

# NAWS NEWS

volume five

na world services news

issue one

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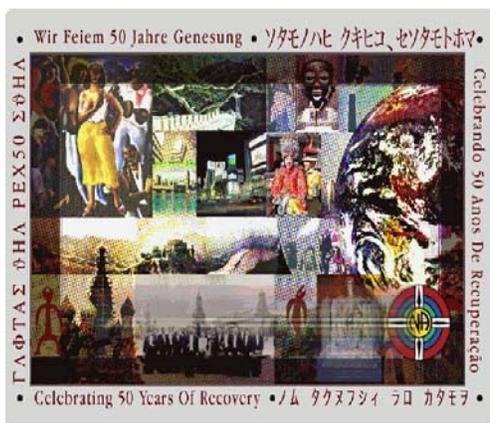
## Hello from your World Board

We held our first meeting since the World Service Conference in Woodland Hills, California. Since then we have successfully oriented six new board members, developed the plans for the work approved at the conference, framed our issue discussion topics, attended several zonal forums and other fellowship events, elected our new executive committee for this conference cycle, activated workgroups, contacted members to work on those groups, and scheduled the first of the workgroup

meetings!

During all of this, the staff at the WSO continue to do the day-in and day-out work of

NAWS—filling literature orders, assisting communities with translations, answering phone calls, email and H&I letters, sending out group starter kits, planning world conventions, producing literature, and raising the awareness of the viability of recovery in Narcotics Anonymous to the public.



## what's inside?

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 a natural starting place for a good conversation—another issue to discuss

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The truth is that much of what we do may not necessarily affect **your** home group, but it will affect **a** home group perhaps in a developing or struggling community. It helps us when we look at our work like twelfth step work on a global level. However, much of what we have done in the recent past has been focused internally on Narcotics Anonymous World Services. However, as we have reported in the past, the time has come for NAWS to turn our attention to what you have been focusing on for a long time now. It is time for us to help you in addressing the needs of your local communities around the world. The work that we have planned for this next cycle is not about “us.” The work we have ahead of us is about the fellowship.

NA World Services is not only continuing to grow, but we are growing up. NA is global. We are a lot like a teenager going through a growth spurt—awkward, jittery, and still feeling growing pains. NA has developed over the years. Now it is time for us to start filling in the gaps and paying attention. We need to make sure that we not only expand into new communities, but that we assist existing communities who have been around for a while. It is time for us to focus on offering support to the group that has been meeting every week for the last several years in an established NA community. It is time to answer the question—*what does this have to do with my homegroup?*

One way that we will accomplish the depth and breadth necessary to fulfill our vision is through creating new and helpful tools. This includes recovery literature and up-to-date resources like handbooks and bulletins. We hope this addresses the heart of the question, *what does this have to do with my homegroup*, and enhances your own personal recovery and twelfth step. Carrying the message of recovery is an integral part of our personal recovery and staying clean. By providing tools that better help you—the member—carry the message, we hope that we are also helping you do your job. Our work on revising the Basic Text and creating a Public Relations Handbook are examples of how we are capturing the experience, strength, and hope from our members; and inviting the fellowship’s direct experience into this process.

Our mutual efforts in these projects should prove to be energizing and give us another opportunity to “keep what we have...”

## issue discussion topics

At our last board meeting we not only considered the input received regarding last cycle’s issue discussion topics, *Atmosphere of Recovery* and *Self-Support*, but we took a good look at the process we used: *News Flashes* and bulletin boards at [www.na.org](http://www.na.org). More importantly, we discussed ways to frame an effective discussion within the fellowship.

The topics that were selected at WSC 2004 are *Infrastructure* and *Our Public Image*. The profiles for both of these topics include background on why these topics were selected and why it is so important to have this conversation within the fellowship. The profiles will be released in the October *NA Way Magazine* and are included in this *NAWS News*.

After we discussed the purpose and process of issue discussion topics in general, we discussed the actual topics. We encourage all of you to take time—either at the beginning, middle, or end of your normal business meetings—to investigate these topics. We suggest, based on our personal experience that you don’t try to talk about both issues in one day. You may choose to have discussions on two separate days, have a discussion set aside at a convention or learning day, or make time at one of your group’s business meetings. Try following the session profiles and using the brainstorming guidelines and ground rules. Be sure to let us know how these new tools work for you group.

