Operational Expenses” refers to the activities of World Services that are ongoing and recurring in nature, and that do not change dramatically from year to year as a result of conference actions. All of these activities require planning, support, and follow-up from World Services staff.

The budget is divided into four major expense categories that represent our overall activity:

- **Literature Production & Distribution**
- **World Service Conference Support**
- **Fellowship Development**
- **Events**

Under each of these categories there is an allocation for accounting, personnel, overhead, and technology. The overall expense for these items is divided between the four categories based on focus of activity; the expense is derived mainly from hours of staff support and building space occupied. These are 37.5% of all NAWS activity

allocated for Literature Production & Distribution, 26.5% for World Service Conference Support in year one and 21.5% in year two, 33% in year one and 34% for year two for Fellowship Development, and 3% in year one and 7% for year two for Events. The allocation for events is higher in the fiscal years when a World Convention is being planned.

The following is a list of the types of expenses that are included in each allocation (reflected in the budget in peach), followed by a simple breakdown of the fixed operations expenses under each budget category. All expense forecasts are derived from the actual expenses shown and reflect an increase in our expenses of 1.8% for year one and 1% for year two. Personnel shows a 5% increase in year one because of decisions that were implemented in this fiscal year but not reflected in the actual or annualized totals. We had cut expenses drastically in most areas over the past few years, and we realized that some of those reductions were starting to have a negative impact on our Fellowship Development and Public Relations activities, so we raised several of those expense areas.

Accounting—This contains professional services for annual audits and random forensic spot checks, costs associated with having an audit committee as required by the Sarbanes-Oxley Act, other professional services associated with financial management, and contract labor.

Personnel—This contains all wages and salaries, payroll taxes, health and workers compensation insurance, training, recruitment, relocation, and retirement plan expenses associated with employees at all five branches of the World Service Office. It also includes contract labor hired for specific purposes.

Overhead—This is the facility lease expense, maintenance and repair, telephone, utilities, postage, auto service and lease, office expense, general insurance, amortization, bad debts, depreciation, bank charges, and dues and fees associated with the five branches of the World Service Office. Bank charges continue to rise as use of the shopping cart and credit card sales increase.

These expenses rose in this past cycle due to the aging of our assets in Amortization and Depreciation, an increase in bad debts from a few RSO closures, increased postage costs in all branches, obtaining additional warehouse space in Chatsworth, and new equipment in production to allow us to produce more items in-house.

Technology—This is the expense for information services, computer leases, software, supplies, software application upgrades and updates, equipment leases and repair, and service contracts. Expenses associated with maintaining the na.org website; the expense associated with the database, online group data collection, and meeting information; as well as web and software fees for event registration are also included here. This category has increased, which is to be expected when you have an operation that is as dependent upon technology as ours, but is held in check by staff efforts.

As already mentioned, the major expense in the upcoming cycle to transition to a new accounting platform and related technology needs will come from reserve funds.

LITERATURE PRODUCTION & DISTRIBUTION

This section of the budget covers the expenses associated with distributing NA literature to fellowship and non-fellowship customers. This currently occurs through the WSO in Chatsworth and its branches in Canada, Belgium, India, and Iran.

Fixed Operational Expense—All literature production and distribution costs that are not included under Total Cost of Goods sold.

Marketing—In the past, this covered the expense for attendance at and participation in professional events primarily related to corrections and treatment. Although we call this marketing, it is public relations-focused activity. The allocation for this activity can now be found under the Fellowship Development: category in the Public Relations line item.

In-House Production—This includes the lease for reproduction equipment to print most translated books, booklets, and IPs that are not outsourced (and not included in Cost of Goods)—primarily non-English recovery books, pamphlets, and booklets, service materials, publications other than English *NA Way*, and reports. We have brought more of this activity in-house which has given us greater flexibility and control of those items that we produce in small quantities.

Translations—This covers the direct expense for translations of recovery and service material into languages other than English that is not already captured under the COG for each specific project.

Literature Distribution (Iran)—This is the allocation for the literature that is sold in Iran.

Shipping—This expense is based on the shipping charges for estimated literature sales and announced or anticipated rate increases from our major carriers.

Legal—This is primarily the direct registration and legal expense associated with maintaining worldwide copyright and trademark registrations for Narcotics Anonymous, *The NA Way*, the NA Logo, the Group Logo, and the Service Symbol, as well as all recovery and service material. It may also include direct costs to defend our intellectual property.

Business Plan Workgroup—This is the allocation for a workgroup that focuses on the routine business operations of NAWS and makes recommendations to the board on business matters. Additionally, as required by law, a portion of this group fulfills the audit committee function. This workgroup's function and expenses have been moved into fixed operations with the concurrence of the conference.

Literature Production and Distribution Travel—This allocation allows us to interact directly with RSOs, in addition to the quarterly webinars we have been holding, as well as travel to branch offices as needed.

WORLD SERVICE CONFERENCE SUPPORT

Fixed Operational Expense—This section of the budget covers the expenses associated with support to all World Service Conference-related activities.

Publications—These are the expenses associated with the production of the *Annual Report* once a year, and the *Conference Report*, the *Conference Agenda Report*, and Conference Approval Track material once each conference cycle, and *NAWS News* approximately four times per year. The expense for translating *NAWS News* and the *CAR* is also included here.

World Service Conference—These are the expenses for the site and equipment needed for the event; hiring the parliamentarian; funding for staff, World Board, WSC Cofacilitators, and the Human Resource Panel; and the travel expense for currently 115 delegates from around the world.

World Board—The World Board typically meets eight times per conference cycle, plus during the conference and world conventions. In the 2014 year shown in the budget we had 18 WB members, and in most of 2015 we had 17. In 2014, the cost of a board meeting was approximately \$55,000. Currently, primarily due an increase in travel costs, our average cost per meeting is approximately \$60,000 and seems to be rising. We also have other smaller incidental expenses associated with the WB. Both the past 2014 and 2015 actual figures shown in this budget include funds for WB attendance at WCNA 35 and 36.

We held 7 board meetings in the last cycle, as a last minute decision to cancel one meeting before WCNA 36. This cycle we are going to try planning for 7 meetings and will evaluate the effect later in the cycle. We are leaving the funds in the budget for 4 meetings per year to allow for increased travel costs, and to have room to make decisions about orientation for new board members, the Business Plan workgroup, or other items that may help our effectiveness. The Executive Committee continues to plan their meetings to coincide with a World Board or Business Plan meeting.

Human Resource Panel—This group is scheduled to meet a minimum of five times during the cycle to work on nominations and manage the World Pool. Part of one of these meetings will be used for orientation and training.

WSC Cofacilitators—The WSC Cofacilitators are scheduled to meet to prepare for the conference, with the parliamentarian and the World Board and HRP.

FELLOWSHIP DEVELOPMENT

Fixed Operational Expense—This section of the budget covers the expenses associated with support to the fellowship.

Publications—These are the projected expenses for producing, publishing, and distributing *Reaching Out* four times per year and *The NA Way Magazine* four times per year in six languages. *The NA Way* is also translated into a seventh language, Farsi, but since WSO Iran charges for these issues, there is no expense. The conference decided at WSC 2010 that we did not have to automatically send paper copies of the *NA Way* to all registered groups; groups

and members who wanted a paper copy of the magazine were asked to resubscribe. In the first years of this implementation, we've recorded an average saving of about \$150,000 each cycle, but unfortunately we have noticed a 10% increase in paper copy while the eVersion have decreased by 1%. This has prompted us to review our subscription and consider eliminating over 7,000 duplicate subscriptions by appealing to those to cancel their paper copy and help us continue reducing the distribution cost of this international journal. Every effort is being made to encourage members to opt for the electronic subscription, which feature additional contents and links to our worldwide fellowship. We are happy to report that *Reaching Out* – celebrated 30 years in 2015 – has increased by 16% and 25% in paper and electronic subscriptions respectively; and has been translated by two communities so far for the cycle. We will be discussing this more in the *Conference Report* and at WSC 2016.

Fellowship Support—This is World Services' face-to-face interaction with the fellowship, primarily in workshops and forums. This includes interactions at zonal forums, worldwide workshops, and local fellowship development activities. In the past we have also had a line item for travel and workshops under World Service Conference Support, but all travel and workshop expense is now captured here. The distinction of tracking delegate-focused workshops separately in financial reports has been difficult since they often include fellowship development efforts.

Public Relations—This is the cost of NAWS efforts aimed to further NA's primary purpose by making professionals in various fields aware that NA is a community resource for addicts. This includes attendance and participation in professional events for NAWS and NAWS cooperation with local PR events. Some of the events have been International Society of Addiction Medicine (ISAM), the International Federation of Nongovernment Organizations (IFNGO), the annual meeting of the American Society of Addiction Medicine (ASAM), the annual meeting of the National Association of Drug Court Professionals (NADCP) and some minor activity with the United Nations and the Office of the National Drug Control Policy (ONDCP). These activities reach those who interact with addicts.

A related public relations activity is providing information about Narcotics Anonymous in various magazines aimed toward professional fields such as corrections and treatment. Awareness of NA and NA recovery literature may help professionals connect addicts to the NA fellowship.

Developmental Literature—This is the cost to distribute free literature to a growing number of developing NA communities, to hospitals and institutions, and for public relations purposes. The amount also includes the expenses for shipping, customs, and duties. We are still working on better reflecting this activity in our financial reports. Presently, to see the full value of this provision, you have to add this amount to the line in the Income portion of the budget called "Developmental Subsidies & Allowances."

EVENTS

Fixed Operational Expense—This section of the budget covers the fixed expenses associated with event planning and support to the fellowship.

Future and Prior Conventions—These are the expenses associated with planning up to five conventions at any time.

WCNA 37 Workgroup—This shows an expense for the workgroup in year two of this budget. The event itself will be part of the 2018-2020 budget.

2016–2018 World Services Variable Operations

The *Guidelines for the NA World Services Budget (GWSNA p 28)* call for a specific process to be created for the consideration, evaluation, development, and approval of World Service projects and those activities that vary from year to year. This cycle we are proposing a departure from past practice, primarily due to the CAR survey and WSC 2016 planned discussions. Since the conference itself will choose the focus and priorities for this cycle, one amount has been included for “All Projects Approved at WSC 2016” under WSC Support. There is an additional allocation for PR carried over from the 2014-2016 cycle which was never used. In any given conference cycle, we may or may not be able to accomplish everything that we propose. We believe that the spirit of the budget process adopted by the conference requires conference approval of the work of World Services. Therefore, we present all items that could possibly be worked on before the next meeting of the WSC, and we report our activity throughout the conference cycle.

Other Financial Notes

We have no changes to recommend for the reimbursement policy so it will not require conference action to adopt. It will be distributed to conference participants for the upcoming conference.

The cash basis sheet for the proposed 2016–2018 budget will also be distributed at or before WSC 2016.

					Change % in highlighted fields to effect grouped totals		
					2016-2017	2017-2018	
		Donation Income Increase			0.00%	0.00%	
		Literature Income Increase			0.00%	2.00%	
		Literature Cost Increase			2.00%	2.00%	
		Expenses Increase			1.80%	1.00%	
NARCOTICS ANONYMOUS WORLD SERVICES, INC.							
PROPOSED BUDGET FOR FISCAL YEARS 2017 and 2018							
	2014 Fiscal Year Actual	2015 Fiscal YearActual	24 month total	Annualized	Proposed July 2016 - June 2017 (2017 FY)	Proposed July 2017 - June 2018 (2018 FY)	Cycle Total for Fiscal Years 2017 and 2018
INCOME							
RECOVERY LITERATURE INCOME							
BASIC TEXT: Hardcover English	\$2,206,617	\$2,081,468	\$4,288,085	\$2,144,043	\$2,144,043	\$2,186,923	\$4,330,966
BASIC TEXT: Translated	163,069	179,964	343,033	171,517	171,517	174,947	346,463
BASIC TEXT: Softcover	1,108,221	701,382	1,809,603	904,802	904,802	922,898	1,827,699
JUST FOR TODAY	845,590	790,541	1,636,131	818,066	818,066	834,427	1,652,492
IT WORKS: HOW & WHY	630,236	589,558	1,219,794	609,897	609,897	622,095	1,231,992
SPONSORSHIP BOOK	30,525	35,033	65,558	32,779	32,779	33,435	66,214
STEP WORKING GUIDES	760,574	743,316	1,503,890	751,945	751,945	766,984	1,518,929
LIVING CLEAN	717,265	533,971	1,251,236	625,618	508,801	518,977	1,027,778
GUIDING PRINCIPLES					300,000	380,000	680,000
ePUB BOOKS	70,797	67,847	138,644	69,322	69,322	70,708	140,030
LITERATURE INCOME (IRAN)	736,205	859,626	1,595,831	797,916	797,916	813,874	1,611,789
OTHER RECOVERY LITERATURE	1,284,960	1,298,626	2,583,586	1,291,793	1,291,793	1,317,629	2,609,422
Subtotal	\$8,554,059	\$7,881,332	\$16,435,391	\$8,217,696	\$8,400,879	\$8,642,896	\$17,043,775
OTHER INVENTORY INCOME							
MEDALLIONS	\$794,700	\$745,221	\$1,539,921	\$769,961	\$769,961	\$785,360	\$1,555,320
KEYTAGS & CHIPS	1,262,599	1,241,716	2,504,315	1,252,158	1,252,158	1,277,201	2,529,358
NON-FIPT INFORMATION BOOKLETS	65,945	48,828	114,773	57,387	57,387	58,534	115,921
HANDBOOKS	59,055	44,380	103,435	51,718	51,718	52,752	104,469
SPECIALTY ITEMS	79,773	47,583	127,356	63,678	63,678	64,952	128,630
GROUP/AREA MATERIALS	147,555	102,885	250,440	125,220	125,220	127,724	252,944
MIRACLES HAPPEN	24,922	22,792	47,714	23,857	23,857	24,334	48,191
Subtotal	2,434,549	2,253,405	4,687,954	2,343,977	2,343,977	2,390,857	4,734,834
SHIPPING	\$579,830	\$574,895	\$1,154,725	\$577,363	\$577,363	\$588,910	\$1,166,272
DISCOUNTS	(1,410,291)	(1,201,483)	(2,611,774)	(1,305,887)	(1,305,887)	(1,332,005)	(2,637,892)
DEVELOPMENTAL SUBSIDIES & ALLOWANCES	(169,785)	(164,139)	(333,924)	(166,962)	(166,962)	(170,301)	(337,263)
Subtotal	(\$1,000,246)	(\$790,727)	(\$1,790,973)	(\$895,487)	(\$895,487)	(\$913,396)	(\$1,808,883)
Gross Literature Income (less discounts)	9,988,362	9,344,010	19,332,372	9,666,186	9,849,369	10,120,356	19,969,725
Gross Literature Income (without Iran)	9,252,157	8,484,384	17,736,541	8,868,271	9,051,454	9,306,483	18,357,936

	2014 Fiscal Year Actual	2015 Fiscal YearActual	24 month total	Annualized	Proposed July 2016 - June 2017 (2017 FY)	Proposed July 2017 - June 2018 (2018 FY)	Cycle Total for Fiscal Years 2017 and 2018
RECOVERY LITERATURE COST OF GOODS							
BASIC TEXT: Hardcover English	435,458	359,091	794,549	397,275	405,220	413,324	818,544
BASIC TEXT: Translated	42,607	54,542	97,149	48,575	49,546	50,537	100,083
BASIC TEXT: Softcover	138,601	85,477	224,078	112,039	114,280	116,565	230,845
JUST FOR TODAY	75,577	76,890	152,467	76,234	77,758	79,313	157,072
IT WORKS: HOW & WHY	93,322	88,021	181,343	90,672	92,485	94,335	186,820
SPONSORSHIP BOOK	5,217	13,110	18,327	9,164	9,347	9,534	18,880
STEP WORKING GUIDES	78,240	79,829	158,069	79,035	80,615	82,227	162,843
LIVING CLEAN	92,994	68,165	161,159	80,580	67,382	68,730	136,112
GUIDING PRINCIPLES					90,000	90,000	180,000
ePUB BOOKS	22,176	20,995	43,171	21,586	22,017	22,458	44,475
LITERATURE PRODUCTION (IRAN)	498,362	688,466	1,186,828	593,414	605,282	617,388	1,222,670
OTHER RECOVERY LITERATURE	192,811	235,579	428,390	214,195	218,479	222,848	441,327
Subtotal	1,675,365	1,770,165	3,445,530	1,722,765	1,832,411	1,867,259	3,699,671
OTHER INVENTORY COST OF GOODS							
MEDALLIONS	\$157,597	\$171,738	\$329,335	\$164,668	\$167,961	\$171,320	\$339,281
KEYTAGS & CHIPS	272,231	255,633	527,864	263,932	269,211	274,595	543,805
NON-FIPT INFORMATION BOOKLETS	10,023	6,505	16,528	8,264	8,429	8,598	17,027
HANDBOOKS	13,510	12,228	25,738	12,869	13,126	13,389	26,515
SPECIALTY ITEMS	23,090	18,333	41,423	20,712	21,126	21,548	42,674
GROUP/AREA MATERIALS	46,694	29,116	75,810	37,905	38,663	39,436	78,099
MIRACLES HAPPEN	4,153	4,094	8,247	4,124	4,206	4,290	8,496
INVENTORY ADJUSTMENT					0	0	0
Subtotal	\$527,298	\$497,647	\$1,024,945	\$512,473	\$522,722	\$533,176	\$1,055,898
Total Cost of Goods	\$2,202,663	\$2,267,812	\$4,470,475	\$2,235,238	\$2,355,133	\$2,400,436	\$4,755,569
Total Cost of Goods (without Iran)	\$1,704,301	\$1,579,346	\$3,283,647	\$1,641,824	\$1,749,851	\$1,783,048	\$3,532,899
Net Literature Income	\$7,785,699	\$7,076,198	\$14,861,897	\$7,430,949	\$7,494,236	\$7,719,921	\$15,214,156
Net Literature Income (without Iran)	\$7,547,856	\$6,905,038	\$14,452,894	\$7,226,447	\$7,301,603	\$7,523,435	\$14,825,037

	2014 Fiscal Year Actual	2015 Fiscal YearActual	24 month total	Annualized	Proposed July 2016 - June 2017 (2017 FY)	Proposed July 2017 - June 2018 (2018 FY)	Cycle Total for Fiscal Years 2017 and 2018
FELLOWSHIP CONTRIBUTIONS							
BREAKDOWN BY DONOR TYPE							
Members	\$76,026	\$65,147	\$141,173	\$70,587	\$76,026	\$76,026	\$152,052
Groups	80,052	75,435	155,487	77,744	80,052	80,052	160,104
Areas	126,126	132,286	258,412	129,206	126,126	126,126	252,252
Regions	378,679	611,648	990,327	495,164	378,679	378,679	757,358
Events/Conventions	37,438	89,182	126,620	63,310	37,438	37,438	74,876
Unity Day	21,549	7,590	29,139	14,570	21,549	21,549	43,098
Zonal & Other Forums	64,602	57,339	121,941	60,971	64,602	64,602	129,204
Total Contributions	\$784,472	\$1,038,627	\$1,823,099	\$911,550	\$784,472	\$784,472	\$1,568,944
MISCELLANEOUS INCOME							
LICENSED VENDOR PAYMENTS	\$26,127	\$27,824	\$53,951	\$26,976	\$26,976	\$26,976	\$53,951
INTEREST	8,168	4,268	12,436	6,218	6,218	6,218	12,436
MISCELLANEOUS	2,347	(1,031)	1,316	658	0	0	0
Total Miscellaneous Income	\$36,642	\$31,061	\$67,703	\$33,852	\$33,194	\$33,194	\$66,387
OPERATING INCOME (Not including event spe	\$8,606,813	\$8,145,886	\$16,752,699	\$8,376,350	\$8,311,901	\$8,537,586	\$16,849,487
OPERATING 'INCOME (Not including Iran)	\$8,368,970	\$7,974,726	\$16,343,696	\$8,171,848	\$8,119,268	\$8,341,100	\$16,460,368

