

## WHAT'S HAPPENING IN NA WORLD SERVICES THAT YOU MAY WANT TO KNOW...

We hope you will continue to forward this page by email, or copy it for interested members, your ASCs, and your RSCs. We continue to encourage people to obtain e-subscriptions to *The NA Way* and *NAWS News*. This helps us to communicate more effectively and control distribution costs.

- ✦ The Traditions book, *Guiding Principles: The Spirit of our Traditions*, is available for purchase. A gift edition is scheduled to be available in January 2017.
- ✦ 2016–2018 NAWS Workplan:
  - Recovery Literature Project: input is being sought on an IP on recovery and mental health/mental illness ([www.na.org/mhmi](http://www.na.org/mhmi)) and a daily meditation project ([www.na.org/meditationbook](http://www.na.org/meditationbook)). The deadline for this is 30 April 2017.
  - Issue Discussion Topics: material for this cycle's issue discussion topics is available online at [www.na.org/idt](http://www.na.org/idt).
  - Service Tools Project: web pages for service tools related to Events and a Local Service Toolbox will be created soon. Web meetings will also be held and we are encouraging interested members to contact us.
  - Future of the WSC Project: discussions this cycle will focus on WSC sustainability and effectiveness; consensus building, discussion protocols, and decision-making processes during the Conference; and how we spend our time in between Conferences in relation to planning, communicating, and building consensus.
  - A Virtual Seating Workgroup will be formed again this cycle. Interested delegates are encouraged to contact us.
  - Fellowship Development and Public Relations Project: we are beginning this project by talking with zones about ideas to improve our PR efforts. Please let us know if you have a zonal contact at [worldboard@na.org](mailto:worldboard@na.org).
  - Social Media as a PR Tool Project: the use of social media by other non-profits and twelve-step programs will be researched, along with any public NA PR pages. Please contact [PR@na.org](mailto:PR@na.org) if you have experience with this.
  - Collaboration in Service Project: this will initially focus on collaborating with regional delegates in the NAWS Strategic Planning process. Questions to gather input for the environmental scan have been sent to regional delegates, with a deadline of 30 April 2017 for responses.
- ✦ FIPT: given the low response to the FIPT survey sent to delegates we do not plan to craft anything to speak for delegates or the 2016 WSC, but we will be drafting a new statement from the World Board. This will simply be an update to the two bulletins we released last cycle that can be found at [www.na.org/fipt](http://www.na.org/fipt).
- ✦ *A Guide to World Services in NA*: the updated *GWSNA* will be sent to delegates for a 90-day review and input period. New delegates and alternates are encouraged to update their contact information with us by emailing [elaine@na.org](mailto:elaine@na.org).
- ✦ Interested in PR? H&I? Inmate Step Writing? Please write to [PR@na.org](mailto:PR@na.org) or [Handl@na.org](mailto:Handl@na.org) to sign up for these member-driven web meetings which are held every three to four months.
- ✦ Doing service in a rural location? Please write to [servicesystem@na.org](mailto:servicesystem@na.org) if you would like to be notified of the next web meeting on this topic.
- ✦ Financials: NAWS finances remain stable and we are grateful to have received over \$1,000,000 in Fellowship contributions for the second year running. The new accounting system and shopping cart will be online in early 2017.

Go to *NAWS News* at [www.na.org/nawsnews](http://www.na.org/nawsnews)



## HONESTY, TRUST, AND GOODWILL

### A NEW CYCLE BEGINS

Our first board meeting of this Conference cycle was held 28 September through 1 October 2016 in Chatsworth, California. We opened our initial board meeting on Wednesday with a board workgroup facilitating a session on WB Operating Values. Following that session, our discussion progressed to Proposals, which were straw polled and had no disposition during WSC 2016. Following our assessment of these proposals, at some point in the cycle we will be contacting the makers of these proposals. In looking back to the WSC while considering those proposals, we believe the overarching issue is developing consensus. The actions for project plans under the 2016–2018 Workplan will be outlined later in this *NAWS News*. With these project plans, we will have funding for the Business Plan Group, WSC Seating 2018 Group, and Delegate Sharing. We are unclear at this time whether we will use focus groups in the cycle. As we stated at the WSC, we have \$200,000 for the entire cycle for projects. We are looking at ideas to increase participation in innovative, cost-saving ways. If anyone has ideas, please send them to [worldboard@na.org](mailto:worldboard@na.org).