Remember, the priority here is *not* providing us with “answers” to these issues. The importance of the issue discussion topics is that you take something away from the discussion that will help you in your personal recovery when addressing these areas. Our goal is that something will arise from these discussions that may make a change in your group, area, or

region. We hope that you share your experiences discussing the topics with us.

We will be taking a look at the progress of the issue discussion topics during the conference cycle and talking with you about them when we see you out in the fellowship. If we see ways of improving the profiles as we go along, we will certainly do that and send out revised versions. Your input about the *process* is just as important as your input about the *topics*.

volunteers, and regions depend on world services to do the work of fulfilling our vision. In turn, we depend on our members to do the most important job of all—carry the message to addicts who still suffer. If a clock is doing its job you will never notice that inside, there are dozens of gears and gadgets, all diligently working with one another to move each hand of the clock one second at a time. Each of us—

from the newcomer with two days clean saying to the addict with one day clean, “you never have to use again,” to the member with thirty years clean deciding to get back into service after a few years off—are a gear that make the clock work. When the clock works, people stay clean.

**NA history & art**  
**we're always looking for great stuff!**  
**we'll frame it, display it, or archive it at WSO.**  
**if you want people around the world to see your NA memorabilia, send us electronic files or let us know if you need help with postage.**

## **OUR PUBLIC IMAGE & INFRASTRUCTURE**

Relationships and partners are critical to achieving our goals; and we need to repair, rebuild, and maintain these relationships. We have done an inventory over the last several years and made many changes in our structure. Through the PR Roundtables, we have taken a look at our some of our shortcomings. Now it is time for us to move onto the next step by making amends. A Just as we do in Step Eight and Step Nine, we want to rebuild the way we relate to each other in order to foster wholesome relationships; both inside of and outside of the fellowship.

On that note, it is important to cultivate the relationships within the fellowship because we acknowledge that each part of our service structure depends on another. We experience this interdependence in our ability to carry the message to addicts who still suffer. Just as the group relies on the area to print directories so newcomers can find meetings, the area depends on the region to fulfill literature orders, facilitate communication, and be innovative, regions depend on areas for support, ideas,

Moreover, it doesn't matter if the clock is working if people can't see it. Let's not keep the miracle of NA a secret. We are not a secret society and it is not against the law for us to gather in *most* parts of the world these days. The days of needing to be quiet about whom and what we are have passed. It is time for NA to come out of the shadows and let the world know that we are here and that we have been working in the lives of countless addicts. We are a simple, spiritual, not religious, program known as Narcotics Anonymous. Let us let them know. Whether we like it or not, we already have a public image: oh is that like AA? Oh, that's that program for drug addicts? Oh, NA, that's the place where all the heroin addicts go, isn't it? NA! I can't send my daughter there or she will get harassed, won't she?

**ARE YOU SATISFIED WITH  
OUR PUBLIC IMAGE?**

## Leadership in NA

One of the problem areas we have identified is the perception of certain roles within our service structure, including that of a board member and that of a delegate. That initial problem results in a lack of a clear understanding of those roles by the members who elect trusted servants. We also know that training, orientation, proper tools and support for regional delegates are a problem as well. Lastly, we must broaden the focus beyond our WSC role and start to talk about what to do between conference cycles.

We have many ideas about how to provide better support to delegates in fulfilling their role. We have tried new reporting from the conference and will be engaging delegates about our ideas throughout this cycle. If you are a delegate, we encourage you to let us know how we can better assist you. Some of our ideas are to continue our work on our post WSC communication by giving you highlights to pass on to interested members and to provide visuals and illustrations. Some training and orientation can occur at zonal forums for trusted servants using a train-the-trainer type of format so that we are more proactive and responsive to their needs. Another great way to make improvements is through the use of technology, including providing material electronically, as well as providing PowerPoint presentations that RD's can use.

The natural starting place for leadership development is with you—the member. Leadership development happens at business meetings within your group. We continue to develop leaders when we come together at area service meetings and elect our representatives and chairpersons. The discussion about development must happen within the fellowship as a whole and the awareness must be raised throughout. For that reason, we realize that this topic is much like an issue discussion topic and is, in and of itself, another issue discussion topic for this cycle (if only to raise the awareness of our members).