	2014 Fiscal Year Actual	2015 Fiscal YearActual	24 month total	Annualized	Proposed July 2016 - June 2017 (2017 FY)	Proposed July 2017 - June 2018 (2018 FY)	Cycle Total for Fiscal Years 2017 and 2018
EXPENSE							
LITERATURE PRODUCTION & DISTRIBUTION							
FIXED OPERATIONAL EXPENSES							
MARKETING	\$1,321	\$1,002	\$2,323	\$1,162	Allocation moved to Public Relations		
IN-HOUSE PRODUCTION (not included in Cost of Goods)	135,749	73,642	209,391	104,696	106,580	107,646	214,226
TRANSLATIONS (not included in Cost of Goods)	25,119	37,029	62,148	31,074	31,633	31,950	63,583
LITERATURE DISTRIBUTION (IRAN)	58,452	147,265	205,717	102,859	104,710	105,757	210,467
SHIPPING	610,695	563,992	1,174,687	587,344	597,916	603,895	1,201,811
BUSINESS PLAN WORKGROUP	1,056	0	1,056	528	30,000	0	30,000
LEGAL	47,580	35,536	83,116	41,558	42,306	42,729	85,035
LITERATURE PRODUCTION & DISTRIBUTION TRAVEL	5,404	19,312	24,716	12,358	12,580	12,706	25,287
ACCOUNTING	17,354	17,743	35,097	17,549	18,802	18,802	37,604
PERSONNEL (Includes amt budgeted to variable projects)	1,225,910	1,189,501	2,415,411	1,207,706	1,358,668	1,358,668	2,717,337
OVERHEAD	628,014	646,150	1,274,164	637,082	713,371	713,371	1,426,741
TECHNOLOGY	117,737	97,837	215,574	107,787	115,486	115,486	230,972
Total Literature Production & Distribution	\$2,874,391	\$2,829,009	\$5,703,400	\$2,851,700	\$3,132,052	\$3,111,010	\$6,243,062
Literature Production & Distribution (without Iran)	\$2,815,939	\$2,681,744	\$5,497,683	\$2,748,842	\$3,027,342	\$3,005,253	\$6,032,595
WORLD SERVICE CONFERENCE SUPPORT							
FIXED OPERATIONAL EXPENSES							
PUBLICATIONS	\$55,537	\$26,986	\$82,523	\$41,262	\$42,004	\$42,424	\$84,428
WORLD SERVICE CONFERENCE BIENNIAL MTG	510,925	17,305	528,230	264,115	25,000	565,206	590,206
WORLD BOARD	267,329	230,419	497,748	248,874	253,354	255,887	509,241
HUMAN RESOURCE PANEL	27,602	18,273	45,875	22,938	23,350	23,584	46,934
WSC COFACILITATORS	4,127	-	4,127	2,064	-	4,222	4,222
ACCOUNTING	10,660	10,899	21,559	10,780	13,287	10,780	24,066
PERSONNEL (Includes amt budgeted to variable projects)	753,059	730,693	1,483,752	741,876	960,126	778,970	1,739,096
OVERHEAD	388,493	398,071	786,564	393,282	504,115	408,999	913,114
TECHNOLOGY	72,324	60,100	132,424	66,212	81,610	66,212	147,822
Subtotal	\$2,090,056	\$1,492,746	\$3,582,802	\$1,791,401	\$1,902,846	\$2,156,284	\$4,059,130
VARIABLE OPERATIONAL EXPENSES							
PROJECTS APPROVED AT WSC 2016					\$200,000		\$200,000
SERVICE SYSTEM	4,329	5	4,334	2,167			0
BOOK-LENGTH PIECE - TRADITIONS	21,746	130,942	152,688	76,344			0
FINISHED WSC PROJECTS	2,585	0	2,585	1,293			0
Subtotal	\$28,660	\$130,947	\$159,607	\$79,804	\$200,000	\$0	\$200,000
Total World Service Conference Support	\$2,118,716	\$1,623,693	\$3,742,409	\$1,871,205	\$2,102,846	\$2,156,284	\$4,259,130

	2014 Fiscal Year Actual	2015 Fiscal YearActual	24 month total	Annualized	Proposed July 2016 - June 2017 (2017 FY)	Proposed July 2017 - June 2018 (2018 FY)	Cycle Total for Fiscal Years 2017 and 2018
FELLOWSHIP DEVELOPMENT							
FIXED OPERATIONAL EXPENSES							
PUBLICATIONS	\$77,353	\$74,997	\$152,350	\$76,175	\$77,546	\$78,322	\$155,868
FELLOWSHIP SUPPORT	192,413	286,910	479,323	239,662	243,975	246,415	490,391
PUBLIC RELATIONS	95,614	53,819	149,433	74,717	77,243	79,210	156,453
DEVELOPMENTAL LITERATURE	291,279	375,780	667,059	333,530	339,533	342,928	682,461
ACCOUNTING	15,866	16,222	32,088	16,044	16,546	17,047	33,592
PERSONNEL (Includes amt budgeted to variable proje	1,120,832	1,087,543	2,208,375	1,104,188	1,195,628	1,231,859	2,427,488
OVERHEAD	579,271	733,170	1,312,441	656,221	627,766	646,789	1,274,555
TECHNOLOGY	107,645	89,451	197,096	98,548	101,628	104,707	206,335
Subtotal	\$2,480,273	\$2,717,892	\$5,198,165	\$2,599,083	\$2,679,866	\$2,747,278	\$5,427,144
VARIABLE OPERATIONAL EXPENSES							
PUBLIC RELATIONS ROUNDTABLES	19	-	19	10	38,000		38,000
SERVICE MATERIALS	-	-			-	-	-
Subtotal	\$19	\$0	\$19	\$10	\$38,000	\$0	\$38,000
Total Fellowship Development	\$2,480,292	\$2,717,892	\$5,198,184	\$2,599,092	\$2,717,866	\$2,747,278	\$5,465,144
EVENTS							
FIXED OPERATIONAL EXPENSES							
FUTURE (AND PRIOR) CONVENTIONS	\$29,274	(\$57,840)	(\$28,566)	(\$14,283)	\$21,000	\$21,210	\$42,210
WCNA 37 WORKGROUP	-	-	-	-	-	10,000	10,000
ACCOUNTING	5,702	5,830	11,532	5,766	1,504	3,510	5,014
PERSONNEL (Includes amt budgeted to variable proje	402,799	390,836	793,635	396,818	108,693	253,618	362,312
OVERHEAD	218,398	213,076	431,474	215,737	57,070	133,163	190,232
TECHNOLOGY	38,685	32,147	70,832	35,416	9,239	21,557	30,796
Total Events (without event specific)	\$694,858	\$584,049	\$1,278,907	\$639,454	\$197,506	\$443,058	\$640,564
NAWS EXPENSE (without event specific)	\$8,168,257	\$7,754,643	\$15,922,900	\$7,961,450	\$8,150,270	\$8,457,630	\$16,607,900
NAWS EXPENSE (without Iran)	\$8,109,805	\$7,607,378	\$15,717,183	\$7,858,592	\$8,045,560	\$8,351,872	\$16,397,433
EXCESS REVENUE/EXPENSE (without event sp	\$438,556	\$391,243	\$829,799	\$414,900	\$161,631	\$79,957	\$241,588
EXCESS REVENUE/EXPENSE (without Iran)	\$259,165	\$367,348	\$626,513	\$313,257	\$73,708	(\$10,772)	\$62,936

Proposed Rules and Tools for WSC Decision Making

Following this cover memo are ideas for rules and tools to help with consensus building at the World Service Conference. The WSC Rules of Order define the rules for the formal business sessions, but there is very little written to help with consensus building and decision making in the discussion sessions. These ideas are meant to help bridge that gap. We will be offering a motion at the beginning of old business to try these ideas for a single Conference, at WSC 2016, to see how they work.

At WSC 2012 and 2014, participants agreed to try using proposals in addition to motions as a step toward a more consensus-based decision making process. At both of these conferences, participants passed a motion (Motion 7), which allowed decisions on proposals to be made in the discussion sessions, removing the need to revisit those items in the formal business sessions. After trying on and adapting the proposal process, the Conference agreed to formalize it by unanimously adopting Proposal BC in new business at WSC 2014.

This approach seems to have worked well—trying new procedures before deciding on any changes to Conference policy. Proposal BC codifies some of the changes in decision-making procedures that were tried in 2012 and 2014. The first five items listed below “for decision at WSC 2014” are now reflected in *A Guide to World Services in NA*.

Proposal BC also looks forward to further changes. The second half of the proposal references “ideas to be developed for the future,” and says ideas “will be brought back to WSC 2016.”

Proposal BC

For changes to *GWSNA* and the WSC Rules regarding decision making at the WSC, to identify the following as items that we are willing to make decisions about at WSC 2014 and those that will be brought back to WSC 2016.

For decision at WSC 2014

1. Decisions at the WSC are binding, whether made by motion or proposal, and require the same majority for support as if they were a motion.
2. To clarify in *GWSNA* and the WSC Rules the terms used for straw polls and decisions and what majority they represent.
3. That only motions from seated regions or the World Board appear in the *Conference Agenda Report* and those motions are what will be considered in the formal old business session.
4. Proposals will continue to be used for ideas to change any *CAR* motions in the old business discussion sessions. All ideas to change or modify old business should be considered in the discussion sessions.
5. New business will continue to use proposals for all ideas with the exception of the *NAWS* Budget and project plans.

6. When the draft of GWSNA for the conference cycle is finalized, it will be sent to conference participants for a ninety day review. We treat a lack of response as no objection.

Ideas to be developed for the future include:

1. A process and mechanism for forwarding, considering, and evolving ideas for discussions.
2. To continue to develop ideas about utilizing CBDM at the WSC. The World Board will be responsible for this but will be asking delegates for ideas and input and may create a virtual workgroup that includes current or recent conference participants to assist in the upcoming cycle.

At the close of WSC 2016 we formed a virtual workgroup, as Proposal BC calls for, to help develop ideas for utilizing a consensus-based process at the Conference. As we reported to Conference participants, the Decision Making Workgroup found it needed to meet face to face twice to go beyond brainstorming and come to some agreements about recommendations. We thank them for their hard work and focus and believe the following ideas will make decision making easier at WSC 2016.

As we have done at the past few WSCs, we will be asking the Conference at the beginning of old business to try these ideas for WSC 2016 only. Discussions and the business sessions at WSC 2016 will show how effective these tools have been. If they seem to go well, we will ask later in the week if participants agree we should adopt the changes as Conference policy and as such include them in GWSNA after the Conference

Evolving Ideas for Discussion

Regarding the ideas to be developed for the future from Proposal BC above, we believe that we all would benefit from more thorough discussions of ideas in the months between conferences. As a step in that direction, for the first time we provided RDs the ability to have ideas distributed with the CAT, and we remind you that you also have the *Conference Report* as a way to forward ideas and proposals prior to the WSC. In addition, as you know, the *Conference Agenda Report* includes a survey about literature, service material, and Issue Discussion Topics. We were able to use input from delegates and members to help build this survey. It is a way for us to collaborate building priorities for discussion and future work, and we hope the survey encourages more discussions about these topics. These can be meaningful first steps that will benefit from further development. We believe, for instance, that it may be helpful to further develop a process or guidelines to help frame ideas for consideration by Conference participants. We have a process for framing motions for the *CAR* but none at present for helping to clarify ideas for discussion. We believe that there is value in continuing this work in the 2016-2018 cycle, as reflected in the NAWS Strategic Plan, and we look forward to more discussions at WSC 2016.

Utilizing CBDM at the WSC

The second numbered item in Proposal BC's "ideas to be developed for the future" is about utilizing CBDM at the Conference. The tools and rules that follow are focused on that goal. As a part of developing this work, there was a review of Proposal AS, which had been committed to the WB at WSC 2014. You may recall that the content of Proposal AS describes CBDM and many of its components. Portions of those same ideas can be found in this work. We also reviewed the other applicable proposals from WSC 2014 that were offered as input. There were a few contrasting ideas between those proposals, and again some of what was offered as input is reflected in the outcome here.

The following approaches are intended to provide the opportunity for participants to engage in meaningful discussion while balancing the need to move through the work in a timely manner. We have organized the material into five sections: *Focusing the WSC*, *Managing the Discussion Queue*, *Measuring Consensus*, *Introducing Motions and Proposals*, and *Managing Discussions*. All will have application in the discussion sessions; *Focusing the WSC* and *Managing the Discussion Queue* would also have application in formal business.

We recommend taking the same approach with these ideas, as we did at 2014, adopt these for use at WSC 2016 and if Conference participants find value in these approaches, we will offer a new business proposal to adopt them as Conference policy. At the start of the old Business Discussion and Decision session, we will ask Conference participants to allow us to present the following.

To adopt for WSC 2016 only, the following approaches for use in all business and business discussion & proposal decisions sessions. **[Note: We have included a brief introduction to each section. These introductory paragraphs in the shaded boxes would not be part of any motion offered to the WSC.]**

Focusing the WSC

To help with focus, mapping the time and work of the WSC is a means for everyone to be aware of the workload and helps participants to use time more efficiently. Asking for a moment of silence or other tool can help refocus the Conference. Reminding participants that not everyone speaks English as their primary language, and that there may be differences of culture has proven helpful.

At any time, the facilitator may:

- Report the workload and time available for that work to Conference participants.
- Ask for a moment of silence, or use another tool to refocus the discussion.
- Remind Conference participants to speak slowly and be patient to allow for translations.
- Ask Conference participants to respect the differences of culture at the WSC.

Managing the Discussion Queue

In considering managing the list of participants interested in speaking to an idea, we are recommending approaches that include providing an opportunity for first-time speakers to speak first; and noting the number of times each participant has spoken in that session; and displaying only a portion of the queue on the overhead screens (perhaps the next six speakers). In addition, the three-minute time limit for speaking (from WSC Rules) would also apply to the discussion sessions; non-English speakers would be provided additional time for translations.

The facilitator has the ability to manage the discussion queue, using the following approaches:

- Queue those who have not spoken at WSC 2016 business or business discussion & proposal decisions sessions ahead of those who have spoken.
- Note the number of times each Conference participant has spoken in that session (questions and such would not be counted). This information may be provided to participants, at the facilitator's discretion.
- Decide what portion of the queue is displayed on the overhead screens.

To adopt for WSC 2016 only, the following approaches for use In *Old Business Discussion & Proposal Decisions* session and *New Business Discussion & Proposal Decisions* session

Measuring Consensus

A component of this work is defining the measure of consensus for the WSC. We are offering the measure of 80% or more as consensus at the WSC. With this measure, we can continue forward in our ongoing effort to move to a consensus-based conference.

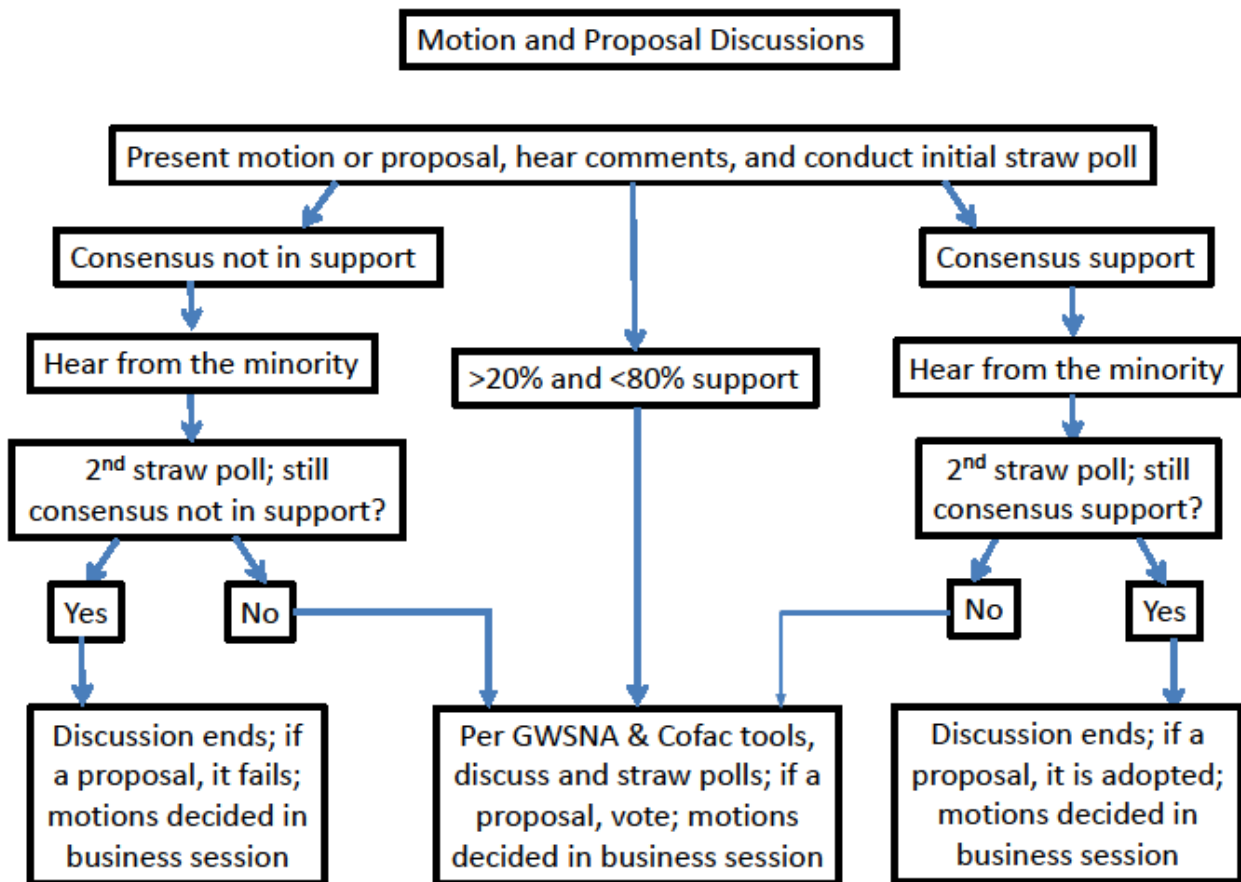
Consensus will be measured as 80% or more of voting participants in agreement with (identified as *consensus support*), or 80% or more of voting participants not in agreement (identified as *consensus not in support*) with a motion or proposal.

Introducing Motions and Proposals (see accompanying graph)

As we all know, time at the WSC is short and we just aren't able to have protracted discussions on every idea. In the past, some motions have had substantial support at the onset, were discussed for an extended period, and maintained that same level of support at the end. We are offering an approach to identify which motions and proposals would benefit most from discussion, and which might not require so much deliberation.

Once a motion or proposal is presented, the maker can comment and the World Board can comment. The facilitator will then conduct a straw poll to measure the initial level of support for the motion or proposal.

- If there is a *consensus not in support* of the motion or proposal, the facilitator will select two members who are not part of the consensus, to comment on the motion or proposal. The facilitator will then conduct a second straw poll.
 - If a *consensus not in support* remains, discussion ends. For a proposal, the results of the straw poll will be considered a vote and the proposal will fail. Final decision of a motion will happen during the business session, if presented then.
- If there is *consensus support* for the motion or proposal, the facilitator will select two members who are not part of the consensus, to comment on the motion or proposal. The facilitator will then conduct a second straw poll.
 - If *consensus support* remains, discussion ends. For a proposal, the results of the straw poll will be considered a vote and the proposal will be adopted. Final decision of a motion will happen during the business session if it is presented then.
- If the motion or proposal receives more than 20% but less than 80% support in the first or second straw poll, the facilitator will allow for discussion of the motion or proposal, as discussed in *A Guide to World Services* and using these tools.



Managing Discussions

We support using straw polls to manage the discussions. Of course, this is not a new idea. As in the past, facilitators would straw poll at the start of the discussion of a proposal or motion to allow the body to see the level of support. At some point in the discussion, the facilitator may get the sense that the body is prepared to move forward, and could suggest ending discussion. If there is any objection, a vote would decide if discussion was over. Similarly, the facilitators could suggest closing the queue

The facilitator has the ability to manage the discussion by using the following approaches:

- The facilitator may conduct intermediate straw polls to measure any change in support for the motion or proposal.
- The facilitator may declare that discussion will end after a specific speaker, or the facilitator may close the discussion queue.
 - If there is an objection, the facilitator will conduct a vote to determine support for the facilitator's decision. *Consensus support* for the facilitator's decision is required for the decision to prevail.
- Members may speak for a maximum of three minutes each time they are recognized by the facilitator. The facilitator may extend the time limit when they believe such action is warranted.



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To: WSC 2016 Participants
From: World Board
Date: 25 January 2016
Re: WSC Seating Requests and World Board recommendations

This report includes the following:

- ◆ A brief summary of the background and recent Conference decisions about seating
- ◆ Our recommendations for your consideration for those regions seeking seating at WSC 2016
- ◆ The workgroup's recommendations to the World Board
- ◆ The completed seating request from each region
- ◆ The Criteria for Recognition of New Conference Participants from *A Guide to World Services in NA (GWSNA)*

Background and Recent Conference Decisions

Seating at the WSC is an issue that has challenged successive Conferences over the years. It used to be the case that a region requesting seating would simply attend the Conference, offer a short report, and a vote would be taken to seat them immediately. In almost every instance, the requesting region was seated. One of the consequences of our own success as a Fellowship is that, as NA has grown, the Conference has become larger and increasingly more expensive to the point where its sustainability and effectiveness are threatened.

The Criteria for Recognition of New Conference Participants was created in 2000 as a part of the change to a two-year conference cycle and the WSC funding of delegates attendance. This policy quickly proved ineffective. In an effort to draft a policy that could adequately deal with the diversity of our Fellowship, we ended up with very few objective criteria. The seating process has not seemed able to consider either the needs of the Conference or the regions applying for seating. Without an effective policy in place, and with a growing need to consider the size and the cost of the WSC while also continuing to welcome new NA communities to the table, recent Conference decisions related to seating have become increasingly emotional and difficult.