After our energizing and focused first day, we had our biennial World Board Reboot Day. As a board we looked at our corporate duties, such as duty of care, duty of obedience, and duty of loyalty. These are all legal responsibilities of non-profit boards. We identified how NA is changing globally, such as increased participation from 139 countries which contribute to resource demand, as well as the ever changing impact of technology. We also discussed how we would collect information from delegates for our environmental scan.

We started Friday with corporate responsibilities, which included the formal seating of the new board members elected at WSC 2016; Jose Luis A, Jack H, Khalil J, and Tim S; and affirmation of the Executive Committee of the World Board: Arne H-G as chair, Junior B as vice chair, Tana A as treasurer, and MaryEllen P as secretary. Additionally, we approved the changes to our bylaws resulting from decisions made at WSC 2016, which will be filed with the state of California. From there we moved to the approval of local personal stories for the Russian and Afrikaans Little White Books. We ended that portion of our agenda with a financial update, which will be reported upon later in this *NAWS News*. We spent Friday afternoon in a discussion and in small groups working on the future of the WSC, focusing on viable options for seating.

Closing out our first board meeting on Saturday, we reaffirmed the direction for the 2016–2018 Workplan and reviewed our commitment to the future of the WSC. Board assignments to internal workgroups and RD liaison

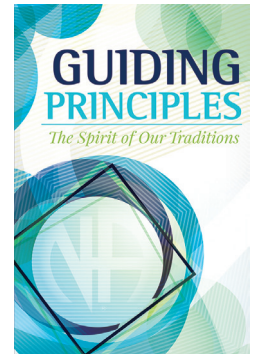
assignments for this cycle were finalized. At the end of our meeting, we looked at a possible self-evaluation tool that may help to recognize our strengths and identify areas for improvement.

### 2016–2018 NAWS WORKPLAN

As previously mentioned, we reviewed the Workplan for the cycle while cognizant of the fact that we have fewer funds available for all projects than is usually spent on one project. We are looking at ways to use technology, focus groups, and other, less resource-intensive ways to accomplish our work. We are committed to advancing our projects for this cycle in a variety of new ways.

#### RECOVERY LITERATURE PROJECT

*Guiding Principles: The Spirit of Our Traditions* is now available for sale, with a special edition scheduled to be available in January 2017. We sincerely hope you find value in this book and encourage you to try the workshop sessions we have developed. The workshop material can be found at [www.na.org/idt](http://www.na.org/idt).



We have posted material seeking your ideas and input to help us frame both an IP on recovery and mental health/mental illness ([www.na.org/mhmi](http://www.na.org/mhmi)) and a daily meditation book ([www.na.org/meditationbook](http://www.na.org/meditationbook)). Please support us by spreading the word that this information is available online. We would like members to help shape the focus and direction of these two literature ideas so that we can present project plans to WSC 2018 that reflect the Fellowship's thoughts and desires.

#### ISSUE DISCUSSION TOPICS FOR 2016–2018

As mentioned above, you can find all of the 2016–2018 Issue Discussion Topics at [www.na.org/idt](http://www.na.org/idt). Each new cycle ushers in new Issue Discussion Topics for members to workshop whether at the area or region or zone service level. We test-drove a couple of these at recent events and members seemed receptive and interested in participating. Our aim is for the topics to bring value and discussion for members. Our topics for this cycle are:

- Applying Our Principles to Technology and Social Media
- Atmosphere of Recovery in Service
- How to Use *Guiding Principles*

We have created a variety of tools, posted online, to help you hold these discussions locally, and we hope you will let us know about your experience. Sending your results to [worldboard@na.org](mailto:worldboard@na.org) can help to shape future Fellowship resources and services. We hope to evolve some of these topics as the Conference cycle progresses.

## SERVICE TOOLS PROJECT

The survey online and from regions collected at WSC 2016 indicated the top two priorities for service tools to be Events and Local Services Tools. We will be creating pages for both topics online and asking any interested members to sign up to help us draft new material based on our Fellowship's best practices. We will be hosting web meetings soon to gather experience for both of these topics. More information will be sent out as it becomes available.

## FUTURE OF THE WSC PROJECT

WSC 2016 passed a project focused on making the WSC "a more effective resource to help achieve the Vision for NA Service." There are three related but distinct strategies this project describes.

The first strategy is to continue the discussion about WSC sustainability and effectiveness, including framing of viable options for WSC seating. We have no immediate plans to form a workgroup to forward the broader discussion about the future of seating, but we would like to involve as many delegates and other interested members as possible in the discussion. While the straw polls at WSC 2016 don't reflect a consensus about what changes to make at the conference, they do reflect a consensus that most participants desire some sort of change. We hope that discussions this cycle can bring us, as a Fellowship, closer to a shared vision about what those changes might be. We hope to have more to report about our thoughts and a framework for discussion after our December meeting.