A good conversation about leadership development depends on a common understanding about what a leader is. Because defining leadership qualities in NA was a project plan prioritized lower than the identification and development plan, we will be outlining some of the qualities as they currently exist in the Second Tradition and Fourth Concept. These qualities will be used as a starting point for our discussions with the fellowship.

Be prepared to discuss this at future meetings, including zonal forums and world service events!

## fellowship support what's going on in...

### **RUSSIA**

The Russian service structures for West Russia and Central Russia are currently seeking feedback from all Russian groups on the proposed glossary change for 'addict' and 'addiction.' A revised IP #1 draft was prepared by NAWS with underlined revisions for easier review by the groups. The change involves changing the term from *Narkoman* (narcotics addict) to a Russian term meaning dependent. Most of Eastern Europe seems to choose this term for addiction.

### **BULGARIA**

The Bulgarian keytags are ready and the community appears quite happy to have the first recovery tool in their language. IP #1 evaluation is currently in progress.

### **EASTERN EUROPE**

Overall, we are experiencing an enormous increase in activity all over Eastern Europe. Part of it may be due to recent service workshops and European Forum events in Eastern Europe. It should not be underestimated that once again we have a part time staff member who can communicate in three Eastern European languages. We now have ongoing communications in Russian, Ukrainian and Polish with Russia, Latvia, Lithuania, Ukraine, Poland, Bulgaria, and Belarus.

**ESTONIA, LATVIA, AND LITHUANIA**

We sent 150 pounds of service material to Lithuania for their convention in September. Lithuania will be funding members from NA in Estonia, and members from Latvia will also be attending the convention! Latvian keytags are ready and available.

**UKRAINE**

Ukrainian keytags have been approved! They will be available soon.

**IRAN**

We recently spoke with Iran and they shared that they just had the opening meeting at their convention, with 12,000 people in attendance. The meeting was held in a Tehran sports stadium where they read a greeting from NAWS and the Iranian president before an official "kick-off" with five speakers—three recovery shares, one on the traditions and one on PI. Members from Bahrain attended in support of the convention. They also sent us photos of a trophy and an award they received a few weeks ago when they were named the most successful Non-Government Organization (NGO) of the year in Iran. They will be sending us a full article for the NA Way Magazine. We are very excited to hear all about the rest of their convention and what is happening in Iran.

**JAPAN**

- progress with the translation of the Basic Text
- a service workshop will be held at the Japan convention 17-20 September 2004.
- we are translating sections of PI Basics into Japanese so they can use it in the PI workshop at an upcoming convention

**VIETNAM** is creating a basic draft of IP #1

**PHILIPPINES**

- formed new LTC and revising current IP #1 & glossary
- creating literature at more basic reading level to reach the vast majority of addicts can't use the existing Tagalong translation

**ARABIC SPEAKING COMMUNITIES**

IP #1 is posted on [www.na.org](http://www.na.org) and the LTC is completing the translation of keytags.

**PI BASICS**

An updated PI resource package is available from Fellowship Services at WSO

**NEW—WORLD SERVICES PARTICIPATION REQUEST FORM**

AT [WWW.NA.ORG/PARTICIPATIONREQUEST.HTM](http://WWW.NA.ORG/PARTICIPATIONREQUEST.HTM)

The purpose of this form is to better address issues going on within the local fellowship whose events we are attending. We hope to more actively participate in your forums and events, occupy some time on your agendas, and frame some of the sessions so that they work for you and us. This is an invaluable opportunity to interact with the fellowship about our work.

An example of this occurred in Barcelona where the convention took the time to do a miniature worldwide workshop. The fellowship there actively and enthusiastically participated. A similar event occurred at the Southeast Zonal Forum when we were asked to address convention-specific issues. Instead, with the support of the members there, we facilitated a session on infrastructure. The session was well received and some of the members there even decided that they may want to turn the session into a workshop at a local convention!

We have already also said yes to a number of smaller, single regional events, and we will be adapting the worldwide workshop model at these events. Later in this issue you will see our project about **Service and Fellowship Development Workshops**. We have upcoming workshops scheduled in Mexico, Japan, South Africa, and Colombia, and we will be attending zonal forum meetings in Canada and the Southern US. We want to work more closely with each event to meet the needs of the local NA community. This can only be done with your support. Please use the new participation request forms and help us better help you and those you serve.