Included below are the specific seating-related decisions since the 2008 Conference.

WSC 2008 passed by voice vote the following motion, adopting a moratorium on the consideration of regions resulting from a regional split for two Conference cycles. That motion is:

To place a moratorium on the current *Criteria for Recognition of New Conference Participants* from *A Guide to World Services in NA* until WSC 2012. The World Board would continue to make recommendations to the conference in 2010 and 2012 concerning regions that did not result from a division of a conference seated community.

All Conference motions take effect at the close of the WSC they were adopted, and so the moratorium came into effect at the end of WSC 2008

Seven regions—Egypt, El Salvador, Nepal, Nicaragua, Poland, North Carolina, and Southern Brazil—were seated at WSC 2008.

WSC 2010 considered the following amendment to the moratorium, which failed by standing vote 80/40/1/0 (yes/no/abstain/present) [The amendment required a 2/3 majority of voting members to pass, in this case, 81.]

To revise the conditions of the moratorium adopted at WSC 2008 as follows:

To place a moratorium on the current *Criteria for Recognition of New Conference Participants* from *A Guide to World Services in NA* until WSC 2012. ~~The World Board would continue to make recommendations to the conference in 2010 and 2012 concerning regions that did not result from a division of a conference seated community.~~ No regions will be considered for seating at WSC 2012.

Intent: To allow the conference time to discuss WSC seating and the attendant policies without the added consideration of new regions requesting seating for this one conference only.

Two regions were seated at WSC 2010—Lithuania and Denmark.

WSC 2012 considered the following questions about seating for this Conference:

Do you support the WB recommendation to not consider any region for seating at WSC 2014? Straw Poll Results: 41 in favor — 55 opposed

Continue the spirit of the existing moratorium for one cycle. (Do not consider regions resulting from a split.) Straw Poll Results: 73 in favor – 20 opposed

This resolution from the 2012 *Conference Agenda Report* was passed:

Resolution 8: To Approve in Principle: State/national/province boundaries are the primary criterion for seating consideration at the World Service Conference.

Carried by standing vote: 60-46-1-3 (yes-no-abstain-present not voting)

No regions were seated at WSC 2012.

Two World Board motions in the 2014 *Conference Agenda Report* to discontinue participation by alternate delegates and cease the automatic funding of a delegate from

every seated region were offered as a means of controlling both the cost and the size of the WSC. Neither of these motions were supported.

The 2014 Conference engaged in a broad discussion about the future of the WSC, which will be continuing at WSC 2016.

One region—the Dominican Republic—was seated at the 2014 Conference.

With this as our background, we approached the challenge of considering the regions that applied for seating with admitted trepidation. The WSC is in a sort of “stuck” place right now, and we are not always clear, as a Board, on how to help.

World Board Seating Recommendations

Nine regions applied for seating at the 2016 WSC by the April 1st deadline. Eight regions responded to the request for further information: Bluegrass Appalachian, Brazil Central, Brazil Nordeste, Grande São Paulo, HOW, Rio de Janeiro, Rio Grande do Sul, and Turkey.

We did not initially intend to form a seating workgroup this cycle, and have in fact not done so since 2006. Delegate input on the proposed revisions to *GWSNA* led us to reconsider this decision and form a workgroup composed of one Board member and three RDs.

In considering the recommendations from the Seating Workgroup we were aware that there is a “co-process” happening at this point in our collective history: The Conference is engaged in a process of change while at the same time having to deal with the current reality of seating as outlined in *GWSNA*. This presents us all with a dilemma: How can we both safeguard the sustainability and effectiveness of the WSC, while also responding responsibly to regions that apply for seating? It seems that while the Conference has been very successful in attracting new regions to apply for a seat at the table, the WSC has not been able to reach consensus on any course of action to shape our future, nor have we as a Board reached consensus about seating at WSC 2016.

If participants do desire to seat anyone at WSC 2016, however, we believe the recommendation of the workgroup to seat only three of the applying regions who meet the current Criteria may be the best course of action. We also need to continue the conversation from the 2014 Conference about the future of the WSC. We think that this is an appropriate course for us to take in this report and fulfills our responsibility to offer the necessary information to Conference participants to aid any decisions they may make. The recommendations of the Seating Workgroup are included below.

Seating Workgroup’s Recommendations to the World Board

During their deliberations the workgroup reached consensus on recommending seating for these regions at WSC 2016:

- Grande São Paulo
- HOW
- Rio de Janeiro

It is the understanding of both the workgroup and the Board that these regions are eligible for seating at this time because the moratorium on seating regions resulting from a split from an already seated community is no longer in force.

Each of the regions has provided services as a separate body for over three years and therefore satisfies the requirement outlined in Point 1 of the Criteria for Recognition of New Conference Participants from *A Guide to World Services in NA (GWSNA)*.

Additional points that the workgroup considered for each region are summarized below.

Grande São Paulo

- This region's application details substantial service provision. These services are well established, and it seems that the region will not be distracted from providing them by being seated.
- The region demonstrates stable resource streams, with the majority of their funding coming from groups or areas.
- The region has a large number of meetings per week.
- Although the region doesn't cover the entire of São Paulo State the large geographic size and population base make it appropriate for the region to cover only part of the territory as discussed in Point 2 of the seating criteria.
- The region has a history of successful shared services with the HOW Region, demonstrating the ability to collaborate. The presence of statewide PR efforts was also seen as a positive factor.
- The region held both CAR and CAT workshops in the last Conference cycle, demonstrating an awareness of global issues and WSC business.

HOW

- This region's application details substantial service provision. These services are well established, and it seems that the region will not be distracted from providing them by being seated.
- The region demonstrates stable resource streams, with the majority of their funding coming from groups or areas.
- The region has a large number of meetings per week.
- Although the region doesn't cover the entire of São Paulo State the large geographic size and population base make it appropriate for the region to cover only part of the territory as discussed in Point 2 of the seating criteria.
- The region has a history of successful shared services with the Grande São Paulo Region, demonstrating the ability to collaborate. The presence of statewide PR efforts was also seen as a positive factor.
- The application demonstrates good communication and use of technology.

Rio de Janeiro

- This region's application details substantial service provision. These services are well established, and it seems that the region will not be distracted from providing them by being seated.
- The region demonstrates stable resource streams, with the majority of their funding coming from groups or areas.
- The region has a large number of meetings per week.

- The region covers the entire state of Rio de Janeiro.
- The Regional Service Office for the entire country is located in the city of Rio de Janeiro.
- The region hosts the well-established Carioca convention.
- The region held both *CAR* and *CAT* workshops in the last Conference cycle, demonstrating an awareness of global issues and WSC business.

Regions Not Recommended for Seating

The workgroup's reasons for not recommending seating the other five regions that applied are summarized below.

Bluegrass Appalachian Region

The Board concurs with the workgroup's recommendation to not seat this region. Among the workgroup's considerations were:

- We do not believe that the reasons offered by the region for the regional split are compelling, as outlined in Point 2 of the seating criteria in *GWSNA*. For example, Lexington is located centrally in Kentucky and could serve as more accessible location for at least some of the regional meetings. Part of our discussion of this point included the belief that there are other seated regions of similar or greater geographic size, or that are far more culturally diverse.
- We also believe that the region had not fulfilled the suggestions for having its voice heard at the WSC outlined in Point 5 of the seating criteria. Examples of this include forming a shared services committee or intermediate body while remaining part of the Kentuckiana Region, or participating in regional assemblies in conjunction with the groups in Kentuckiana. We perceive many of the challenges encountered in this area outlined in the seating application as internal issues that do not necessitate seating in order to be solved.
- We were concerned over the region's inability to communicate and collaborate within Kentucky and how this reflected on their ability to participate in a consensus-based Conference.
- We also raised the issue of sustainability of the WSC in that there appeared to be no compelling reason to seat another region from Kentucky.
- We were concerned over the regions reliance on funding from its regional convention—80% of the RSC's funds—rather than through Seventh Tradition contributions.
- There also appeared to be no new information offered since previous seating applications and we have faith in the decisions of previous Conferences to not seat this region.

Brazil Central

The Board concurs with the workgroup's recommendation to not seat this region. Among the workgroup's considerations were:

- The region does not fulfill the requirement to have functioned as a separate body for at least three years at this time, as specified in Point 1 of the seating criteria.

Although the Brazil Central Nucleo was formed over three years ago as part of the division of the Brazil Region, the Brazil Central Region has only been in existence since November 2013.

- We were concerned that the geography of the Brazil Central territory does not conform to state boundaries within Brazil.
- We also thought that the level of service provision within the region was not yet fully developed and that, accordingly, seating was not appropriate at this time. Point 6 of the seating criteria was mentioned in our discussions in conjunction with this concern.

Brazil Nordeste

The Board concurs with the workgroup's recommendation to not seat this region. Among the workgroup's considerations were:

- The region does not fulfill the requirement to have functioned as a separate body for at least three years at this time, as specified in Point 1 of the seating criteria. Although the Brazil Nordeste Nucleo was formed in 2008 as part of the division of the Brazil Region, the Brazil Nordeste Region has only been in existence since May 2013.
- We were concerned about this region's service delivery and whether they had yet reached the level of experience referenced in Point 6 of the seating criteria.
- We also had concerns that the challenges with communication and participation within the region reflected on the region's ability to participate effectively in the WSC at this time.

Rio Grande do Sul

The Board concurs with the workgroup's recommendation to not seat this region. Among the workgroup's considerations were:

- The region does not cover the entire state of Rio Grande do Sul.
- The fact that many of the groups within the state continue to attend the Southern Brazil Region appears to contradict the region's stated reason of geographical distance as the rationale for forming the region. We do not believe that the region satisfies the conditions related to multiple regions within a geographic boundary as outlined in Point 2 of the seating criteria.
- We feel that the region's reasons for requesting seating seem to be based more on having a vote at the Conference rather than being a participant in the work of the WSC.
- The seating application appears to demonstrate a low level of service provision and collaboration with the neighboring region.
- The region did not supply copies of their regional minutes as requested.

Turkey

The Board concurs with the workgroup's recommendation to not seat this region. Among the workgroup's considerations were:

- We feel that the services provided by the region are more like those provided by an ASC.
- The meeting numbers in Turkey are very low in comparison to the overall population.
- We questioned whether it would be appropriate to seat a region that consists of a single area.
- Most of the groups in the region are centered in Istanbul.
- The region did not supply copies of their regional minutes as requested.
- The seating application was incomplete with many unanswered questions.
- The frequency of “No” answers demonstrated a low level of service provision. We feel that the region is not developed enough to be seated at this time, and accordingly does not have the level of experience referenced in Point 6 of the seating criteria.
- We were also concerned over the regions reliance on funding from its regional convention—90% of the RSC’s funds—rather than through Seventh Tradition contributions.

Additional Thoughts

The workgroup wanted to offer this general observation, which the Board also agrees with. Many of the seating applications expressed the belief that seating at the WSC would lessen the gap between groups and NA World Services. This wasn’t a factor in our considerations of whether a region should be seated or not, but it seemed worth highlighting as it was mentioned so frequently in the seating applications. We do not believe that seating is the answer to this issue, and observed that many seated regions also express this same challenge.

Background Information on Brazil

The following bullets explain some of the main points related to the development of the current regional structure in Brazil. These, along with the Brazilian regional map supplied by the Brazilian Zonal Forum, are offered in an effort to explain some of the unique circumstances within Brazil and are intended to aid the decision making process of Conference participants.

- 1992—Brazil Region seated at the WSC. Region covers the entire country of Brazil.
- Late 1990’s—early 2000’s: Discussions of the challenges related to the geographic size of Brazil result in the proposal to form a new level of service called nucleos in 2002. These are multi-area service bodies that are positioned between the ASC and the RSC. They are intended to enable neighboring areas to support each other, promote fellowship growth in less developed areas, and save on travel expenses.
- 2002 to the present day—nucleos form in different parts of Brazil, initially in the major population centers of Rio de Janeiro and São Paulo.
- 2005—Southern Brazil Region formed.

- 2007—Grande São Paulo Region formed.
- 2008—Southern Brazil Region seated.
- 2009—HOW and Rio de Janeiro Regions formed.
- 2011—Rio Grande do Sul Region formed.
- 2013—Brazil Central and Brazil Nordeste Regions formed.

Brazilian Regional Map supplied by Brazilian Zonal Forum



Criteria for Recognition of New Conference Participants

When WSC 2008 approved a moratorium on this conference policy until after WSC 2012, the policy was removed from this Guide. When straw polled, WSC 2012 supported (73-20) continuing the spirit of the moratorium for one more conference cycle, until WSC 2014. The 2014 conference made no formal decisions about the seating policy though there were a series of discussions at the conference focused on the future of the WSC. There are plans for a virtual workgroup this cycle comprised of conference participants to continue to evolve the ideas about Planning Our Future. The policy included in this Guide is unchanged from 2008 when the conference passed the seating moratorium.

If you need more information, please contact the World Board.

1. A new region is eligible to apply for recognition as a conference participant after having functioned as a service body for at least three years. For regions forming out of an already existing region, the newly formed region has to have functioned as a separate body for at least three years.
2. New regions should conform to established geographic boundaries, equivalent to state, territorial, provincial, or national boundaries, unless there are certain conditions to the contrary. A region forming out of an already existing region may be seated at the conference by demonstrating that it meets the specific conditions that necessitate separation. From time to time, local service delivery needs arise in existing regions that result in the establishment of multiple regions. These circumstances should be reserved for situations caused as a result of large NA populations, great geographic distances, or such diversity of language or custom so as to impede effective, direct communication between the service committee and the Fellowship.
3. A region that meets these criteria may then initiate its request to be recognized as a conference participant by submitting a letter of intent to the World Board not less than one year before a World Service Conference.
4. Upon receiving notification from the region, the World Board will request that the region provide information on the current and past history of the service delivery within the region. The Board will inform the region of the type of information that should be submitted.
5. If the region is forming out of an already existing region, the new region should also provide information as to the nature of the extraordinary circumstances that precipitated the formation of the new region, and summarize the consideration and decision making processes used to create the new region. This statement should also address what special circumstances exist that would preclude the new region from continuing to have its voice heard at the conference by simply participating in some form of shared service s (regional assemblies, workshops, or any form of participation in collecting group conscience) with the old region.
6. All regions will also be asked to answer questions such as:
 - Why do you want to become a conference participant?
 - Do you believe that the voice of your NA community is not currently being heard at the WSC?
If so, why?

- Do you believe your community has enough NA service and recovery experience to be a positive contributor to the global decision making process for the Fellowship? If so, explain how.
- Will participation at the conference affect your local NA community? If so, how?
- Do you believe that your region adds a voice or a value to the conference that does not exist in the current conference body?

7. The World Board reviews the information provided using a group of conference participants—World Board members and regional delegates—as a workgroup, who are involved throughout this process, while working directly with the region to obtain any further information. Interactions between the Board, its workgroup, and the region may continue until the Board is satisfied that it has collected all the information needed. The Board, with the assistance of the workgroup involved, will produce a final report with recommendations for the upcoming conference. The requesting region will see the report before it is distributed to conference participants and may include any additional information it believes is relevant for the conference to consider. A report of the information will then be distributed to conference participants prior to the WSC. Due to the complex nature of regional development, each application is considered on a case-by-case basis, rather than through some arbitrary criteria that establish minimum sizes and structure of regions in order to address local service issues. **Note:** The establishment of a seating workgroup is an outdated policy that has not been in use since WSC 2006. The Board began reporting on the recommendation not to use a workgroup in the November 2006 *NAWS News* www.na.org/admin/include/spaw2/uploads/pdf/nawsnews/en/NAWS_News_28Nov06.pdf but there has never been a corresponding motion at the conference to clean up the text in *GWSNA*. There will be a motion to remove this language in 2016.

8. Upon the presentation of information to the WSC, the conference will consider the request. Formal recognition as a conference participant requires a new business proposal to pass with a two-thirds vote of approval by the conference. There is no need for the region to be present at the conference at which their request is being considered and funding for attendance will not be provided.

9. The addition of the new region will take effect upon the close of the World Service Conference at which its application is approved. Upon approval, the newly recognized region's delegate is automatically funded to the next WSC.



WSC 2016 Seating Request Form Bluegrass Appalachian Region

***Please note: If you do not have precise figures for some of the questions here but can give a close estimate, approximations are fine. When numbers are requested, please answer with a number rather than spelling out the word.*

Seating Questions (from *A Guide to World Services in NA*)

Why do you want to become a conference participant? Our region wishes to become a conference participant to promote unity and to participate in Narcotics Anonymous by carrying our conscience on matters affecting NA as a whole. We wish to be an active part in the growth and progress of our worldwide fellowship in the decision making process that our fellowship uses at WSC. To date, since 2002, our region has attempted to work with other neighboring regions to let our conscience be known on CAR and CAT concerns, and this has been unsuccessful.

Do you believe that the voice of your NA community is not currently being heard at the WSC? If so, why? It has been our experience that no one will carry the conscience of our home groups unless our home groups' conscience is identical to that seated region's conscience. We are not allowed to participate in roundtable discussions with other seated regions, we are not allowed to participate in conference-approved discussion boards with other regions, and such rejection and limitations stifle our own growth and ability to more efficiently carry the NA message within our geographic boundaries. It also promotes a false identity to seated regions that we are somehow less able to be team players and work in unity through equal participation in matters affecting NA as a whole.

.....
Do you believe your community has enough NA service and recovery experience to be a positive contributor to the global decision-making process for the Fellowship? If so, explain how.

How will participation at the conference benefit your local NA community?
Yes, our region has been active since before it began in 2002. Our history shows we have had recovering addicts in our Lexington area since 1935. Of course that was before NA as we know it, but with historical evidence says Jimmy K. visited our region before its inception. Jimmy K. notes in our literature that he obtained our Purpose Statement from Lexington, Kentucky. We have members with recovery experience as well as service experience. We have the history, but also the current actions, which show that we are as "NA" as any local fellowship that has developed and thrived throughout the world. We have experienced struggles of identity and trying to work with Kentuckiana, so we could be a positive contributor to the global decision-making process for the Fellowship. We know what does not work, and thus,

have the ability to contribute to our much needed future processes for moving toward a representative model which would work. Instead of seeing our region as part of the problem, we hope that the world board and conference can see us as part of the ongoing solution. We WANT to change. There are many other seated regions who are comfortable in their current form of representation. We realize it is limited, and we wish to have a voice and a vote to move forward and represent ALL emerging regions of our fellowship which seek participation in our service structure. Our local community has a perception that since we are not seated in the manner in which the GTWS suggests, we are being rejected intentionally. Immediate seating would promote the idea to our local community that we are wanted and needed and respected as a part of NA as a whole.

Please tell us about any other regional information or comments regarding the region's experience with the seating process. Our position on seating seems to be common knowledge now. We repeat our concerns here:

We have experienced continued rejection by the seated region Kentuckiana, our voting World Service Conference participants, and our world board. There are individual dedicated trusted servants in both our Kentucky regions, but when decisions are made by the committees as a whole, Kentuckiana consistently rejects Bluegrass Appalachian Region support. Many of our local members think the seating rejections by WSC are a message to us that we are not needed by NA as a whole. This promotes a sense of disunity, isolation, and confusion. It is difficult to believe the issue is about NA as a whole, and not us, as we believe we ARE part of NA as a whole, and just as important as any other emerging region of the world. While we continue to practice traditions and concepts, we believe the issue of seating is a violation of Tradition One. Kentuckiana refuses to carry our groups' conscience if it disagrees with their region's conscience. We are denied the opportunity to carry our groups' consciences forward to fruition at the conference level. We are denied decision-making which affects our fellowship as a whole. We are thus denied participation in the very fellowship that we wish to enhance and improve by our presence and dedicated service. Thus, there is the belief locally that the voice of our NA community is not currently being heard at WSC because WSC does not want to hear us.

Kentuckiana refused our offer to form a state-level intermediate body. We were told that we were trying to "take their vote." Our WSC has refused seating for our region repeatedly. Our world board members spoke against seating on several occasions. The error in application has occurred when our WSC has denied specific regions their participation in order to try to solve the worldwide representation problem. The very region(s) that could be the vanguard of change are denied access to the ability and desire to help NA as a whole. It is difficult to explain the complexity of the seating issue to

our local fellowship when members of Kentuckiana and NAWS do not show up or extend communications with our region about the issues which affect our fellowship as a whole.

Does your region represent all of the groups/meetings in your NA community? In spiritual theory, yes. In actual application, no. An example would be one home group which has been registered and has held meetings for years. Repeatedly, trusted servants and outreach have visited the group and promoted the desire for the group to be an active member at their area. The group has been invited to area functions. The group has repeatedly told the area and members that the group does not wish to participate in the service structure, and does not care about decisions being voted on in NA as a whole. We could say that we do in spirit represent that group and others like it when we make decisions as a regional body. However, in actual application, the group has stated it does not care. So how can a region represent groups that do not participate? It is an ongoing and classic NA service situation. Some groups are busy with the primary purpose, and do not want to be bothered with the "business" of NA. We respect that. Our region makes its decisions with ALL groups in mind, and the element of delegation rather than representation emerges whether we like it or not. We try to represent all groups when we make our decisions, just as we would think of representing the needs of our worldwide fellowship if we were given the opportunity to participate at WSC. We recognize there will always be parts of NA, whether by choice or newness, which do not have representation. However, we would strive to represent all in the spirit of what NA is to us all.....