## public relations

Through professional events we provide information to practitioners who work with addicts, allowing us to extend the message of recovery to still-suffering addicts and continuously increase awareness of NA as a viable option for recovery. Since January, we attended the American Society of Addiction Medicine conference, in Washington, DC; the first Asia Pacific Institute on Addictions in Singapore; the annual conference of the National Association of Addiction Treatment Professionals in Tampa; the National Association of Drug Court Professionals conference in Milwaukee, WI; and the annual conference of the American Corrections Association held in Chicago in July.

We continue to network with agencies that work with addicts and foster cooperative relationships through participation in National Alcohol and Drug Addiction Recovery Month, an annual celebration of recovery held in September each year coordinated by the US Department of Health and Human Services, and the Substance Abuse and Mental Health Services Administration's (SAMHSA) Center for Substance Abuse Treatment (CSAT). For the past two years, NAWS, along with other twelve-step groups, has participated in Recovery Month planning sessions as a community resource.

Because NA is viewed by many as a closed or secret society, it is vital for us all to work more diligently to ensure that NA is known as a viable alternative for recovery. Cooperation with programs like Recovery Month and participation in professional events increases awareness of NA and helps us to more effectively carry our message to the addict who still suffers.

## your world board

### VALUES

Something that has worked for us since we first met as your World Board in 1998 has been taking time out of our meetings to focus on our values as a group. Before we start doing the "business" of our meetings, we feel that it is more important that all of us are on the same page and share some common values. This is a practice that has worked for us and we highly recommend it to any group in the fellowship. We had a discussion about our values and what they mean to us; and we agreed that we need to continue to re-visit these values.

At our first meeting after the conference, it is normal practice for us to elect our executive committee members, affirm the point-people for workgroups, and make assignments to those groups. This conference cycle we tried a couple of different things. We held a separate meeting to orient new members rather than adding days to an existing board meeting; we tried meeting at a different location for our first board meeting so that all members had the same level of familiarity with their surroundings. We were somewhat confined in where we could meet because we did not want to house an additional fifteen staff to meet with us for one day.

### THE EXECUTIVE COMMITTEE

We would like to congratulate our new Executive Committee: Bob J from Nevada is Chairperson, Craig R from North Carolina is the Vice Chairperson, Jim B from Illinois is the Treasurer, and Tom McC from Hawaii is the Secretary.

## workgroups & projects

### WE HAVE OUR WORK CUT OUT FOR US...

We have discussed the overall work plan and its impact on our work as your board and on NAWS for the conference cycle. We have already completed the planning and prioritization process and now we are focusing on *delegation*. The point-people assigned to the projects work with staff in preparing for meetings, facilitating the meetings, and developing reports. Part of being a strategic board is that we cannot do all of the work ourselves. We rely on the help of members in the world pool, delegates, and workgroups. The workgroups are formed for a specific task and given a clearly outlined "charge." The charge tells them exactly what we are looking for and includes a timeline for completing that work. A member of the board helps facilitate the workgroups and reports to the entire board, letting us know the progress the workgroup is making. As we move forward, we may make adjustments to the workgroups direction. Once the workgroup has completed the assigned task and it is no longer needed, it is then dissolved.

Some projects require a workgroup that uses members of the world pool, some workgroups have board members on them, some do not, and some projects don't require a workgroup at all.

To follow are the projects that we are currently working on coming out of WSC 2004 and a little bit about what each project entails. The "charge" we give the workgroup is much more detailed (you may access that information yourself by going to [www.na.org/conference](http://www.na.org/conference)).

For some of projects, we have selected and defined workgroups and listed those assignments here. Other projects will continue to unfold and may or may not require a

workgroup at a later date. We will be providing you with more information about each of these projects as we frame them further (and as more is revealed). Go to [www.na.org/conference](http://www.na.org/conference) for project updates.

### BASIC TEXT

The purpose of this project is to create an approval-form Sixth Edition Basic Text including a new preface, the replacement of some or all of the personal stories, and an introduction to the personal stories.