Regional formation and history

Does the region conform to established geographic boundaries, equivalent to state, territorial, provincial, or national boundaries, as recommended in A Guide to World Services? **No**
If not, why? If any part the region was previously part of another region, what was the reason for the division? Please briefly describe the division process.

Kentuckiana Region was formed within what is now Bluegrass Appalachian Region – Lexington, KY on or about 1985. Dedicated trusted servants who grew the Kentuckiana Region were of a majority from the western part of KY. The region decided to meet in one geographic location – Owensboro, KY – which is in western KY. It was a 9 hour drive for some members from eastern KY. It was a hardship for trusted servants travelling from the eastern part of the state to get to the service meetings and participate in regional events in western KY.

By 2002, there was a need for NA service in eastern Kentucky which geographically and culturally could not be met by trusted servants in western Kentucky. Eastern Kentucky has one major city - Lexington , and much of the NA population is in outlying rural areas, separated by miles and also by

the Appalachian Mountains and our Appalachian culture. Several Lexington trusted servants decided the local fellowship could better serve our primary purpose on our own, as a separate region, and geographic constraint was the primary reason to form this region in 2002. A secondary constraint not addressed was cultural. The trusted servants from eastern Kentucky first asked for support from the Kentuckiana Region in late 2001 at the regional meetings in Owensboro. The decision of Kentuckiana at that meeting was no travel to eastern Kentucky. The Lexington trusted servants went back to Lexington and began the formation of the new region.

What was the date of the regional formation? 2002

When did the region begin to administer services? Again, we have been helping addicts for decades. As the current NA as we know it, since the birth of Kentuckian Region, in Lexington, Kentucky on or about 1985. A trusted servant who was present is still an active member in Bowling Green, KY, and can be contacted for direct recollections if needed.....

What year did NA recovery meetings begin in the region? NA, as we know it, 1985.

Before NA, as "Addicts Anonymous" at "The Narcotic Farm" in 1935. NA, as our region in 2002.....

Please provide copies of notes/minutes from your last three RSC meetings (in English only, if possible).

Facts about your Region

Name of Region.....BLUEGRASS APPALACHIAN REGION OF NA

Name of Regional Delegate SCOTT K.

Name of Alternate Delegate **position open, former RD assists when asked**

How long is the RD term in your region? **2 years**

How many areas are in the region? **5**

How many groups are in the region? **140***

How many meetings take place each week in the region? **275***

How many H&I panels take place each week in the region? We do not have regular panels in our H&I work; we rely on direct participation by approved members going into institutions. In writing this, we are seeking more information from our areas on group participation as panels that we may not be aware of. We have used panels, but we utilize H&I speakers. (Please count panels facilitated by all service bodies, not just the RSC.)

Does your region attend a zonal forum? YES

If yes, which zonal forum? Southern Zonal Forum

How long has your region been attending? A former facilitator of zone says he believes 12 years; we cannot verify exact date at this time.

Budget (Please specify currency if not giving amounts in US dollars)

What percentage of your RSC's annual budget comes from group and area contributions? (Please use numbers only) 20%

What percentage comes from conventions and events? 80% bi-annual convention

What percentage comes from literature sales? 0

Please describe, in percentages, your RSC's annual expenses: Based on our 2015 budget:

- PR efforts? **4.35%**
- H&I? **4.35%**
- Holding workshops and service meetings? **4.35%**
- Traveling delegates or other trusted servants to service meetings and workshops? **17.39%**
- Holding events? **Bi-annual convention** 61%
- Expenses to hold and manage the RSC? 1%
- Specify any other expenses? Please review our working budget-attached

What was the total amount of money contributed by the region to your zonal forum during your last fiscal year? 0, however, just approved \$300.00 per zonal beginning 7/15

Contributed by the region to NAWs? 0, attached to seating issue; we do discuss this at every regional service meeting.

Your Regional Service Structure

How often does your RSC meet? Every other month

Does your RSC meet in the same place each time? ☐ yes ☒ no? If no, please explain. Our region travels to each area in rotation; we strive to support local events in that area during region; interestingly, Kentuckiana Region implemented rotation last year to its areas.

Does your region have a regional office? No

Does your region have a regional convention? Yes, every other year (2016 is next)

If yes, is attendance: ☒ increasing ☐ decreasing ☐ staying the same

Did your regional convention make a profit this year? ☒ yes ☐ no

What committees or workgroups do you have at your RSC?

- | | | |
|---|---|---|
| <input checked="" type="checkbox"/> Convention/Events | <input checked="" type="checkbox"/> XFD/Outreach | <input checked="" type="checkbox"/> H&I |
| <input type="checkbox"/> Human Resources | <input type="checkbox"/> Literature distribution | <input checked="" type="checkbox"/> Literature Review |
| <input type="checkbox"/> Phonline | <input checked="" type="checkbox"/> XPR/PI | <input checked="" type="checkbox"/> Project Based |
| Workgroups | | |
| <input type="checkbox"/> Regional Service Office | <input type="checkbox"/> Translations | <input checked="" type="checkbox"/> Website |
| <input type="checkbox"/> Youth | <input checked="" type="checkbox"/> Other, please specify Inmate Step Writing Workgroup | |

Is there a corporation or an entity with legal status that is a part of your RSC? ☐ yes ☒ no

Does your region use Consensus Based Decision Making (CBDMD) to reach decisions? ☒ yes ☐ no

Do any of your areas use CBDMD to reach decisions? ☒ yes ☐ no

Comments about how that works Works at region because we are a small committee; numbers seem to make a difference in ease of implementation

Service Delivery & Best Practices

Please describe the service workshops your region or the areas in your region have held this cycle, if any, giving information such as the topics covered, number of workshops, average attendance, etc.

Annual Regional Assembly of GSRs held in conjunction with area event-open forum for group issues problems/questions/solutions/training

Regional workshops held at "March Madness" Area weekend in Corbin, KY:

Growing a Strong Home Group

Acronyms in Service

Inmate Step Writing Program

RD has travelled to other areas to include these workshop as well as How To Be A Good Chairperson

To date this year, 6 workshops implemented or scheduled; average attendance 30

Does your region provide any other type of fellowship development or outreach efforts?

X yes ☐ no If yes, please describe. We are a small committee; however, when we hear of new groups or special needs, we delegate to our regional trusted servants nearest the concern. We follow up when possible and provide literature, meeting lists, visits, or whatever we can do.

What kind of training and mentoring efforts take place in your region and/or its areas? In the past few years, our RD has provided workshops. Our region has open forum each time we meet, and we answer and mentor any members who have tradition or concept concerns. Mentoring is most usually done through sponsorship and example. We have begun more workshops focused on basic needs, such as being a strong chairperson.

Describe what kind of planning your region and/or its areas utilize. Our region has an annual budget; we strive to do something new each quarter that we haven't done before. We utilize our area events and try to plan regional meetings and participation by working together. We plan the bi-annual convention carefully.

Does your region or its areas have any shared services with other service bodies? X yes ☐ no If yes, please describe Our region actively participates at the zonal forums and networks with RDs within our zone. We present workshops at the zone, and fulfill responsibilities for being a zonal participant.

Has your region had discussion about where NA does not exist in your region? X yes ☐ no

If you have had any particular successes with communication strategies in your region and/or its areas please share them. We find that actually travelling to the outlying areas and groups is the best policy. If we communicate eye to eye, it seems to promote unity and trust. In 2008, for example, one of our areas was told world board members were not addicts. When the RD visited in person, and looked them in the eye and told them our board were recovering addicts just like us, the tone changed. It opened discussion and promoted unity. Just sending an email or letter to the area would not have had the

same effect. Travelling to the distant mountains and valleys has always been the best success when trying to communicate. Our workshops on the CAR and CAT in 2010, 2012, and 2014 travelled and groups began to care and understand we are a worldwide fellowship and we are an integral part of the whole.

If you have had any particular successes with utilizing technology in new ways within your region and/or areas please share them. Our current website is becoming a central place for notices and information. The success has been due in part to the excellent abilities of the webserver. Also, we streamed the WCNA main meetings and Unity Day meeting in our region. Both were great ways for us to connect to the worldwide fellowship.

Please describe the different types of public relations efforts (PR/PI) carried out in your region
In 2015, our region and largest area (Survivors/Lexington) participated in a statewide conference for substance abuse counselors. We had a booth and literature and so many trusted servants volunteering that we did not have room in the booth. We continue to discuss how we can show up at other professional events in the future, and how this can educate others about NA.

How many statewide/national conferences per year does your PI/PR committee participate in/exhibit at? So far, one this year, but we are discussing and planning for the future.

Does the region have any type of NA phoneline or a helpline? ☐ yes ☒ no If yes, please describe these phoneline/helpline service efforts. All areas have phonelines

Do you have a regional website? ☒ yes ☐ no If yes, please include the URL www.barcna.com

If yes, do you keep your meeting information updated on the website? ☒ yes ☐ no

Has your region hosted CAR workshops? ☒ yes ☐ no? If yes, please describe these efforts, such as number of workshops and average attendance Workshops are offered to each area, workshop is also done at region, regional assembly of all GSRs – 6-7, 30

How does your region reach a conscience about WSC matters?

☒ Vote by GSRs at regional workshop/assembly ☐ Vote by RCMs at RSC meeting

OR by:

☐ Area tally

☐ Group tally

☐ Member tally

☒ Other -please specify We strive for representation; however, groups have expressed confidence in delegation to RD at times

Does your region engage in gathering a conscience for CAT material? ☒ yes ☐ no

How does your region delegate authority to you as a delegate to make decisions at the WSC?

For items in the CAR, is the decision left to your discretion or is it a mandate? ☐ My discretion ☒ Mandate As an unseated region, we have yet to find a region to allow our "vote" by our tallies.

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC 2014? ☒ growing ☐ shrinking ☐ staying the same

Are there government or other legal impediments that restrict the ability of NA to function or grow in your community? X yes ☐ no Some of our outlying rural areas still bear the stigma of "addicts." We have a lot of work to do. Some outlying communities have not heard of Narcotics Anonymous.

If yes, what is your region doing to resolve these obstacles? We are discussing how to hold forums or panels for law enforcement and the judicial system; on a local level, groups and areas talk openly to entities such as drug court and judges when possible.

Are there special language, translation or related issues that restrict the ability of NA to function or grow in your community? X yes ☐ no

If yes, what is your region doing to resolve these obstacles? We are a cultural people; we are Appalachia. Yes, we are also urban Lexington, but our outlying fellowship is rural. It is a strength, not a weakness; however, sometimes our differences, i.e. urban vs. rural, are nuances which can inhibit who we are as one fellowship. We strive for unity, and we are so spiritual, so it's not a major issue. It is a nuance, however, which some would recognize. Others would deny that culture is a concern.

Innovations and Challenges

What subject generated the most interest and discussion in your region over the past conference cycle?

SEATING at WSC

Please describe the most significant challenge your region has faced since WSC 2014 Few trusted servants; while we can meet at region and come up with great ideas, if we do not have a number of people willing to do the work, the great ideas cannot be implemented.

Please describe some highlights or successes your region has experienced since WSC 2014 We are really proud of our Inmate Step Writing Program. We have a workgroup of 4 trusted servants, male and female, who are writing to inmates. Their goals were written out, and they began implementing the goals. They have made contact with inmates in and outside of KY. It's a small group of people, but a great project, and we are seeing results – addicts seeking recovery from behind the walls are reaching out and we are there.....

What additional information would you like to share with other conference participants?

Full membership as a conference participant would allow our region equal status with our neighboring region, Kentuckiana, which encompasses about ½ of the geographical state of Kentucky. Our past and current dialogues and attempts at establishing statewide projects with Kentuckiana have been hampered by the stigma of one region being seated and one region being called a "split" region and not being seated. There exists a misperception that the "split" region is less than. Our participation at WSC as a seated region would allow us to meet with Kentuckiana Region as an equal and could promote statewide projects to

happen that are much needed, especially in our H&I and PI efforts. Our size as a region has surpassed Kentuckiana in a number of ways. We are as fiscally sound as the other region, we are continuing to grow in services and size, and we have functioned as a region for years now. Our region could be a vanguard for changes in our methods of carrying the message in KY. We need unity in our state, and we do not have it because of the seating issue ongoing.

Delegate Experience

What has worked well and what challenges have you experienced in your role as regional delegate?

The challenges we have had are weather for one. When you travel long distance to carry a message and the weather is bad, there may be a small turnout of participants. This is very discouraging. Also, convincing members in our region we are part of a whole when we actually have no representation at WSC is very difficult.

Finding experienced members to mentor new members so our fellowship will continue is difficult. In step one, we surrender to win. These same difficulties have been the same things that have brought huge successes also. There are times when you show up at a function to carry a message regardless of the whether you touch people's spirits. Sometimes you keep having meetings and making coffee regardless of whether your voice is heard or not. Perseverance sends a strong message. When an experienced member does step up and mentor a newer member, great things do happen.

Participating at the SZF was the best thing for me personally. The trusted servants I met were the greatest. The regional delegates and others gave me great suggestions. I have implemented "Building a Strong Home Group" workshop in our region and have presented it several times already. The results have been good for me personally and for the region.

The best way to get out of self is to do selfless service. That's what I see happening in our region as it continues to grow – more trusted servants giving and more addicts benefiting from our work.



WSC 2016 Seating Request Form

Brazil Central Region

***Please note: If you do not have precise figures for some of the questions here but can give a close estimate, approximations are fine. When numbers are requested, please answer with a number rather than spelling out the word.*

Seating Questions (from *A Guide to World Services in NA*)

Why do you want to become a conference participant?

For further development of our region, to be part of the collective consciousness and be a greater share in world services.

Do you believe that the voice of your NA community is not currently being heard at the WSC? If so, why?

Our Brazil Central region has developed through the principles of our fellowship, always thinking of our primary purpose, and we can add a lot through our collective conscience to world services.

In our country (Brazil), our region are representing around 15% of the entire national community, and being represented only by Region Brazil and South Brazil, because of this we ask to be seated so we can add in world services and have a better growth in our locality.

Do you believe your community has enough NA service and recovery experience to be a positive contributor to the global decision-making process for the Fellowship? If so, explain how.

Although we are a new region, our servers did contributed much to the locality of our service structures, we worked more than eight years preparing as an intermediate structure (Nucleo on the Road), so when we got the maturity we could move to this new stage and thus contributing to the Worldwide Service.

How will participation at the conference benefit your local NA community?

Through exchange of experience, noting new methods to apply the message and so we can better develop our locality.

Please tell us about any other regional information or comments regarding the region's experience with the seating process.

We do not engage in any other Region meeting of the WSO, seeking more communication with other structures that have already settled and even who are seeking the settlement, we know the size of the challenge that lies ahead on world service, more that just motivates us more to strive for the primary purpose of our fellowship grows every day more.

Does your region represent all of the groups/meetings in your NA community? **Yes**

Regional formation and history

Does the region conform to established geographic boundaries, equivalent to state, territorial, provincial, or national boundaries, as recommended in *A Guide to World Services*? If not, why?

Our Region was created from the division of Brazil Region, a fully spiritual way, in a process of eight years of preparation through studies and countless meetings, for us to reach this moment, shortly after came the creation of the region other areas Services Committees. They believed in our vision and came together with the region to develop services.

If any part the region was previously part of another region, what was the reason for the division? Please briefly describe the division process.

All Areas Services Committees settled in our region were part of the Region Brazil, so this division is looking forward to have a greater growth because the size of our geographic distance.

What was the date of the regional formation?

The Central Region Brazil was an intermediate structure that we called Nucleo (Nucleo NA Estrada), where we developed the regional services and we used to send the decisions to the region Brazil. Through several years of maturing in the service and seen the difficulties presented by the distance and the financial resources we could invest in message, in agreement with the Region Brazil we decided it was time to create our region.

When did the region begin to administer services? 15/11/2013

What year did NA recovery meetings begin in the region?

02/05/1987 Grupo Genisis Cidade; Rio Branco, Estado: Acre

Please provide copies of notes/minutes from your last three RSC meetings (in English only, if possible).

Facts about your Region

Name of Region **Brasil Central**

Name of Regional Delegate.....

Name of Alternate Delegate **Filemon Tiago**

How long is the RD term in your region? **2 anos**

How many areas are in the region? **10**

How many groups are in the region? **90**

How many meetings take place each week in the region? **256**

How many H&I panels take place each week in the region? (Please count panels facilitated by all service bodies, not just the RSC.).....

Does your region attend a zonal forum. **yes**

If yes, which zonal forum? **Forum Zonal Brazilian**

How long has your region been attending? **Since its founding**

Budget (Please specify currency if not giving amounts in US dollars)

What percentage of your RSC's annual budget comes from group and area contributions? (Please use numbers only) **100%**

What percentage comes from conventions and events? **0%**

What percentage comes from literature sales? **0%**

Please describe, in percentages, your RSC's annual expenses:

PR efforts? **30%**

➤ H&I? **15%**

➤ Holding workshops and service meetings? **2%**

➤ Traveling delegates or other trusted servants to service meetings and workshops? **8%**

➤ Holding events? **10%**

➤ Expenses to hold and manage the RSC? **35%**

➤ Specify any other expenses?.....

What was the total amount of money contributed by the region to your zonal forum during your last fiscal year? **0.00**

Contributed by the region to NAWS? **0.00**

Your Regional Service Structure

How often does your RSC meet? **the 3 months**

Does your RSC meet in the same place each time? **yes**

Does your region have a regional office? **no**

Does your region have a regional convention? **not yet, more we are preparing for it**

If yes, is attendance: ☐ increasing ☐ decreasing ☐ staying the same

Did your regional convention make a profit this year? ☐ yes ☐ no

What committees or workgroups do you have at your RSC?

☐ Convention/Events

☐ FD/Outreach

x H&I

☐ Human Resources

☐ Literature distribution

☐ Literature Review

x Phonenumber

x PR/PI

☐ Project Based

Workgroups

☐ Regional Service Office

☐ Translations

☐ Website

☐ Youth

x Other, please specify LA

Is there a corporation or an entity with legal status that is a part of your RSC?**yes**

Does your region use Consensus Based Decision Making (CBDM) to reach decisions? **no**

Do any of your areas use CBDM to reach decisions? **no**

Comments about how that works

Service Delivery & Best Practices

Please describe the service workshops your region or the areas in your region have held this cycle, if any, giving information such as the topics covered, number of workshops, average attendance, etc.

Does your region provide any other type of fellowship development or outreach efforts?

We are in a development process, the H & I is working on days of learning and reviewing the national level procedure manual, IP are no servers more we have with the LA made services together in each area, trough poster of cologem, planfletagem, visits to groups

What kind of training and mentoring efforts take place in your region and/or its areas?

Services from public organs to publicize our fellowship, H & I has made study steps presideos together with another region.

Describe what kind of planning your region and/or its areas utilize.

Each subcommittee has the term inico a project costs, there we see as we spend on all this, along with the table service, and some specific projects, then presented to the CSA "s to appreciate and thus approve or not, after we approved start work

Does your region or its areas have any shared services with other service bodies? **yes**

If yes, please describe

Actively participate in the FZB (Brazilian zonal forum)

Has your region had discussion about where NA does not exist in your region? **no**

If you have had any particular successes with communication strategies in your region and/or its areas please share them

We are a new region and we are always in contact with each other, along with the areas and groups

Please describe the different types of public relations efforts (PR/PI) carried out in your region

We met at one CSA to strengthen this community, along with LA, so we present through IP, poster collage, bringing growth that location

How many statewide/national conferences per year does your PI/PR committee participate in/exhibit at?

We will have our first service forum and have a space for this subcommittee, our coordinators subcommittee participates in the Brazilian Zonal Forum.

Does the region have any type of NA phonenumber or a helpline? **no**

The work help line along with the IP

Do you have a regional website? ☐ **no** If yes, please include the URL :no have.

If yes, do you keep your meeting information updated on the website? ☐ yes ☐ no

Has your region hosted CAR workshops? ☐ **no**? If yes, please describe these efforts, such as number of workshops and average attendance

Has your region hosted CAR workshops? ☐ yes ☐ no? If yes, please describe these efforts, such as number of workshops and average attendance

How does your region reach a conscience about WSC matters?

☐ Vote by GSRs at regional workshop/assembly ☐ Vote by RCMs at RSC meeting

OR by:

☒ **Area tally**

☒ **Group tally**

☐ Member tally

☐ Other -please specify _____

Does your region engage in gathering a conscience for CAT material? ☒ **yes** ☐ no

How does your region delegate authority to you as a delegate to make decisions at the WSC? For items in the CAR, is the decision left to your discretion or is it a mandate? ☒ **My discretion** ☐ Mandate

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC 2014? ☒ **growing** ☐ shrinking ☐ staying the same

Are there government or other legal impediments that restrict the ability of NA to function or grow in your community? ☐ yes ☒ **no**

If yes, what is your region doing to resolve these obstacles?

Are there special language, translation or related issues that restrict the ability of NA to function or grow in your community? ☐ yes ☒ **no**

If yes, what is your region doing to resolve these obstacles?

Innovations and Challenges

What subject generated the most interest and discussion in your region over the past conference cycle?

We talk a lot about the growth of our fellowship, which is discussed in the last conference

Please describe the most significant challenge your region has faced since WSC 2014

We are being well attended with information, we have no problems with the conference

Please describe some highlights or successes your region has experienced since WSC 2014

Not yet participated in any conference

What additional information would you like to share with other conference participants?

Have enough experience in the fellowship services, I believe we can be quite out our knowledge and our efforts

Delegate Experience

What has worked well and what challenges have you experienced in your role as regional delegate?

I have received a lot of help for all delegates of Brazil, and Latin America, this is the first term as a delegate and I had enough growth. I hope to be with all of you at the next conference, which may lead our experiences of our region.



WSC 2016 Seating Request Form

Brazil Nordeste Region

***Please note: If you do not have precise figures for some of the questions here but can give a close estimate, approximations are fine. When numbers are requested, please answer with a number rather than spelling out the word.*

Seating Questions (from A Guide to World Services in NA)

Why do you want to become a conference participant?

We want it to take part actively in the taking decision process of our fellowship and enrich the Conference with our experience, making it a two-way street.

Do you believe that the voice of your NA community is not currently being heard at the WSC?

If so, why?

Yes. Since we are not represented and we don't have active voice at WSC.

Do you believe your community has enough NA service and recovery experience to be a positive contributor to the global decision-making process for the Fellowship? If so, explain how.

Yes. Because of the acquired experience in our service structures, we are ready to contribute world widely.....

How will participation at the conference benefit your local NA community?

We will multiply workshops, experiences, without intermediaries, with more transparency, since we will collect this experience directly from WSC.

Please tell us about any other regional information or comments regarding the region's experience with the seating process.

Does your region represent all of the groups/meetings in your NA community? Yes.....

Regional formation and history

Does the region conform to established geographic boundaries, equivalent to state, territorial, provincial, or national boundaries, as recommended in A Guide to World Services? If not, why?

Yes. Our community is formed according to the political geography of the country.

If any part of the region was previously part of another region, what was the reason for the division?

We are fruit of an intermediate structure that worked for 05 years. The creation of these intermediate structures happened because our country has continental proportions. So Brazil Region couldn't Please briefly describe the division process.

We are fruit of a intermediate structure that worked for 05 years. The creation of this kind of structure was an alternative way we found in Brazil to solve the problem of our continental proportions. Because of it, Brazil Region weren't able to support our needs. Then we decided form this structure in order to give our groups more support.....

What was the date of the regional formation? 26/05/2013

When did the region begin to administer services? As Region, it was in 26/05/2013, but as an intermediate structure, it was in January 2008.

What year did NA recovery meetings begin in the region? 1994

Please provide copies of notes/minutes from your last three RSC meetings (in English only, if possible).

Facts about your Region

Name of Region **Nordeste**

Name of Regional Delegate **Willame G**

Name of Alternate Delegate **Waldeck A**

How long is the RD term in your region? **02 years**

How many areas are in the region? **15**

How many groups are in the region? **127**

How many meetings take place each week in the region? **287**

How many H&I panels take place each week in the region? (Please count panels facilitated by all service bodies, not just the RSC.) **09**

Does your region attend a zonal forum? ☒ yes ☐ no

If yes, which zonal forum? **Fórum Zonal Brasileiro (Brazilian Zonal Forum)**

How long has your region been attending? **02 years**

Budget (Please specify currency if not giving amounts in US dollars)

What percentage of your RSC's annual budget comes from group and area contributions? (Please use numbers only) **59%**

What percentage comes from conventions and events? **34%**

What percentage comes from literature sales? **3%**

Please describe, in percentages, your RSC's annual expenses:

- PR efforts? **20%**
- H&I? **6%**
- Holding workshops and service meetings? **8%**
- Traveling delegates or other trusted servants to service meetings and workshops? **27%** ...
- Holding events? **8%**
- Expenses to hold and manage the RSC? **21%**
- Specify any other expenses?

What was the total amount of money contributed by the region to your zonal forum during your last fiscal year? **R\$ 1.200,00**

Contributed by the region to NAWS? **R\$ 333,33,00**

Your Regional Service Structure

How often does your RSC meet? **Each 03 months**

Does your RSC meet in the same place each time? ☐ yes ☒ no? If no, please explain
Since our Region is too huge, our meetings are itinerant

Does your region have a regional office? ☒ yes ☐ no

Does your region have a regional convention? ☒ yes ☐ no

If yes, is attendance: ☐ increasing ☐ decreasing ☒ staying the same

Did your regional convention make a profit this year? ☒ yes ☐ no

What committees or workgroups do you have at your RSC?

- | | | |
|---|--|---|
| <input checked="" type="checkbox"/> Convention/Events | <input checked="" type="checkbox"/> FD/Outreach | <input checked="" type="checkbox"/> H&I |
| <input type="checkbox"/> Human Resources | <input type="checkbox"/> Literature distribution | <input checked="" type="checkbox"/> Literature Review |
| <input checked="" type="checkbox"/> Phonline | <input checked="" type="checkbox"/> PR/PI | <input checked="" type="checkbox"/> Project Based |
| Workgroups | | |
| <input checked="" type="checkbox"/> Regional Service Office | <input checked="" type="checkbox"/> Translations | <input type="checkbox"/> Website |
| <input type="checkbox"/> Youth | <input type="checkbox"/> Other, please specify _____ | |

Is there a corporation or an entity with legal status that is a part of your RSC? ☒ yes ☐ no
 Does your region use Consensus Based Decision Making (CBDM) to reach decisions? ☐ yes ☒ no

Do any of your areas use CBDM to reach decisions? ☐ yes ☒ no
 Comments about how that works.....

Service Delivery & Best Practices

Please describe the service workshops your region or the areas in your region have held this cycle, if any, giving information such as the topics covered, number of workshops, average attendance, etc.

Does your region provide any other type of fellowship development or outreach efforts?
☒ yes ☐ no If yes, please describe.

Workshops about: Communication, Leadership, Unity, Development, Public Relation, Motions, Procedures, CRM. Approximately 25 workshops with 30 attendants in average.

What kind of training and mentoring efforts take place in your region and/or its areas?
 Subcommittees of Outreach, H&I, PR/PI, Helpline.

Describe what kind of planning your region and/or its areas utilize. Biannual.

Does your region or its areas have any shared services with other service bodies? ☒ yes ☐ no
 If yes, please describe. Literature donation to less developed communities.

Has your region had discussion about where NA does not exist in your region? ☒ yes ☐ no

If you have had any particular successes with communication strategies in your region and/or its areas please share them. Helplines, Forums, Conventions.

If you have had any particular successes with utilizing technology in new ways within your region and/or areas please share them.

Distance meetings by Skype, WhatsApp and e-mail groups.

Please describe the different types of public relations efforts (PR/PI) carried out in your region ...

How many statewide/national conferences per year does your PI/PR committee participate in/exhibit at?

Outdoors, Radio and internet notices, interviews at newspapers and TV, bands in soccer stadiums, PI panels in schools and private companies, bus door.

Does the region have any type of NA phonline or a helpline? ☒ yes ☐ no If yes, please describe these phonline/helpline service efforts.

Do you have a regional website? ☐ yes ☒ no If yes, please include the URL.....

If yes, do you keep your meeting information updated on the website?..... ☐ yes ☐ no

Has your region hosted CAR workshops? ☒ yes ☐ no? If yes, please describe these efforts, such as number of workshops and average attendance

04 workshops with 20 attendants in average.....

How does your region reach a conscience about WSC matters?

☐Vote by GSRs at regional workshop/assembly ☐Vote by RCMs at RSC meeting

OR by:

☒Area tally

☐Group tally

☐Member tally

☐Other -please specify _____

Does your region engage in gathering a conscience for CAT material? ☒yes ☐no

How does your region delegate authority to you as a delegate to make decisions at the WSC?

For items in the CAR, is the decision left to your discretion or is it a mandate? ☒My discretion ☐Mandate

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC 2014? ☐growing ☐shrinking ☐staying the same

Are there government or other legal impediments that restrict the ability of NA to function or grow in your community? ☐yes ☒no

If yes, what is your region doing to resolve these obstacles?

Are there special language, translation or related issues that restrict the ability of NA to function or grow in your community? ☐yes ☒no

If yes, what is your region doing to resolve these obstacles?

Innovations and Challenges

What subject generated the most interest and discussion in your region over the past conference cycle?

Moratorium about seating and economy at WSC.

Please describe the most significant challenge your region has faced since WSC 2014

Communication and effective attendance by ASC.....

Please describe some highlights or successes your region has experienced since WSC 2014

Accomplishment of our first Regional Convention, opening of our service office and PR Forum for professionals in the areas of health, education and justice.

What additional information would you like to share with other conference participants?

Delegate Experience

What has worked well and what challenges have you experienced in your role as regional delegate?

Worked well: communication, attendance and relation with FZB (Brazilian Zonal Forum) and Brazilian service office, communication with NAWS and WSO and experience changing/sponsorship with ASC.

Challenges: language used to communicate with NAWS and effective communication and participation by ASC.



WSC 2016 Seating Request Form

Grande São Paulo Region

***Please note: If you do not have precise figures for some of the questions here but can give a close estimate, approximations are fine. When numbers are requested, please answer with a number rather than spelling out the word.*

Seating Questions (from *A Guide to World Services in NA*)

Why do you want to become a conference participant?

We believe we can contribute to the worldwide fellowship with our experiences and we can grow even more learning from other communities' service experiences. We made the request for seating at the WSC 2014, where we were attending but were not seated.

Do you believe that the voice of your NA community is not currently being heard at the WSC?

If so, why?

Our community doesn't feel heard by the worldwide fellowship as we don't participate in the decision-making processes.

Do you believe your community has enough NA service and recovery experience to be a positive contributor to the global decision-making process for the Fellowship? If so, explain how.

20% of the Brazilian weekly meetings take place in "Grande São Paulo" Region. The two oldest groups in Brazil - The Alvorada Group founded in 1978 and the Pillar Group founded in 1980 - are open until today in São Paulo. So we have many old-timers and many new-comers providing service to the fellowship. We have been operating the PR service, Helpline, Literature Translation and Review and we are in our 4th Convention, besides the numerous subcommittees of H&I, PI, Outreach, Events, PR and Helpline working in our 15 Area Committees.

How will participation at the conference benefit your local NA community?

We already have a good relationship with World Services, even without the seating. We have participated in the WSC - 2014 which was a great experience for our Delegate. Besides the report which was made available to our community, meetings were held in our Region and Areas Committees so that these experiences were passed on to as many servers as possible.

Please tell us about any other regional information or comments regarding the region's experience with the seating process.

This is our third request for seating:

- In 2014 we've passed through the voting process and we were not accepted as we should have 83 votes, but we had only 80.
- In 2012 we've made the first request for seating within the dead-line, but because of the delay and a mistake in receiving our request was deemed received after the deadline as per e-mail below:

De: Steve Rusch [mailto:steve@na.org]
Enviada em: quinta-feira, 23 de fevereiro de 2012 15:38
Para: alfredus666@uol.com.br
Assunto: FW: WSC 2012/ GRANDE SÃO PAULO REGION
Prioridade: Alta

Hello Alfredo – Thank you for writing. You have our apologies for the confusion here. As you said, your region did send a seating consideration request prior to the deadline of 1 April, 2011. That said, the moratorium discussed in the WSC seating memo remains relevant. In other words, since your region resulted from a split, the current moratorium prevents the World Board from considering your region, or offering a recommendation for seating at WSC 2012.

Again, we apologize for the confusion that the memo caused.

Thanks again for writing. Feel free to follow-up with any additional comments or questions.

Warm regards,

Steve Rusch

Fellowship Services Team Leader | NA World Services

Tel: +1 818-773-9999 x173
steve@na.org | www.na.org

To stay up-to-date with NA World Services, e-sub to NAWIS News at www.na.org/subscribe

[Invest in our Vision](#)

Does your region represent all of the groups/meetings in your NA community?

Yes, today we represent 16 Area Committees and 239 groups with 831 weekly meetings.

Regional formation and history

Does the region conform to established geographic boundaries, equivalent to state, territorial, provincial, or national boundaries, as recommended in A Guide to World Services? If not, why?

.....
Brazil is a country of very extensive geographical spread. When the Fellowship started here 10 years ago, we were only one region (Brazil) taking care of the services of a country with over 200 million inhabitants. In "Grande São Paulo" Region, the population exceeds 12 million people. Due to the fellowship growth, it became necessary to decentralize the service, so we could structure our efforts and expand further. Our Region has been giving better direction to the services of the 239 groups, so that new Area Service Committees has been rising and many meetings were opened.

If any part the region was previously part of another region, what was the reason for the division? Please briefly describe the division process.

In 2002 we began to work with Core, a new structure which at the time we believed would be the best way to optimize our resources and continue to grow as a fellowship, after five years working as Core, we decided to form the Region with our structured and consolidated service.

What was the date of the regional formation?

November -2007

When did the region begin to administer services?

November -2007

What year did NA recovery meetings begin in the region?

1978 The "Alvorada" Group, which is still working in the Region.

Please provide copies of notes/minutes from your last three RSC meetings (in English only, if possible).

Follows attached.

Facts about your Region

Name of Region.....Grande São Paulo

Name of Regional DelegateEdinho Z Junior

Name of Alternate Delegate Noel Ângelo
 How long is the RD term in your region? 2 years
 How many areas are in the region? 16
 How many groups are in the region? 239
 How many meetings take place each week in the region? 831
 How many H&I panels take place each week in the region? (Please count panels facilitated by all service bodies, not just the RSC.) 46
 Does your region attend a zonal forum? ☒ yes ☐ no
 If yes, which zonal forum? Brazilian Zonal Forum and Latin American Zonal Forum.
 How long has your region been attending?
 We have been attending the Brazilian Zonal Forum since its creation in 2009 and the Latin American Zonal Forum since 2007.

Budget (Please specify currency if not giving amounts in US dollars)

What percentage of your RSC's annual budget comes from group and area contributions? (Please use numbers only) 60
 What percentage comes from conventions and events? 25
 What percentage comes from literature sales? 0
 Please describe, in percentages, your RSC's annual expenses:
 ➤ PR efforts? 10
 ➤ H&I? 10
 ➤ Holding workshops and service meetings? 10
 ➤ Traveling delegates or other trusted servants to service meetings and workshops? 10
 ➤ Holding events? 5
 ➤ Expenses to hold and manage the RSC? 25
 ➤ Specify any other expenses? Contribution to the Brazilian Zonal Forum and other structures.

What was the total amount of money contributed by the region to your zonal forum during your last fiscal year? R\$ 6.100,00

Contributed by the region to NAWS? R\$ 23.219,00

Your Regional Service Structure

How often does your RSC meet? Every 2 months.

Does your RSC meet in the same place each time? ☒ yes ☐ no? If no, please explain.

Does your region have a regional office? ☒ yes ☐ no

Does your region have a regional convention? ☒ yes ☐ no

If yes, is attendance: ☒ increasing ☐ decreasing ☐ staying the same

Did your regional convention make a profit this year? ☒ yes ☐ no

What committees or workgroups do you have at your RSC?

☒ Convention/Events

☐ FD/Outreach

☐ H&I

☐ Human Resources

☐ Literature distribution

☒ Literature Review

☒ Phoneline

☒ PR/PI

☐ Project Based

Workgroups

☒ Regional Service Office

☐ Translations

☐ Website

☐ Youth

☐ Other, please specify _____

Is there a corporation or an entity with legal status that is a part of your RSC? ☒ yes ☐ no
 Does your region use Consensus Based Decision Making (CBDM) to reach decisions? ☒ yes ☐ no
 Do any of your areas use CBDM to reach decisions? ☐ yes ☐ no
 Comments about how that works.....

Service Delivery & Best Practices

Please describe the service workshops your region or the areas in your region have held this cycle, if any, giving information such as the topics covered, number of workshops, average attendance, etc.

Our region has service workshops in all of its 16 areas, according to their local realities. Totalizing approximately 40 workshops providing several training sessions throughout the region. The average attendance is 15 fellow members per meeting. The workshops works performing simulation of services with external people and potential members; how to perform internal services; traditions and concepts studies; many service manuals; structuring projects for the fellowship; how to carry the message more effectively for different audiences; how to receive the newcomer in our meetings; phone service and a huge diversity of themes that has been emerging as per our needs.

Does your region provide any other type of fellowship development or outreach efforts?

☒ yes ☐ no If yes, please describe.

Today we are directing our efforts on the "Structured Design", which is a detailed plan of the fellowship long-term growth in our region in an orderly and efficient manner. The project covers both the structure of the existing groups if they are geographically or socially isolated, and also searching for servers, and awareness of their needs, as well as opening groups in isolated areas.

What kind of training and mentoring efforts take place in your region and/or its areas?

We have many service meetings in the Region. We have Learning Days with specific topics. The latter was a Treasurers' meeting held in our headquarters where we had more than 50 area and group treasurers attending. We also host a Biannual Service Forum, which is an event where we stay the weekend together exchanging service experiences services. Our Areas also conduct Learning Days and Service Forums periodically.

Describe what kind of planning your region and/or its areas utilize.

We conduct monthly meetings alternating between the CSRs administrative with the ASCs representatives and the ones that we conduct with the coordinators of the subcommittees in order to accompany the projects in progress and determine the next points to be worked out. The projects are written and developed according to the needs brought into discussion by areas in public relations and in the various meetings and events held during the year. The structured project also covers this function doing needs assessment in each location.

Does your region or its areas have any shared services with other service bodies? ☒ yes ☐ no If yes, please describe.

Yes, we have a state PR project approved with RSC "How". We have approved to do our 2017 Convention in unity.

Has your region had discussion about where NA does not exist in your region? ☒ yes ☐ no

This is one of the strengths of the on-going Structured Project. We have recently opened some groups in isolated areas and we've done a complete and detailed mapping of our region in order to identify locations where groups are needed. We are also contacting neighboring regions so that we can effectively attend the areas near the region borders.

If you have had any particular successes with communication strategies in your region and/or its areas please share them.

We have been doing administrative meetings of the PR Committees with H&I, Outreach, and Helpline fronts, with the coordinators and other servers of these area subcommittees, promoting a lot of experiences sharing in order to increasingly improve our communications.

If you have had any particular successes with utilizing technology in new ways within your region and/or areas please share them.

We have a lot of hits on our website: www.nasp.or.br, and we receive several requests for information from professionals. We use email groups, Facebook, WhatsApp and other media to improve our communications in order to provide a more effective service.

Please describe the different types of public relations efforts (PR/PI) carried out in your region .. We are currently developing several projects, the "Structured Project", which has already been described; "NA Friends", in which we will give training to professionals in order to prepare them to speak about the fellowship in the media; Public enlightenment service provided not only by telephone (Helpline), but also through the Region website (www.nasp.org.br), Region's groups update in NAWS and registration of ASCs, registration and attendance to prison institutions, stand's for the public, making a book with experience of the groups and for groups, the placing of regional posters, promoting itinerant Learning Days in ASCs, making of videos and vignettes for media, radio services, the placing of posters in subway and other places of high visibility, scanning of all RSC documents, a special purpose project for the deaf people, among other services emerging in the course of the term.

How many statewide/national conferences per year does your PI/PR committee participate in/exhibit at?

We effectively participate in the National Service Forums (that will now be annual and will have a conference format), in the Regional Forums (held every two years), and in several learning days and multi-area forums (there are around 5 per year of various services), besides the effective participation in the ASCs service events.

Does the region have any type of NA phoneline or a helpline? ☒ yes ☐ no If yes, please describe these phoneline/helpline service efforts.

The helpline started in mid-1995 in Brazil, where some fellow members studied the manual within the PI subcommittee (Public Information). They began the studies and soon they felt the need to implement the telephone service.

We have started with the Infoline (Information Line), where the people would call and hear a recorded message with information about NA and the date and time of a meeting. But the people who called had additional doubts, so there was the need to deploy another service known as Helpline. Where they would hear the message and they could leave a message with their name and a contact phone number.

Some willingly members decided to start the Hotline service (Direct assistance), and they've rented a telephone line and once a week were on duty.

In 1996, we have accomplished to keep this service on the weekdays (from 4pm to 10pm), Saturday (from 3pm to 7pm) and Sundays (from 4pm to 7pm). During this period, we had a new trial period of Wednesday from 9:00am to 11:30pm. This helpline service geographically covered the entire capital of São Paulo, Vale do Paraíba, ABCD, Mauá and Baixada Santista. All accountability was through the ASC "Sul", in São Paulo.