Send your ideas about what you want to see in the personal stories section to the World Service Office. The workgroup will include Ron H and Giovanna G from the board, and the following World Pool members:

Jeff B..... Illinois, US  
 Jose Luis A..... Puerto Rico  
 Joyce F..... New Jersey, US  
 Lib E.....New Zealand  
 Michael McD ..California/Washington, US  
 Peter H.....United Kingdom  
 Samantha J .....Oregon, US  
 Trond E .....Norway

### PUBLIC RELATIONS HANDBOOK

This project's goal is to create a handbook with a broad scope for use in public relations efforts. The handbook, which will be separated by section for ease and flexibility of use, will focus on our relations with the public in all forms, including but not limited to: Public Information, websites, phonelines, Hospitals & Institutions, institutional guides, media, outreach, and inmate correspondence.

A workgroup for this project has been activated and will include Ron M from the board and following World Pool members:

Billy R..... Arizona, US  
 Jack H..... Washington, US  
 Junior.....Brazil  
 Mark H.....New Zealand  
 Paul F.....United Kingdom  
 Richie S ..... New York, US  
 Roseann B-A..... California, US  
 Stephen K..... Ireland  
 Tony W..... South Carolina, US  
 Valerie D .....North Carolina, US

**PUBLIC RELATIONS STRATEGY**

This project aims to both create a public relations strategy and, with that strategy as a foundation, begin impacting the development of new PR tools. David J and Piet de B from the World Board and the following members from the World Pool will serve on this workgroup:

- Bob McF ..... California, US
- Donna M ..... California, US
- Greg W ..... Arizona, US
- John S ..... Missouri, US
- Mary Kay B..... Virginia, US
- Simon J ..... United Kingdom

**BULLETINS PLAN**

The scope of this project is to create new and/or revised material on a topic (the first of which is behavior at meetings/giving the newcomer a chance to recover) that concerns NA philosophy to better serve a growing and changing worldwide fellowship. If the creation of this bulletin seems to go smoothly, work will begin on other bulletins.

**routine & ongoing**

**BUSINESS PLAN**

Focused on the business portion of NAWS operations, this Workgroup evaluates our operations and financial reporting on a regular basis and makes recommendations to ensure that we build and maintain adequate resources that grow with the fellowship. This workgroup is currently comprised of members of the WB Executive Committee and:

- Bob McD ..... Georgia, US
- Cary S..... Illinois, US
- Joao V..... Brazil
- Khalil J..... Georgia, US
- Mario T (Point-Person)..... Australia
- Susan C..... Washington, US

**THE NA WAY MAGAZINE**

**EDITORIAL BOARD**

The Editorial Board reviews the content of the NA Way and makes recommendations to the board about ideas for the magazine. This workgroup consists of Mukam H from the board and the following World Pool members:

- Gail D ..... New York, US
- Keith Paul N..... Tennessee, US
- Mark S..... Canada
- Red..... New Zealand
- Sheryl L ..... Pennsylvania

**REACHING OUT WORKGROUP**

This workgroup reviews the content of each edition of the publication, *Reaching Out*, and makes recommendations to the World Board for improvements. For *Reaching Out*, new members will be chosen by the spring of 2005. The current workgroup is made up of the following members:

- Paul M ..... New Jersey, US
- Rex S ..... Washington, US
- Susan S ..... Tennessee, US

**TRANSLATIONS EVALUATION GROUP**

The TEG serves to evaluate and make recommendations on initial recovery material offered for publication by specific languages. Daniel S is the board member on this group along with the following members from the World Pool:

- Dora de la S..... Brazil
- Francoise H..... Israel
- Monica A..... Norway

**SERVICE & FELLOWSHIP**

**DEVELOPMENT**

**WORLDWIDE WORKSHOPS**

Currently, the scope of this project is to hold up to six workshops in this conference cycle throughout the fellowship. The purpose of the workshops will be to engage in various discussions on a variety of service and recovery issues with as many members as possible.

For this conference cycle, two types of workshops would be held. "Service workshops" will focus on the service structure and/or related issues. A variety of agendas and sessions will be developed for these workshops to allow NAWS to obtain information for future service tools and engage participants in an exchange. The other type of workshop, designated "fellowship development workshops," will engage as many members as possible in various discussions on a variety of service and recovery issues.

As mentioned in the Fellowship Support section of this issue of NAWS News, please use the *NEW* World Services Participation Request Form at [www.na.org](http://www.na.org).

**NAWS COMMUNICATIONS AND**

**PUBLICATIONS**

The purpose of this project is to evaluate and improve how World Services receives input from, reports to, and gets feedback from the fellowship to assist in all stages of the work process.