As the time passed, our helpline services has been adapted to the growth of our community. Nowadays, Our Helpline service is being answered with more than 5 phone lines, in Areas that are part of the Regional Service Committee "Grande São Paulo". And they are located at the capital SP, Grande SP, Baixada Santista, Vale do Paraíba and Mauá.

In São Paulo, the capital, we have the Helpline service with a fixed phone line that works from Monday to Friday, (from 9am to 5pm). This service is carried out by an employee. For the other hours, we count with more than 15 volunteers answering the Helpline on a weekly scale up to 10pm.

At the Baixada Santista, the Helpline services started in 2000. It was working with the hotline system from Monday to Friday, only returning the calls and nowadays we have 5 members answering the phone and returning calls every day from 8pm to 10pm at the area office. Besides these hours, the phone is also transferred to a mobile so that the phone can be answered right away. In the Paraíba Valley, the service is being performed with a mobile line that started working on 05/13/2000, and for five months it was sponsored by ASC "Sul"; After that, a mobile phone was acquired by "ACS" and the service continued as from 11/06/2000 up until now. Due to the community growth, another helpline was started in ASC "Novo Vale" as from 4/1/2011.

In the "Mauá" and "ABCD" areas the service started on 11/1/2009, and the service is done by an employee during business hours (from 9am to 5pm) and after 5pm the service is done by volunteers.

As from 2013 to the present day, our helpline services have answered more than 15,000 calls, from these, over 6,000 were potential newcomers that were directed to a meeting.

Do you have a regional website? ☒ yes ☐ no If yes, please include the URL
www.nasp.org.br

If yes, do you keep your meeting information updated on the website? ☒ yes ☐ no
Has your region hosted CAR workshops? ☒ yes ☐ no? If yes, please describe these efforts, such as number of workshops and average attendance
We've made 2 workshops with the average attendance of 30 members.

How does your region reach a conscience about WSC matters?

☐ Vote by GSRs at regional workshop/assembly ☐ Vote by RCMs at RSC meeting

OR by:

☐ Area tally

☐ Group tally

☐ Member tally

☒ Other -please specify We do the voting process but as we have no seating we don't take our consciousness to the WSC.

Does your region engage in gathering a conscience for CAT material? ☒ yes ☐ no

How does your region delegate authority to you as a delegate to make decisions at the WSC?

For items in the CAR, is the decision left to your discretion or is it a mandate? ☒ My discretion ☐ Mandate

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC 2014? ☒ growing ☐ shrinking ☐ staying the same

Are there government or other legal impediments that restrict the ability of NA to function or grow in your community? ☐ yes ☒ no

If yes, what is your region doing to resolve these obstacles?

Are there special language, translation or related issues that restrict the ability of NA to function or grow in your community? ☐ yes ☒ no

If yes, what is your region doing to resolve these obstacles?

Innovations and Challenges

What subject generated the most interest and discussion in your region over the past conference cycle?
Please describe the most significant challenge your region has faced since WSC 2014.....

To manage the splits and creation of new areas, Outreach efforts to distant groups and structuring the PR replacing H&I, PI and Regional Outreach, this challenge is being the most significant as it is a new form of service and we've constantly came across fellow members who had no flexibility and openmindness to face the new.

Please describe some highlights or successes your region has experienced since WSC 2014.....

For 2 years, we've been developing a partnership with São Paulo City Hall, also pleading and regulating our Regional space next to City Hall, with Public Information with the agencies. Besides regulating our space, the City Hall is signaling other spaces throughout the huge city of São Paulo, and this express the maturity of our fellowship here in the city, because according to our literature, we are fully being a valuable resource to the society ... always respecting our traditions in contact with these agencies and instead of being a secret fellowship, being anonymous and valuable to drug problems in our region.

What additional information would you like to share with other conference participants?

We are working as a region for 9 years, we have all the functioning service structure, We've been always supporting our 239 groups. We contribute to Narcotics Anonymous in all aspects, with service, experience and financially.

Delegate Experience

What has worked well and what challenges have you experienced in your role as regional delegate?

We have been working directly with our Areas Committees and groups, exchanging service experience and bringing all the issues discussed in the last cycle of the conference. We have participated in the last conference funded by our region. It was a unique experience, so that we already have aproved funds in our annual budget to attend the WSC 16. We felt very uncomfortable when our seating was not approved, but we knew that it could happen, but this fact did not influence at all what we know how to do well, wich is "Carry the message to the addict who still suffers"



WSC 2016 Seating Request Form

HOW Brazil Region

***Please note: If you do not have precise figures for some of the questions here but can give a close estimate, approximations are fine. When numbers are requested, please answer with a number rather than spelling out the word.*

Seating Questions (from *A Guide to World Services in NA*)

Why do you want to become a conference participant? **Since we started working as a region, the whole community has been discussing a more effective involvement of our region with the world services. In the last WSC (2014) we sent the seating request and the region paid for the RD and Alternate to attend the Conference. It was the first time that the HOW Brazil lived this experience. The results of the report made and the presentation of it for the whole community motivated us, and the decision to present the request again, as well as our participation in the WSC paid by the region, was unanimous.**

The How Brazil region is one of the oldest communities in Brazil. One of the oldest groups in Brazil (Luz – 1982) was formed in the city of Campinas, where our Service Center is based. We first had a formation as a “Nucleo”, an intermediate structure between the area and the region, in 2002, becoming a region in September 2009.

As described in It Works, the spirit of unity of the Fellowship has the power of changing lives, and we believe it influences directly in our community. We have a great experience in the service of the Fellowship, and in the same way that we have more to grow, participating actively with the “our voice” and the right of voting in the WSC, we also have the possibility to contribute actively with the world community by the involvement of the members of our community. An example of this is: the interest in world services aroused the entire community to develop a culture of “donating” to NAWS, which was gradually increasing.

Do you believe that the voice of your NA community is not currently being heard at the WSC? If so, why? **Our community is not currently being heard at the WSC because we are not seated.**

Do you believe your community has enough NA service and recovery experience to be a positive contributor to the global decision-making process for the Fellowship? If so, explain how.

How will participation at the conference benefit your local NA community? Every region has something to add. Experience in service is our strength, because the first Brazilian members are from HOW Brazil and many of them are still doing service. The region has grown a lot in the last years. In the last 5 years, we had an increase of approximately 40% compared to the previous years. “Nucleos” are ideas that have been implemented and have been facilitating the progress of the regional meetings, as well as a better use of resources and services. Due to a large geographic extension (countryside of the State of Sao Paulo) we have a very large cultural diversity, what helps us to deal with different cultures in a same regional environment. We have already had help from NAWS in everything we need, but the effective experiences exchange with other communities is missing and, despite being a large and developed region, we continue to grow and we need global experience to keep growing structurally.

Please tell us about any other regional information or comments regarding the region’s experience with the seating process. **We sent a seating request to the last WSC, but because of the moratorium was still in force, our request was not included to the CAT, we understand the moratorium, but we decided to show the reality of our region. Even though, some regions became aware of our request and submitted a proposal for our seating. The proposal almost passed, with only two votes missing for its approval. Although many have thought we left there disappointed, the opposite happened, we gain the strength to**

continue our service and send the request to WSC 2016. We didn't hit the 70% required to approve the proposal, but we had 80 votes "Yes". We felt the affection of the world fellowship in the hugs and messages afterwards. We felt that the fellowship worldwide wanted us at the Conference. Our idea of seating is fully participate of the world services to help promoting unity in our community, not only in the decision-making processes at the Conference, but rather in the workshops and in the discussions that happen all the time. We strongly believe that we should contribute with world services as well as receive contribution. We have a lot to learn with the experience of other regions, but we have a lot of experience that could be heard by other communities.

Does your region represent all of the groups/meetings in your NA community? **Yes, it does.**

Regional formation and history

Does the region conform to established geographic boundaries, equivalent to state, territorial, provincial, or national boundaries, as recommended in A Guide to World Services? If not, why?

We are not divided as requested by the service system, because when the Núcleo HOW was formed and became a region later, this direction didn't exist. Brazil is a country of very large geographical extensions. When the Fellowship started here, and up to 10 years ago, we were only one region (Brazil) to take care of the services of a country with 200,000,000 inhabitants. As the Fellowship grew, it became necessary to direct better our services, and thus new regions have arisen. Since the State of São Paulo is the most populous of Brazil, we decided to divide it in 2, being the countryside of São Paulo as a region and the greater São Paulo and the coastland as another, being able, this way, to better direct our service efforts. Even so, we have a large geographic territory to cover.

If any part the region was previously part of another region, what was the reason for the division? Please briefly describe the division process.

The HOW Brazil region comes from Brazil region, as well as all the other Brazilian regions. By being a country of a very extensive territory, it was impossible to organize the services in a correct way and have effective communication, aiming our Fifth Tradition. Based on this thought, we decided to create the núcleos which later became a region and take care of the entire State of São Paulo and vicinity, with exception of the city of Sao Paulo and the coastland. The division was done in a very spiritual way. First in 2002 the Nucleo was created and we only started working as region after we were sure it was the right thing, that our finances would be healthy and that we could accomplished all the service we had to do.

What was the date of the regional formation? **September 2009**

When did the region begin to administer services? **We work as Nucleo since 2002, a structure similar to a region, but our foundation as a region was in September 2009**

What year did NA recovery meetings begin in the region? **September 1982**

Please provide copies of notes/minutes from your last three RSC meetings (in English only, if possible).

Facts about your Region

Name of Region **HOW BRASIL**

Name of Regional Delegate **EDUARDO GILIOLI**

Name of Alternate Delegate **GUSTAVO BRUZADELLI**

How long is the RD term in your region? **3 YEARS**

How many areas are in the region? **27 AREAS, WE HAVE 2 NUCLEOS FORMED IN THE PAST TWO YEARS, THEY ARE AN INTERMEDIATE STRUCTURE BETWEEN THE AREAS AND THE REGION. SO FAR, THE EXPERIENCE HAS BEEN VERY POSITIVE.**

How many groups are in the region? 307 GROUPS

How many meetings take place each week in the region? 893 MEETINGS PER WEEK

How many H&I panels take place each week in the region? (Please count panels facilitated by all service bodies, not just the RSC.) AROUND 150 PANELS

Does your region attend a zonal forum? ☐yes ☐no

If yes, which zonal forum? BRAZILIAN ZONAL FORUM AND LATIN AMERICA ZONAL FORUM

How long has your region been attending? BZF SINCE JULY/2009 AND LAZF SINCE NOVEMBER/2009

Budget (Please specify currency if not giving amounts in US dollars)

What percentage of your RSC's annual budget comes from group and area contributions? (Please use numbers only) 85%

What percentage comes from conventions and events? 5%

What percentage comes from literature sales? 10%

Please describe, in percentages, your RSC's annual expenses:

- PR efforts? 10,5%
- H&I? 3,2%
- Holding workshops and service meetings? 10,5%
- Traveling delegates or other trusted servants to service meetings and workshops? 8,8%
- Holding events? 5%
- Expenses to hold and manage the RSC? 14%
- Specify any other expenses? Help Line 16%

Outreach (growth and development) 16%

Contributions to other structures 16%

What was the total amount of money contributed by the region to your zonal forum during your last fiscal year? US\$ 3,770.00 BZF and LAZF

Contributed by the region to NAWS? US\$ 8,274.00

Your Regional Service Structure

How often does your RSC meet? FOUR TIMES A YEAR

Does your RSC meet in the same place each time? ☐yes ☐no? If no, please explain.

Does your region have a regional office? ☐yes ☐no

Does your region have a regional convention? ☐yes ☐no

If yes, is attendance: ☐increasing ☐decreasing ☐staying the same

Did your regional convention make a profit this year? ☐yes ☐no

What committees or workgroups do you have at your RSC?

- | | | |
|--|--|---|
| <input type="checkbox"/> Convention/Events | <input type="checkbox"/> FD/Outreach | <input type="checkbox"/> H&I |
| <input type="checkbox"/> Human Resources | <input type="checkbox"/> Literature distribution | <input type="checkbox"/> Literature Review |
| <input type="checkbox"/> Phonline | <input type="checkbox"/> PR/PI | <input type="checkbox"/> Project Based Workgroups |
| <input type="checkbox"/> Regional Service Office | <input type="checkbox"/> Translations | <input type="checkbox"/> Website |
| <input type="checkbox"/> Youth | <input type="checkbox"/> Other, please specify _____ | |

Is there a corporation or an entity with legal status that is a part of your RSC? ☐yes ☐no

Does your region use Consensus Based Decision Making (CBDM) to reach decisions? ☐yes ☐no

Do any of your areas use CBDM to reach decisions? ☐yes ☐no

Comments about how that works

Service Delivery & Best Practices

Please describe the service workshops your region or the areas in your region have held this cycle, if any, giving information such as the topics covered, number of workshops, average attendance, etc.

In all regional meetings, workshops are held with the RCMs and any other member that is at the meeting. The topics we use are the discussing subjects suggested by NAWs or any difficulties that any specific area brings to the meeting. Besides this, we have specific meetings divided by subcommittees, directed to the servants of these subcommittees, regardless of position they serve, that happens with H&I, PR, Outreach and Phone line.

Does your region provide any other type of fellowship development or outreach efforts?

☐yes ☐no If yes, please describe. All development efforts of the region are directed to the Outreach, which was extremely active during this period. We realize that the region was growing very quickly and we needed to structure ourselves before it became a masterless grown. The regional Outreach acted by encouraging, promoting experience exchange and training new subcommittee's servants. In the past year, we increased remarkably from 6 to 16 subcommittees in the areas which are seated in the region.

What kind of training and mentoring efforts take place in your region and/or its areas? Every 3 months we have an administrative meeting of subcommittees led by the regional coordinators of H&I, PR, Outreach and Helpline, where we try to gather the largest number of servants to exchange experience and direct the services. This is an opportunity that we have to discuss, guide and approach the region services to the members that effectively execute the service.

Describe what kind of planning your region and/or its areas utilize. All regional servants, as soon as elected, plan on what needs to be done in the term of service, including the financial aspect. After that, in a meeting, the ideas are joint together, along with the executive servants. Therefore, the biannual planning is closed and sent for approval of the groups with the budget. Then we have a period for suggestions and corrections, and thereafter it is put in practice.

Does your region or its areas have any shared services with other service bodies? ☐yes ☐no If yes, please describe. Since we are close to the Greater Sao Paulo region and are in the same State, some PR actions are made together with them – everything that concerns the whole State. We also have just approved a Convention together with them, which is going to happen in the second half of 2016.

Has your region had discussion about where NA does not exist in your region? ☐yes ☐no

If you have had any particular successes with communication strategies in your region and/or its areas please share them. We have used within our regional service meetings, along with the RCMs, workshops to improve our communication and experience exchange.

We have held administrative meetings of the PR, H&I, Outreach and Helpline committees with coordinators and servants of these area's subcommittees.

Some areas have used the new service system and the experience is that communication has been more effective.

If you have had any particular successes with utilizing technology in new ways within your region and/or areas please share them: nothing new to share.

Please describe the different types of public relations efforts (PR/PI) carried out in your region

- outdoor panels
- leafleting
- stands and presentation at specific events
- squares

- colleges and companies
- Mother's and Christmas cards
- Car trash bags
- Bus door
- Ad on TV
- Spots in radios
- A personalized file with a presentation kit for authorities
- Panels in private companies

How many statewide/national conferences per year does your PI/PR committee participate in/exhibit at? **The regional PR has been present in around 25 events last year, most of them regional, but two statewide and one biannual national conference.**

Does the region have any type of NA phonenumber or a helpline? ☒yes ☐no If yes, please describe these phonenumber/helpline service efforts. **We have a 1-800 phone line, where the caller doesn't pay for the call, we do. We have an employee to answer to this phone and the idea was so successful that we are struggling to answer all the calls and are hiring another employee.**

Do you have a regional website? ☐yes ☒no If yes, please include the URL **We use the national website that is always updated.**

If yes, do you keep your meeting information updated on the website? ☐yes ☐no

Has your region hosted CAR workshops? ☐yes ☒no? If yes, please describe these efforts, such as number of workshops and average attendance **As we are not seated and we went to the last WSC, we decided not to hold Workshops before, but a huge assembly after coming back the conference to tell the GSR and RCM the experience and the decisions, which was really good for the community, in this meeting we decided that we would be present at WSC 2016.**

How does your region reach a conscience about WSC matters?

- ☐Vote by GSRs at regional workshop/assembly ☐Vote by RCMs at RSC meeting
OR by: ☐Area tally ☐Group tally ☐Member tally
☐Other -please specify _____

Does your region engage in gathering a conscience for CAT material? ☐yes ☒no

How does your region delegate authority to you as a delegate to make decisions at the WSC? For items in the CAR, is the decision left to your discretion or is it a mandate? ☐My discretion ☐Mandate

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC 2014? ☒growing ☐shrinking ☐staying the same

Are there government or other legal impediments that restrict the ability of NA to function or grow in your community? ☐yes ☒no

If yes, what is your region doing to resolve these obstacles?

Are there special language, translation or related issues that restrict the ability of NA to function or grow in your community? ☐yes ☒no

If yes, what is your region doing to resolve these obstacles?

Innovations and Challenges

What subject generated the most interest and discussion in your region over the past conference cycle?

Undoubtedly, the subjects that generated the most interest were our non-settlement, the functioning of world services and the experiences brought from WSC 2014. The distance between our region and world services was huge. We are working to reduce it to a point where all members of the region can understand and be interested on it.

Please describe the most significant challenge your region has faced since WSC 2014

Five years ago, we started a work to a helpline with free calls for the society in general. We hired an employee for business hours and, at night and weekends, we had volunteers answering the phone. Due to the success of this service, our challenge now is to answer all the calls we receive. We hired another employee that will still be trained and we hope, this way, to reduce the number of missed calls.

Please describe some highlights or successes your region has experienced since WSC 2014

- Help line with free calls for the society, a project that started 5 years ago and grew so much that we have to hire a second employee to reduce the number of missed calls.
- We have a LTC subcommittee working in the main translation projects and literature reviews in Brazil. Besides working in unity with the other regions, we are responsible for coordinating the translation of the newsletter *Reaching Out*.
- Our region is geographically very extensive and is growing very fast. Based on the project of Nucleos that happened in the past, we created two Nucleos on the past two years. This is an intermediate structure between the areas and the region. Despite short time for a deep evaluation, we can already notice a much more effective information exchange and a unity that we were not getting in some areas of the region.
- Outreach Subcommittee active in the region, working with the new service system in some areas and acting in structuring some areas to continue a growth strengthened in the principles. Two years ago, we had 6 Outreaches subcommittees in the areas; today we have 16 and a few more emerging.
- PR actions – in this cycle, we spent a lot of money and energy with Public Relations. Many actions were made to publicize the Fellowship and our helpline number. Success of these actions was the approach of members of the areas with the region.
- Within the whole discussion about other service structures such as Forums and NAWS, as a region, we decided to encourage and make more significant donations to other structures, including the NAWS. We have also managed to keep all the service and keep the region financially healthy.
- Our regional corporation, which is a non profitable association that buys material and literature from ACS and distributes in the region is working at full strength and the result is the effective participation in the PR actions: every month an amount is sent directly to one of the areas belonging to HOW for PR efforts. With the assistance of the regional PR coordinator, the area decides where and when this amount, will be spent. But it must be used exclusively on PR actions

What additional information would you like to share with other conference participants? We attended the last Conference funded by our region. It was a unique experience, so much that we already have approved the funds to go to the next. We feel quite uncomfortable with the non-settlement. It was like the Fellowship rejecting the Fellowship itself. But, regardless of anything, we would like to thank for all the affection and shared experiences. See you 2016!

Delegate Experience

What has worked well and what challenges have you experienced in your role as regional delegate?

Our biggest challenge, as soon as we got back from WCS 2014, was to explain and calm things down on the seating issue. Just like us, our members did not understand how this could have happened. The difference is that we, RDs, lived this whole process closely and talked to a lot of people at the Conference. Although we understand the reasons, it was hard to accept and, more than that, to pass this acceptance ahead and turn this into incentive and motivation to continue the service that has been done by HOW Brazil.

What is working very well is the informal experiences exchange with other delegates that were at the Conference. It has helped us a lot in the direction taken for the sequence of the service.

The workshops held in the regional meetings are being of much growth for the whole region. This was the way we found to transmit information in a simple and participatory way. These workshops are already being extended to the areas through the RCMs and awakening new servers.



WSC 2016 Seating Request Form Rio de Janeiro Region

***Please note: If you do not have precise figures for some of the questions here but can give a close estimate, approximations are fine. When numbers are requested, please answer with a number rather than spelling out the word.*

Seating Questions (from *A Guide to World Services in NA*)

Why do you want to become a conference participant?

We'd like to contribute with the worldwide Fellowship with our ideas, experience and hope. Our experience in service goes back to the late 80's, early 90's, and our community certainly played a leading role in the development of the Fellowship in our country. We believe we are today one of the largest and eldest NA communities in the world. Our community is comprised of the state of Rio de Janeiro, and has its own style of service, with very strong opinions in several different issues concerning the directions service work should go. We also wish to diminish the gap we feel still exists between our groups and the NAWS, as well as the fellowship as a whole.

Do you believe that the voice of your NA community is not currently being heard at the WSC? If so, why?

We do. As the several NA communities in Brazil developed, our style and common practice doing service work grew different from that of the other geographic regions in Brazil. For instance, in Rio de Janeiro, most areas feel strongly the need of supporting service through contributions ("the basket"). Areas and groups, for the most part, refrain from trying to raise money through literature sales or activities. Although only a couple of areas do actually fund services exclusively through "the basket", those are the areas where service work can be said to be most developed and those are the ASCs that most contribute with the rest of the service structure, both financially and with human resources. Also, because of the need of resources in service, that perspective is changing over time, and we are starting to have activities also playing the role of raising funds as a common practice. We reckon that other communities in Brazil have different views and practices in regard this.

In the past two decades, the centralized delegation for Brazil in the WSC has made the groups grow further and further alienated from what is going on at the World level of service. To aggravate that situation, there is some twisted vision, probably coming from 'hear say' in other fellowships, that the world level of service would have nothing to do with the groups. Hence, we feel a need to have a delegation at the floor, so that the groups in our state might be heard in their experience and perspective, and also might hear back, first hand, that of the other regions of the World, and that of NAWS itself.

Do you believe your community has enough NA service and recovery experience to be a positive contributor to the global decision-making process for the Fellowship? If so, explain how.

Yes, we do. We have an over 25 years experience doing PI, H&I, LTC, Literature Distribution and Fellowship Development. Our desire to fully participate at the conference is one of giving back what the Fellowship has given us. We feel strongly that we can contribute in development

efforts, with our experience doing translations, in the development of the fellowship, as well as in trying different possible solutions for the organization of service itself. Both the ACS (the multi-regional literature distribution office for the whole of Brazil) and the LTC efforts were started in, and are still leaded from within our region. We've had a recent experience developing and multiplying the translations efforts throughout Brazil, whereas until the early 2000s there was only one LTC based in Rio de Janeiro, with a workgroup in Sao Paulo. Both PI and H&I had their first Brazilian early efforts done also in Rio de Janeiro in the early 1990s. We can say that Rio de Janeiro is one of the leading communities in the Brazil Zonal Forum. We have participated in nearly all H&I and PI World web-meetings, and we could sense that we are a mentoring voice in those areas of service. All that is said above gives us confidence that we have enough NA service and recovery experience to be a positive contributor in all areas of service's global decision-making process for the Fellowship.

How will participation at the conference benefit your local NA community?

As stated above, it would help close the gap we feel exists between the groups and the rest of the world. Our experience receiving reports from the conference in the past is that having delegates that have to cover large geographical areas has compromised the communication liaison between the World and the Group levels. Our recent experience of having funded our delegates to be at the conference has shown us that this really made a difference in that we were able to bring back broader perspectives and in depth knowledge from having the first hand experience at the conference. This has bolstered the interest of the groups in the issues and topics the WSC suggests for discussion. Being able to take back their view to the WSC would make a big difference in the way the groups view how our Fellowship works, and how our service principles, vision and concepts are put in practice.

Being present at the WSC has provided the environment for us to be in direct touch with several trusted servants and special workers helped us clarify many issues, and to bolster the efforts in several different areas and levels of service.

Please tell us about any other regional information or comments regarding the region's experience with the seating process.

Being at the past two conferences was a turning point in our region's growing awareness. In WSC 2014, a motion was in place to seat Rio de Janeiro and other two Brazilian regions, and, even though a moratorium was in place, the decision failed for but one vote in a 2/3 majority – this was very meaningful, because we felt that the fellowship had confidence in that we are a region in full right, and that we should be at the conference as a participant. Brazil is very big; both geographically and for its population, and around 8% of NA meetings in the world are in this country. As one of Brazil's main centers, Rio de Janeiro state is an old-time NA community that is still growing and maturing.

Does your region represent all of the groups/meetings in your NA community?

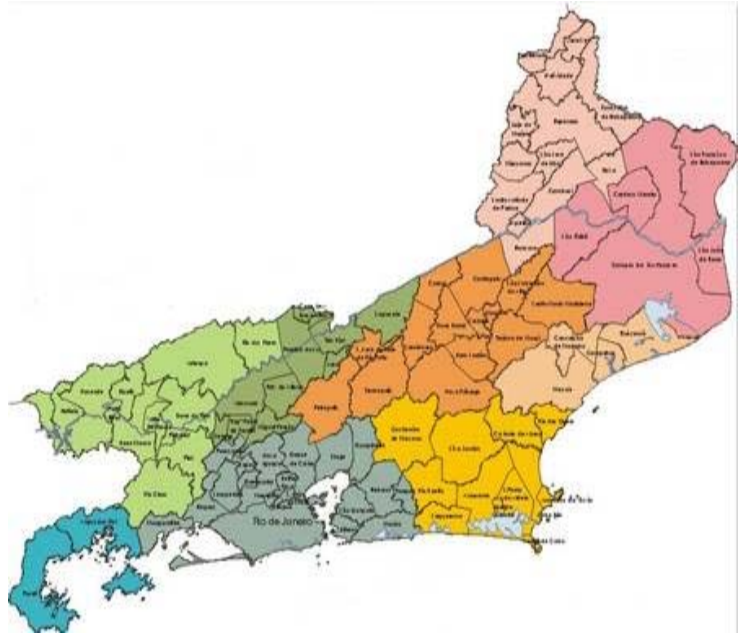
Yes, it does.

Regional formation and history

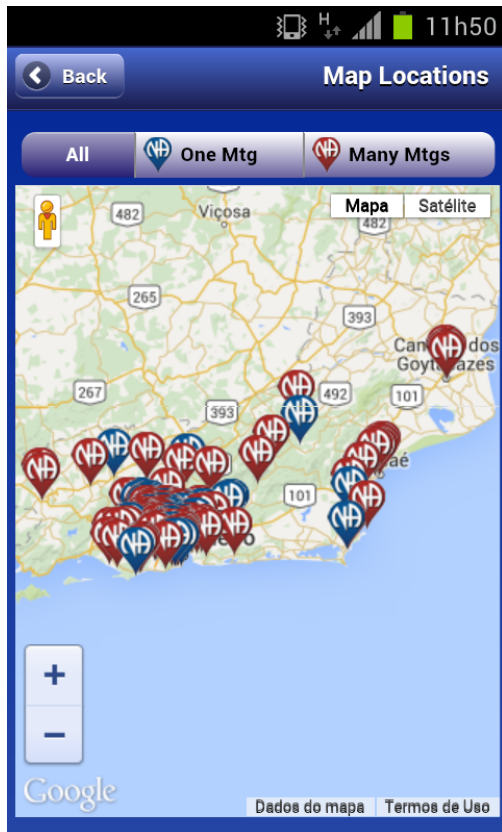
Does the region conform to established geographic boundaries, equivalent to state, territorial, provincial, or national boundaries, as recommended in A Guide to World Services? If not, why?

Yes, it does. Our region is comprised of the state of Rio de Janeiro, one of the 26 states of Brazil, and one Capital District, as the following maps show.

In red, the Rio de Janeiro State in the map of Brazil.



Rio de Janeiro state and its several municipalities.



Screenshot of NA meeting search app showing the meeting locations in Rio de Janeiro state/region.

Our state (and the region) comprises an area of 43,696.1 Km² (27,151 mi²), with a total population of 16,497,395 inhabitants (2014's IBGE Census).

If any part the region was previously part of another region, what was the reason for the division? Please briefly describe the division process.

Rio de Janeiro formed an intermediary service body in Brazil region in 2002. That intermediary service body was called “nucleo”, and it was a tentative experience to reduce the costs of RCMs of all over the country going to the Brazil region meeting, as well as an experience of doing service more locally and less centralized, having in the horizon the idea of the rational division of the Brazil region in several smaller ones. The idea was to have the “nucleos” as a temporary effort, but it lasted around 10 years. Although we felt that the local services benefited from having a local service body, it was not a positive experience in regard to the representational chain of information/decision making process. AS the “nucleos” had their representatives at the regional level, the regional delegates reported at the region. Hence, another level was added, distancing the groups from the world level. This has proven to be a mistake. Another negative aspect was that certain service efforts became too centralized, becoming prone to distortions of the principles of our Traditions and Concepts. Many felt that the servants at the regional level became authorities, and that the groups didn't have a chance in part-taking in the decision process, due to the many levels that needed to be gone through. Besides that, the information and decision-making process that came from the World level hardly reached the group level. In March, 2009, after much studying and discussion, the community decided to become a region. This decision was made having in mind that the “nucleo” experience was meant to be a temporary stage before becoming a region, and that it no longer was being productive as a service structure organization. Our main concern was the local services development.

What was the date of the regional formation?March 7, 2009.

When did the region begin to administer services?

As explained above, regional like services were administered since the start of the “nucleo”. Also, parts of the services of Brazil region were always centered between Rio de Janeiro and other states of the Southeastern region of Brazil (since 1990).

What year did NA recovery meetings begin in the region? June 14, 1984.

Please provide copies of notes/minutes from your last three RSC meetings (in English only, if possible).

Attached. Please note that, due to the extension of the minutes, a few parts were omitted from the translation. Some points are interesting to highlight: Rio de Janeiro has been the host of a yearly convention since 1999 – called the “Carioca” convention. As is the culture in Brazil, conventions usually have the lodging and feeding included in the registration fees. The Carioca convention was created as an alternative, located in the city of Rio de Janeiro, with no lodging and feeding, enabling it to be a low cost activity. When Rio de Janeiro became a region, the Carioca convention became part of it, as one of its subcommittees.

Also, Rio de Janeiro has a culture of trying the most to have service efforts funded solely through the contributions done at the groups, avoiding to have activities or literature sales as a source of funds. This has proven not to be enough, and in 2014 the region decided to create another convention, which is being held for the first time this year, with one of the purposes as being a mean to raise funds for service efforts.

The region was incorporated in May, 25, 2011. The incorporated association is called “AAGARJ”.

Facts about your Region

Name of Region..... Rio de Janeiro
Name of Regional DelegateCarlos Puig (Carlinhos)
Name of Alternate Delegate.....Saul Dias
How long is the RD term in your region?2 years
How many areas are in the region?..... 18 areas
How many groups are in the region?214 groups.
How many meetings take place each week in the region?..... 745 meetings.
How many H&I panels take place each week in the region? (Please count panels facilitated by all service bodies, not just the RSC.)

Our areas hold 22 H&I weekly or quarterly panels and 8 institutional groups in total.

Does your region attend a zonal forum? X yes ☐ no

If yes, which zonal forum? Brazil Zonal Forum

How long has your region been attending? Since the Brazil Zonal Forum (BZF) formation, in July 12, 2009.

The BZF is comprised of the whole Brazil territory, today, formed by 9 regions, 128 areas, 1521 groups with 4214 weekly meetings – this is roughly 8% of the Worldwide Fellowship.

Budget (Please specify currency if not giving amounts in US dollars)

What percentage of your RSC's annual budget comes from group and area contributions? (Please use numbers only) 88,40% (R\$ 90,334.61/US\$ 26,965.55)¹

What percentage comes from conventions and events? 11,60% (R\$ 11,875.00/US\$ 3,544.77)²

What percentage comes from literature sales? 0%³

Please describe, in percentages, your RSC's annual expenses:

- PR efforts? 11.025% (R\$ 4,150.00/US\$ 1,238.80)
- H&I? 0.40% (R\$ 400.00/US\$ 119.40)⁴
- Holding workshops and service meetings? 2.60% (R\$ 2,625.69/US\$ 783.78)
- Traveling delegates or other trusted servants to service meetings and workshops? 8.54% (R\$ 8,730.00/US\$ 2,605.97)
- Holding events? 11.02% (R\$ 11,260.00/ 3,361.19)
- Expenses to hold and manage the RSC? 44.50% (R\$ 45,484.67/ US\$ 13,577.51)⁵
- Specify any other expenses?

¹ US Dollar/Real rate in July, 30 = 3.35

² Our traditional “Carioca” convention, held since the year 2000, is done with the purpose of being of very low cost. In November, 2015, we will have our first Regional Convention, which is also devised to be a means of raising funds.

³ Our RSC does not operate as literature distributor for the CSA's. The ASCs buy literature directly from our Brazilian Multi-Regional Office, ACS, which is located in Rio.

⁴ The regional H&I service was, for a long time, with vacant positions at the regional level. Servants use funds for transportation to area service meetings. The areas do the actual H&I work.

⁵ Includes the Office and the incorporated association (AAGARJ).

What was the total amount of money contributed by the region to your zonal forum during your last fiscal year?

The zonal forum had a period in which it was decided that the regions would not send in any contributions, because there were no projects in effect and it had funds from the 1st Brazilian Convention. After that, we didn't have enough to contribute along the service structure.

Contributed by the region to NAWS?

Although we have contributed before, in this past year we could not send any effective contribution to NAWS directly. We do, though, contribute in joint efforts with NAWS, such as PR at and around the WCNA, Literature Translations – with use of trusted servants who are professionals doing work that would be done by a paying professional – and the cost of sending our delegates to the past WSC, which we have the intent of continuing to do.

Your Regional Service Structure

How often does your RSC meet? Bimonthly

Does your RSC meet in the same place each time? X yes ☐ no? If no, please explain.....

Does your region have a regional office? X yes ☐ no

Does your region have a regional convention? X yes ☐ no

If yes, is attendance: ☐ increasing ☐ decreasing ☐ staying the same *The regional convention will be the first. The Carioca Convention is in its 16th edition, and in the past three years the attendance is staying the same.

Did your regional convention make a profit this year? X yes ☐ no *The Carioca convention has a little profit each year. The 1st regional convention is expected to make a profit.

What committees or workgroups do you have at your RSC?

2 Convention/Events	<input type="checkbox"/> FD/Outreach	x H&I
<input type="checkbox"/> Human Resources	<input type="checkbox"/> Literature distribution	x Literature Review
x Phonenumber	x PR/PI	x Project Based Workgroups
x Regional Service Office	x Translations	<input type="checkbox"/> Website
<input type="checkbox"/> Youth	<input type="checkbox"/> Other, please specify _____	

Is there a corporation or an entity with legal status that is a part of your RSC?..... x yes ☐ no

Does your region use Consensus Based Decision Making (CBDMD) to reach decisions? ☐ yes x no

Do any of your areas use CBDMD to reach decisions? ☐ yes x no

Comments about how that works.

Though we use the old voting process to reach decisions, we do this having in mind, and always reminding ourselves, that the best decision-making process is that when we can discuss until we reach a consensus.

Service Delivery & Best Practices

Please describe the service workshops your region or the areas in your region have held this cycle, if any, giving information such as the topics covered, number of workshops, average attendance, etc.

We hold annual service activities for each of the subcommittees (PR, H&I, Phonenumber, and LTC). We also have the experience of having a general subcommittees service workshop. The participation of the areas is massive and we hold training activities as well as planning and decision making processes for specific issues. This workshops are focused on the participation of the area subcommittees trusted servants, the RCMs and the GSRs.

Besides that, we support the realization of the Brazilian Literature Translations Conference (which in 2015 will be the 4th) in conjunction with the BZF.

Does your region provide any other type of fellowship development or outreach efforts?

☒ yes ☐ no If yes, please describe.

When we started the region, we had a regional Outreach subcommittee, but after the first term we decided that the whole body of trusted servants should work as outreach whenever that type of service was needed.

What kind of training and mentoring efforts take place in your region and/or its areas?

Service Forums and workshops mentioned above. Our areas have the tradition of holding weekly subcommittee meetings, where business and training is conducted. Most of our areas have joint PI/H&I subcommittees. The region has done regular training events for each branch of service (PI, H&I, Phoneline, and Literature Translations).

Describe what kind of planning your region and/or its areas utilize.

We hold a biannual assembly focused on budget and planning. Most of our areas hold annually events with the same purpose.

Does your region or its areas have any shared services with other service bodies? ☒ yes ☐ no
If yes, please describe.

We have a phoneline service in the city of Rio, which is a joint effort of the areas in that city through the regional subcommittee. Some areas with the same phoneline area code share their phonelines. The PR efforts done by the Brazil Zonal Forum are done in conjunction with the other Brazilian regions. The NA's Brazilian website is also a joint effort of the BZF regions. Brazil has a Multi-Regional Office for literature distribution, the ACS, which has, as its Board of Directors, the Brazilian Regional Delegates.

Has your region had discussion about where NA does not exist in your region? ☒ yes ☐ no
If you have had any particular successes with communication strategies in your region and/or its areas please share them.

There is a social program, maintained by a TV station, called "Ação Global", which reaches the entire national territory, and, in the past cycle got a contact that generated several presentations and round table discussions, and later participation in the event which takes place in several municipalities of our region, covering the location of several of our ASCs.

If you have had any particular successes with utilizing technology in new ways within your region and/or areas please share them.

The use of new technologies such as Skype and WhatsApp improved contact between the various levels of service, but the good old email list is still way more accepted in our community. The PI/PR presentations use an informative video produced in conjunction with other RSC's through the BZF, and this has optimized PI service.

Please describe the different types of public relations efforts (PR/PI) carried out in your region

Today we maintain contacts with most of the state's football clubs, which allowed us the banner exhibition and electronic panels in various stages of soccer and our state, where the phone number of our helplines are seen by tens of thousands of people. Our contacts with Justice, Health and Education are also being done in a continuous manner. The WCNA had a boosting effect in our PI efforts, especially in the big media, and the contact with the professionals who are NA friendly.

How many statewide/national conferences per year does your PI/PR committee participate in/exhibit at?

We are now starting to have this sort of participation planned and executed at the national level.

Does the region have any type of NA phonenumber or a helpline? X yes ☐ no If yes, please describe these phonenumber/helpline service efforts.

The regional phonenumber is located at the regional office. Besides that, we also have a regional mobile line for after hours. Also, several of our areas have their own phonenumber/helpline services. The whole region is well covered with phonenumber service, i. e., all area codes in our state have at least one phonenumber number for NA.

Do you have a regional website? ☐ yes X no If yes, please include the URL

The region decided not to have a website and support the National website service done by the Brazil Zonal Forum. The national website is <<http://www.na.org.br>>

If yes, do you keep your meeting information updated on the website? X yes ☐ no
Groups, Areas and the Region are responsible to update the meeting information at the national website.

Has your region hosted CAR workshops? X yes ☐ no? If yes, please describe these efforts, such as number of workshops and average attendance

We have had two regional workshops before the conference, and a workshop for the conference report, after the conference, with an average attendance of 15 people.

How does your region reach a conscience about WSC matters?

☐Vote by GSRs at regional workshop/assembly ☐Vote by RCMs at RSC meeting

OR by: ☐ Area tally ☐ Group tally ☐ Member tally X

Other -please specify

GSRs and RCMs are invited to participate in the CAR/CAT discussions. We have been gathering this conscience as a general position, since the original region (Brazil), and the other Brazilian seated region (Brazil Sul) have either denied voicing our decisions, or have relegated that to a minor portion of their own tallies. We didn't feel yet the need for voting on any matter, and we tried to use the principles of consensus based decisions, and that of delegation based on general guidelines.

Does your region engage in gathering a conscience for CAT material? X yes ☐ no

How does your region delegate authority to you as a delegate to make decisions at the WSC?

For items in the CAR, is the decision left to your discretion or is it a mandate? ☐ My discretion ☐ Mandate - This depends on the matter, there are issues which are mandate, and there are issues that are delegated for the RD's discretion.

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC 2014? X growing ☐shrinking ☐ staying the same

Are there government or other legal impediments that restrict the ability of NA to function or grow in your community? ☐ yes X no

If yes, what is your region doing to resolve these obstacles?

Are there special language, translation or related issues that restrict the ability of NA to function or grow in your community?..... ☐ yes X no

If yes, what is your region doing to resolve these obstacles?

Innovations and Challenges

What subject generated the most interest and discussion in your region over the past conference cycle?

Building strong homegroups, and the Service System proposals.

Please describe the most significant challenge your region has faced since WSC 2014

In the past five years, we had trouble making our ends meet. The region has periods when the funds are well contributed from the areas and groups, but other times the region has a hard time and has to appeal to the areas to send more contributions. We figured that the periods when only a few areas contribute are seasonal. We are convinced that this is a reflection of our culture of trying to use only contribution funds for service. We are now beginning to resort on activities to raise funds. As our National literature distribution office (ACS) is located in Rio, the areas buy their literature there, and we have the culture of not using literature sales to raise funds. As our 1st Regional Convention will take place in 2015, we feel that these struggles will soon end.

Please describe some highlights or successes your region has experienced since WSC 2014.

Because Rio de Janeiro was one of the “centers” for NA service in Brazil since the beginning, especially the fact that the Brazilian Literature Distribution Office is located in Rio, when the region was formed, we didn’t have much experience in several aspects of service, like becoming incorporated, and holding activities to raise funds. Since 2014, we managed to start our first regional convention, and to solve several bureaucratic issues to have our incorporated association work well. We also managed to finally have a good body of trusted servants working in unity, and no vacant positions.