## world convention update

“One Fellowship, Many Friends (Pili Aloho, Nui)”

**NEW AND UPDATED INFO** posted at  
[www.na.org/wcna31](http://www.na.org/wcna31)

flyers will be distributed  
before the event goes on sale  
1 December 2004

you will be able to  
register for the convention  
make hotel reservations  
book your airline tickets

check our website or  
contact the WSO to be added to  
the convention info mailing list

## Human Resource Panel

The HRP is meeting while we are writing this issue of *NAWS News*, so they will have a full report for you after their meeting. Before their first meeting, one of the newly elected panel members, Dylan J resigned for personal reasons. This leaves four members on the HRP for this conference cycle.

*If you are interested in becoming a workgroup member in the future, please submit a World Pool Information Form to the WSO. If you have 5 years clean and a willingness to do world service work, make sure you have a completed and updated resume on file.*

## WSO staff update

We would like to welcome Renee Brazell to our team. She is working as the Administrative Assistant to Conventions, Meetings, and Events. She comes to us with excellent computer skills and an impressive event resume. The newest addition to our staff is Jane Nickels. After fulfilling her term on the board, she relocated to California and will be joining us the end of August as a project coordinator! We are very excited at the opportunity to continue working with Jane. On a sad note, we say goodbye to Donna Smylie. She leaves us after working at the WSO for over fifteen years. We wish her the best of luck in her future endeavors.

The work that we do in NA World Services would not be possible with the hard work and dedication of our staff—the special workers of the primary service center for Narcotics Anonymous World Services. They are the people who work everyday, helping to make our vision a reality. Everything that we do could not be possible without the efforts of the staff at the WSO in Chatsworth, California and our offices in Canada and Belgium. If you or anyone you know would like to be a part of this amazing team please do not hesitate to contact Roberta Tolkan, the Human Resource Manager at WSO. You may reach her at [Roberta@na.org](mailto:Roberta@na.org), by calling (818) 773-9999, and dialing extension 121. We look forward to hearing from you.

## product update

### Bulgarian

Keytags

Welcome through Multiple Years

Item No. BG-4100-4108 Price US \$0.37/each

### Danish

IP #7: *Am I an Addict?*

Item No. DK-3107 Price US \$0.21

IP #16: *For the Newcomer*

Item No. DK-3116 Price US \$0.21

IP #22: *Welcome to NA*

Item No. DK-3122 Price US \$0.21

Group Reading Cards (6-card set)

Item No. DK-9130 Price US \$2.20

### Greek

NA White Booklet

Item No. GR-1500 Price US \$0.63

### Japanese

Multiple-Year Keytag

Item No. JP-4108 Price US \$0.37

### Latvian

Keytags

Welcome through Multiple Years

Item No. LV-4100-4108 Price US \$0.37/each

### Lithuanian

IP #2: *The Group*

Item No. LT-3102 Price US \$0.26

IP #16: *For the Newcomer*

Item No. LT-3116 Price US \$0.21

IP #22: *Welcome to NA*

Item No. LT-3122 Price US \$0.21

### Norwegian

*An Introductory Guide to NA*

Item No. NR-1200 Price US \$1.70

IP #21

*The Loner: Staying Clean in Isolation*

Item No. NR-3121 Price US \$0.26

### Polish

IP #1: *Who, What, How, and Why*

Item No. PL-3101 Price US \$0.21

### English

#### NA Literature Racks

20-pocket and 25-pocket wire racks that hold informational pamphlets/brochures as well as booklet/magazines.

20-pocket—Item No. 9055 Price: US \$32.95

25-pocket—Item No. 9056 Price: US \$38.95

**buy literature online**  
**@ [www.na.org](http://www.na.org)**

With no advertising, and in a little over one-hundred days we have:

- Received over 500 orders, totaling about \$200,000 in online literature sales.
- Received online orders from Australia, Canada, Japan, Mexico, Norway, Peru, Portugal, United Kingdom, and Uruguay.
- Shipped five online orders from the Canadian distribution center and four from the European branch.
- Twenty-eight groups that usually mail, fax, or phone in their orders are now placing them through the website.
- Over 600 new customers who have never ordered (or done so only infrequently) directly from us before, 20 of these new customers have already placed second and third online order.
- Non-members also using the site, we have online orders from treatment facilities, health centers, correctional facilities, libraries, and hospitals.