What additional information would you like to share with other conference participants?

We used to be a formal part of the Latin American Zonal Forum since the region was formed. This year, we made a conscious decision to not be a part of that forum anymore. We decided for that because our participation at the LAZF was very little, mostly contributing with human and funds resources, which we can continue to do without having to be a part of two Zones.

Delegate Experience

What has worked well and what challenges have you experienced in your role as regional delegate?

Being in regular and constant communication with RDs from the whole of Brazil and with others of all over the world has been very positive. This is done through informal media, but also at the web meetings promoted by NAWS.

Having a direct part in the leadership to promote the structuring and organization of Brazil Zonal Forum was important.

In the past, I had a position in the Brazilian LTC work. This branch of service was very limited to only a few members over the years, even though the fellowship has grown. Through the practice of the principles, I was part of the effort of creating a working organization of LTCs in several areas and regions, using technology to communicate. The LTC work in Brazil has been

boosted ever since, and the service positions have rotated in a very healthy way. This I am proud to be a part of, and I continue to participate in the LTC work.

Being at the WSC was a turning point in my recovery and service work. Noticing that Rio de Janeiro has enough experience and strength as any other region in the most developed parts of NA in the world was very important. Understanding better how the WSO and the NAWS efforts are done has increased my ability to share this and spread the word around about how we can better help and support these services.

The main challenge I faced was certain situations where the conflict of personalities has taken its emotional toll. Hopefully, I have overcome these with the practice of the program.

Another challenge was to help change the view many members have of the World and Zonal services – as was mentioned above, our groups felt, for a long time, apart from those levels of service. Making the extra effort to attract people to be involved in service, and also to participate through discussions, decisions, and contributions to the Zonal and World levels of service is an ongoing challenge.

It was sometimes frustrating to try to hold an event for general members and the GSRs/RCMs, such as workshops for writing contributions to the Traditions Book, for instance, and having nobody showing up. Even though we had good participation when we gave our report from the WSC after coming back from the conference, most of the times when we summon the fellowship to discuss World level issues, the participation is very little. It is an ongoing challenge to interest and attract people to these activities.



WSC 2016 Seating Request Form

Rio Grande do Sul Region

***Please note: If you do not have precise figures for some of the questions here but can give a close estimate, approximations are fine. When numbers are requested, please answer with a number rather than spelling out the word.*

Seating Questions (from *A Guide to World Services in NA*)

Why do you want to become a conference participant?

Our intention is to put our community voice into the World Conference. Our Region is already established and has provided important services, and we feel that it would be better if we could express our opinions just like the other regions, and remain in the spirit of unity and service.

Do you believe that the voice of your NA community is not currently being heard at the WSC?

If so, why? **As we have no seat, we have no voice in the World Conference. The ideas and opinions of our community are not heard, and this alone translates the feeling of exclusion of being a non-seated region, our participation in the formulation of ideas and fellowship development are impaired**

Since we don't have a seat we don't have a voice in the World Conference.

Do you believe your community has enough NA service and recovery experience to be a positive contributor to the global decision-making process for the Fellowship? If so, explain how.....

How will participation at the conference benefit your local NA community?

It was the participation of our community members that started out with the idea of the second region of Brazil, the South Brazil Region, in which we participated for years in a very active form of structure.

Please tell us about any other regional information or comments regarding the region's experience with the seating process.

Our community is thrilled with the possibility of being seated. We are closer and happier, services are taken seriously, and the personal recovery of trusted servants is interconnected with our growth.

Does your region represent all of the groups/meetings in your NA community?

At the Conference in 2014 we sent the request on time and it was not included in the CAT, and that happened to other Brazilian regions that are not seated. We have exchanged a lot of experience on services, we are one of 9 regions in Brazil, and there are only 2 that are seated, representing less than 15% of the number of meetings and groups. We believe that after two years we are more prepared and mature.

Regional formation and history

Does the region conform to established geographic boundaries, equivalent to state, territorial, provincial, or national boundaries, as recommended in *A Guide to World Services*? If not, why?

While we are in a state with defined borders, not all groups are part of our region, simply because we have no seat in the WSC. We hope that soon the whole community will be together in one purpose, as we have groups in major cities and

represent the state in the Public Relations services in relation with public bodies and society in general.

If any part the region was previously part of another region, what was the reason for the division? Please briefly describe the division process.

We do not consider this to be a division, because we are adding in order to multiply the services, as previously reported in 2005. The South Brazil Region was founded with the participation of members of our community, but other area service committees have joined, including 3 Brazilian states. The initial reason seems to have been repeated, i.e., traveling long distances for regional meetings, a region with 1500 km (932 miles) from one end to the other, and it takes two days to go through it, which became too big. The same old problem came up, so we decided to shorten the distances and thus again bring together the groups and regional services

What was the date of the regional formation? **March 2011**

When did the region begin to administer services? **As a Nucleus, in 2002; as the South Brazil region, in 2005; and as the Rio Grande do Sul region, in March 2011.**

What year did NA recovery meetings begin in the region? **1983**

Please provide copies of notes/minutes from your last three RSC meetings (in English only, if possible).

Facts about your Region

Name of Region **Rio Grande do Sul**

Name of Regional Delegate **Fabricio Muller**

Name of Alternate Delegate **Jorge Mendonça**

How long is the RD term in your region? **2 Years**

How many areas are in the region? **6.** How many groups are in the region? **71**

How many meetings take place each week in the region? **192 MEETINGS PER WEEK**

How many H&I panels take place each week in the region? (Please count panels facilitated by all service bodies, not just the RSC.) **AROUND 12 PANELS**

Does your region attend a zonal forum? ☒yes ☐no

If yes, which zonal forum? **BRAZILIAN ZONAL FORUM AND LATIN AMERICA ZONAL FORUM**

How long has your region been attending? **5 years**

Budget (Please specify currency if not giving amounts in US dollars)

What percentage of your RSC's annual budget comes from group and area contributions? (Please use numbers only) **90%**

What percentage comes from conventions and events? **10%**

What percentage comes from literature sales? **0%**

Please describe, in percentages, your RSC's annual expenses:

☐ PR efforts? **32%**

☐ H&I? **Included in the PR services**

☐ Holding workshops and service meetings? **24%**

☐ Traveling delegates or other trusted servants to service meetings and workshops? **30%**

- ☐ Holding events? 5%
- ☐ Expenses to hold and manage the RSC? 14%
- ☐ Specify any other expenses?

What was the total amount of money contributed by the region to your zonal forum during your last fiscal year? US\$ U\$ 50

Contributed by the region to NAWS? 0

Your Regional Service Structure

How often does your RSC meet? 90 days

Does your RSC meet in the same place each time? ☒ yes ☐ no? If no, please explain.

We have an office in the city of Porto Alegre, where most of the groups are, but eventually we hold meetings in the headquarters of area committees to bring together groups and service bodies, and stimulate local trusted servants to serve.

Does your region have a regional office..... ☒ yes ☐ no

Does your region have a regional convention? ☒ yes ☐ no

No, we prefer to hold service events.

If yes, is attendance: ☐ increasing ☐ decreasing ☒ staying the same

Did your regional convention make a profit this year? ☐ yes ☐ no

What committees or workgroups do you have at your RSC?

☒ Convention/Events

☒ FD/Outreach

☒ H&I

☐ Human Resources

☒ Literature distribution

☒ Literature Review

☒ Phonline

☐ PR/PI

☐ Project Based

Workgroups

☒ Regional Service Office

☒ Translations

☒ Website

☐ Youth

☐ Other, please specify _____

Is there a corporation or an entity with legal status that is a part of your RSC? ☒ yes ☐ no

Does your region use Consensus Based Decision Making (CBDM) to reach decisions? ☒ yes ☐ no

Do any of your areas use CBDM to reach decisions? ☒ yes ☐ no

Comments about how that works.....

Service Delivery & Best Practices

Please describe the service workshops your region or the areas in your region have held this cycle, if any, giving information such as the topics covered, number of workshops, average attendance, etc.....

We have participated in area meetings, where we conduct workshops on subjects such as strong groups, importance of self-support, Traditions, and Concepts.

Does your region provide any other type of fellowship development or outreach efforts?

☒ yes ☐ no If yes, please describe. **We financially support areas in order for them to participate in regional meetings and strengthen more isolated groups.**

What kind of training and mentoring efforts take place in your region and/or its areas?

Our trusted servants are always in touch with Outreach subcommittee leaders, so as to supply material and provide all the help that is possible.

Describe what kind of planning your region and/or its areas utilize. **Constant presence and interaction with area services.**

Does your region or its areas have any shared services with other service bodies? ☒yes ☐no If yes, please describe. **Our helpline serves the entire community, and some areas share PI and H&I services.**

Has your region had discussion about where NA does not exist in your region?☒yes ☐no

If you have had any particular successes with communication strategies in your region and/or its areas please share them. **We are using social networking tools for internal communication.**

If you have had any particular successes with utilizing technology in new ways within your region and/or areas please share them: **We have put up acrylic signs that lasts longer rather than paper posters in clinics, hospitals, police stations, pharmacies and schools.**

Please describe the different types of public relations efforts (PR/PI) carried out in your region

- ☐ Outdoor panels
- ☐ Leafleting
- ☐ Stands and presentation at specific events
- ☐ Squares
- ☐ Colleges and companies
- ☐ Bus door
- ☐ Ad on TV
- ☐ Spots in radios
- ☐ A personalized file with a presentation kit for authorities
- ☐ Panels in private companies

How many statewide/national conferences per year does your PI/PR committee participate in/exhibit at? **The regional PR has been present in around 25 events last year, most of them regional, but two statewide and one biannual national conference.**

Does the region have any type of NA phonline or a helpline? ☒yes ☐no If yes, please describe these phonline/helpline service efforts.

We divulge our Helpline in TV and radio commercials and posters, and we train our leaders to answer the calls.

Do you have a regional website? ☒yes ☐no If yes, please include the URL **We have two websites, One is used internally for service and it is not disclosed at <http://regiao-rs.webnode.com/>. Another is shared with other Brazilian regions with public access at na.org.br.**

If yes, do you keep your meeting information updated on the website?☒yes ☐no
Has your region hosted CAR workshops? ☒yes ☐no If yes, please describe these efforts, such as number of workshops and average attendance

Even without seating to carry the conscience of the region, we have conducted CAR workshops so that our region is abreast of world service topics. For the last CAR we conducted six workshops with an average of 15 participants in each.

How does your region reach a conscience about WSC matters?

☒Vote by GSRs at regional workshop/assembly ☒Vote by RCMs at RSC meeting

OR by: ☒Area tally ☒Group tally ☒Member tally

☒**Other -please specify The RCMs bring the consciences of groups that have been voted on in the area meetings.**

Does your region engage in gathering a conscience for CAT material? ☒yes ☒no

How does your region delegate authority to you as a delegate to make decisions at the WSC?

For items in the CAR, is the decision left to your discretion or is it a mandate? ☒My discretion ☒Mandate

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC 2014? I ☒Increasing ☒shrinking ☒staying the same

Are there government or other legal impediments that restrict the ability of NA to function or grow in your community?.....☒yes ☒no

If yes, what is your region doing to resolve these obstacles?.....

Are there special language, translation or related issues that restrict the ability of NA to function or

grow in your community?☒yes ☒no If yes, what is your region doing to resolve these obstacles?.....

Innovations and Challenges

What subject generated the most interest and discussion in your region over the past conference cycle? **Moratorium and new literature.**

Please describe the most significant challenge your region has faced since WSC 2014

Self-sustenance as a community of a poor country and developing.

Growth in the number of groups, maturity in contact with society, development of the cooperation process, and exchange of experience with other communities though the zonal forums.

What additional information would you like to share with other conference participants?

In addition to great satisfaction, we can count on the support of all NA communities for the growth of our services, the unity that the seating of our region would bring NA as a whole in our community. That the voice of our community be heard is of paramount importance at this moment of continuity and growth of the fellowship.

Delegate Experience

Transparency and honesty in the program. Saying that we are a young community which has a lot of room for growth and exchanging experience with all component parts of the forums in which we participate can add to our services.

What has worked well and what challenges have you experienced in your role as regional delegate?

The resulting unity would make our community a respected structure, which develop services with the quality and dedication that makes the difference.



WSC 2016 Seating Request Form Turkey Region

***Please note: If you do not have precise figures for some of the questions here but can give a close estimate, approximations are fine. When numbers are requested, please answer with a number rather than spelling out the word.*

Seating Questions (from *A Guide to World Services in NA*)

Why do you want to become a conference participant? **We believe that Turkish experience would be beneficial for other regions as well as we shall benefit from the experience of other regions. Also, Turkish region would like to be heard in issues that is related to NA as a whole.**

Do you believe that the voice of your NA community is not currently being heard at the WSC? If so, why? There is no chance because also EDM is not represented in WSC.

Do you believe your community has enough NA service and recovery experience to be a positive contributor to the global decision-making process for the Fellowship? If so, explain how. **Yes. Turkey has a unique experience in terms of culture, geography and religion. It has 22 years of serving in this region of the world. It also took place on setting up EDM and NAMEC.**

How will participation at the conference benefit your local NA community? It will give the right to vote on the matters that will affect them.

Please tell us about any other regional information or comments regarding the region's experience with the seating process.

Does your region represent all of the groups/meetings in your NA community? **Yes.**

Regional formation and history

Does the region conform to established geographic boundaries, equivalent to state, territorial, provincial, or national boundaries, as recommended in *A Guide to World Services*? If not, why? **Yes.**

If any part the region was previously part of another region, what was the reason for the division?

Please briefly describe the division process.

What was the date of the regional formation? **1995**

When did the region begin to administer services? **1995**

What year did NA recovery meetings begin in the region? **1993**

Please provide copies of notes/minutes from your last three RSC meetings (in English only, if possible).

Facts about your Region

Name of Region: **TURKEY**

Name of Regional Delegate: **Dogukan**

Name of Alternate Delegate.....

How long is the RD term in your region? **2 years.**

How many areas are in the region? **1**

How many groups are in the region? **6**

How many meetings take place each week in the region? **26**

How many H&I panels take place each week in the region? (Please count panels facilitated by all service bodies, not just the RSC.) **6**

Does your region attend a zonal forum? **Yes.**

If yes, which zonal forum? **EDM**

How long has your region been attending? **More than 15 years.**

Budget (Please specify currency if not giving amounts in US dollars)

What percentage of your RSC's annual budget comes from group and area contributions? (Please use numbers only) **4250 USD.**

What percentage comes from conventions and events? **90%**

What percentage comes from literature sales?

Please describe, in percentages, your RSC's annual expenses:

- PR efforts? **25%**
- H&I? **10%**
- Holding workshops and service meetings? **15%**
- Traveling delegates or other trusted servants to service meetings and workshops? **25%**
- Holding events? **10%**
- Expenses to hold and manage the RSC? **15%**
- Specify any other expenses?

What was the total amount of money contributed by the region to your zonal forum during your last fiscal year? **50 Euro**

Contributed by the region to NAWS? **100 USD**

Your Regional Service Structure

How often does your RSC meet? **Quarterly**

Does your RSC meet in the same place each time? **No. We visit different areas to make fellowship development.**

Does your region have a regional office? **No**

Does your region have a regional convention? **Yes**

If yes, is attendance: **Increasing.**

Did your regional convention make a profit this year? **Yes.**

What committees or workgroups do you have at your RSC?

☒ **Convention/Events**

☐ Human Resources

☐ Phonline

☐ Regional Service Office

☐ Youth

☒ **FD/Outreach**

☒ **Literature distribution**

☐ PR/PI

☒ **Translations**

☐ Other, please specify **We have a PR coordinator**

☒ **H&I**

☐ Literature Review

☒ **Project Based Workgroups**

☒ **Website**

Is there a corporation or an entity with legal status that is a part of your RSC? **No**

Does your region use Consensus Based Decision Making (CBDM) to reach decisions? **Yes**

Do any of your areas use CBDM to reach decisions? **Some groups apply it.**

Comments about how that works

Service Delivery & Best Practices

Please describe the service workshops your region or the areas in your region have held this cycle, if any, giving information such as the topics covered, number of workshops, average attendance, etc.

Does your region provide any other type of fellowship development or outreach efforts?

No If yes, please describe.

What kind of training and mentoring efforts take place in your region and/or its areas? **It is done through the meetings.**

Describe what kind of planning your region and/or its areas utilize. **We take annual inventory and set up our strategic plan of the year.**

Does your region or its areas have any shared services with other service bodies? Yes. If yes, please describe. **We take part in the work groups of EDM.**

Has your region had discussion about where NA does not exist in your region? **Yes**

If you have had any particular successes with communication strategies in your region and/or its areas please share them. **Not yet, they are all in the process.**

If you have had any particular successes with utilizing technology in new ways within your region and/or areas please share them. **No.**

Please describe the different types of public relations efforts (PR/PI) carried out in your region

How many statewide/national conferences per year does your PI/PR committee participate in/exhibit at? **2-3**

Does the region have any type of NA phonenumber or a helpline? **Yes, we have info line and helpline.**

Do you have a regional website? **Yes. www.na-turkiye.org**

If yes, do you keep your meeting information updated on the website? **YES**

Has your region hosted CAR workshops? **No.**

How does your region reach a conscience about WSC matters? **Since we do not have a seating at WSC, we do not have a specific way of doing it.**

☐Vote by GSRs at regional workshop/assembly ☐Vote by RCMs at RSC meeting
OR by: ☐ Area tally ☐ Group tally ☐ Member tally
☐ Other -please specify _____

Does your region engage in gathering a conscience for CAT material? **No.**

How does your region delegate authority to you as a delegate to make decisions at the WSC? For items in the CAR, is the decision left to your discretion or is it a mandate? ☐ My discretion ☐ Mandate

Does it seem as though the number of members in your region has been growing, shrinking, or staying the same since WSC 2014? ☐ growing ☐ shrinking ☐ staying the same

Are there government or other legal impediments that restrict the ability of NA to function or grow in your community? **No.**

If yes, what is your region doing to resolve these obstacles?

Are there special language, translation or related issues that restrict the ability of NA to function or grow in your community? **No.**

If yes, what is your region doing to resolve these obstacles?

Innovations and Challenges

What subject generated the most interest and discussion in your region over the past conference cycle?

Please describe the most significant challenge your region has faced since WSC 2014: **Managing the money matters.**

Please describe some highlights or successes your region has experienced since WSC 2014: **We started to pay our literature, to fully fund our RD's attendance to Zonal Forums and to donate to EDM and WS.**

What additional information would you like to share with other conference participants? **Turkish NA started to work on going legal.**

Delegate Experience

What has worked well and what challenges have you experienced in your role as regional delegate? **Continuous attendance to**

Regional Ideas for WSC Consideration

Idea submitted for Conference Consideration

From the South Florida Region:

Proposal: Fellowship Issue Discussion Topics (IDTs) will be selected based on the following process: By August 1 following the World Service Conference (WSC), NAWS will create a section on na.org for IDT submissions. Any member, group, area, region or zone will be able to add an item to the poll. Beginning February 1 in the year before the WSC the process of voting on the poll will start. Any member, group, area, region or zone will be able to vote on the choices in the poll. The poll will close on the final day as set by the Guide to World Services (GTWS) for regional motion submissions. The top six Issue Discussion Topics in the poll will be placed in the Conference Agenda Report and voted on in old business at the World Service Conference with the top three being the Issue Discussion Topics for that next conference cycle.

Policy Affected: This motion would change Addendum E ("Issue Discussion Topics – Selection and Discussion") of the GTWS on page 67.

Intent: To have more direct and specifically defined fellowship involvement in the creation and selection of Fellowship Issue Discussion Topics.

Rationale by Region: Between 1998 and 2002, a list of possible Issue Discussion Topics were provided in the CAR. The two favored by the most regions became the IDT's for the conference cycle. This was discontinued after the 2002 WSC. With the increased usage of the internet and the widespread availability of free polling software, we feel fellowship involvement in creating the topics can be achieved. We feel the World Board has had too much influence over the topics that have been selected over the past few cycles, and the topics selected have had little interest to the fellowship in our region. Therefore, our region wished to return to a process where local fellowships have a more active role in identifying and selecting the issues discussed by the whole fellowship during each cycle. We also believe that this grassroots involvement at the inception of the IDT process will yield increased local participation in the discussions, and provide results of greater value to the fellowship as a whole.

World Service Conference

Mission Statement

The World Service Conference brings all elements of NA world services together to further the common welfare of NA. The WSC's mission is to unify NA worldwide by providing an event at which:

- ◆ Participants propose and gain fellowship consensus on initiatives that further the NA World Services vision;
- ◆ The fellowship, through an exchange of experience, strength, and hope, collectively expresses itself on matters affecting Narcotics Anonymous as a whole;
- ◆ NA groups have a mechanism to guide and direct the activities of NA World Services;
- ◆ Participants ensure that the various elements of NA World Services are ultimately responsible to the groups they serve;
- ◆ Participants are inspired with the joy of selfless service, and the knowledge that our efforts make a difference.