The other two strategies for the project have to do with WSC-related processes. One is related to how we spend our time during the Conference week—on consensus building, discussion protocols, and decision making processes. Those of you who were at WSC 2016 will remember that there were a number of proposals committed to the Board that were related to eliminating formal business. It's clear that many at the Conference, including the Board, were understandably frustrated with the conference decision making processes. We have been in the process of shifting from parliamentary procedure to a consensus-based model, and at times it feels like we may have the worst of both worlds. We will be discussing how to improve Conference processes and will have more to report to you later in the cycle. In the meantime, we welcome your ideas and input.

The third focus for the project has to do with the time between WSC meetings. One way we will begin making progress is through a more collaborative planning process, as described in the Collaboration in Service plan passed at the Conference. There is also an element of this focus that is about participants communicating with each other and beginning to build consensus. We know we need better processes to discuss ideas between WSC meetings.

On a related note, we will be forming a virtual seating workgroup again this cycle to make recommendations about the applications for seating to be considered at WSC 2018. We will select those workgroup members at our December

meeting and have asked delegates again recently by email to let us know of their interest.

## FELLOWSHIP DEVELOPMENT AND PUBLIC RELATIONS PROJECT

Our first step is to focus on a conversation with representatives from zonal forums to discuss ideas on how to improve our PR efforts and focuses. We have asked any zonal forums that are interested to identify a contact person. This will be an information-gathering process, and we hope that zonal forums, particularly in the US, will participate. Many of the forums outside the US have already indicated their willingness to brainstorm together. Please let us know if you have a zonal contact at [worldboard@na.org](mailto:worldboard@na.org).

## SOCIAL MEDIA AS A PR TOOL

We will be researching the use of social media by nonprofits including other twelve-step programs to learn of their experiences—what challenges occurred and how these challenges were resolved. We will also be looking at NA public PR pages whether they are at the group, area, regional, or zonal level. We are seeking experience with public pages—those that simply inform the public about NA. If your service body has a public PR page, please let us know. We would love to communicate with you.

## COLLABORATION IN SERVICE PROJECT

As we stated in the project plans, our initial strategy is to collaborate with regional delegates by further involving them in the NAWS planning process. We have created questions to garner input for our environmental scan, and have sent these to delegates. Our timeline this cycle has been adapted to give delegates and interested regions the time to participate. We are asking for responses by 30 April 2017 to allow for the variety of scheduled regional meetings. We hope delegates will plan for this and make time at their regional meetings for discussion. We believe strongly that the NAWS strategic plan will be enhanced through this type of collaboration and incorporation of regional ideas into the plan.

## FISCAL UPDATE

Presently, NA World Services is stable, in the sense that our ability to forecast and budget is on target. We will have more information after our December 2016 meeting when a full fiscal quarter will have ended and we will be able to see trends. Again, we are extremely grateful for having had over \$1,000,000 in contributions from the Fellowship for the past two years and we ask that they continue.

The World Service Conference came in under budget due to unanticipated refunds from the hotel. Unexpected delays in renovations at the hotel resulted in financial compensation back to us that are not likely to be repeated. The delay really did not affect our ability to function at the Conference, so it ultimately benefited us.

The staff remains busy getting the new accounting system ready to go online in early 2017. Part of that new system will be a new shopping cart, which seems long overdue.

## FIPT

Only 49 delegates responded to our FIPT survey, as we have already communicated with delegates on this matter. We do not plan to try to craft anything to speak for delegates or the 2016 WSC, but we will be drafting a new statement from the World Board. This will simply be an update to the two bulletins we released last cycle that can be found at [www.na.org/fipt](http://www.na.org/fipt). We will be aiming for simplicity in this update so that it can be easily translated.

## GWSNA

We have updated *A Guide to World Services in NA (GWSNA)* for the 2016–2018 Conference cycle to reflect decisions made at WSC 2016. We plan to send this to delegates for a 90-day review before we consider it finalized. If you have been elected to either delegate or alternate since WSC 2016, please make sure we have your updated contact information. You can contact [elaine@na.org](mailto:elaine@na.org).

## HRP UPDATE

Greetings from the Human Resource Panel. We have had two meetings in the 2016–2018 Conference cycle, and are very excited by the prospects of our work thus far. We came together in July for our first meeting of the cycle. Since it was our very first meeting with the newly seated panel members, Veronica B and Jim B, and the returning HRP members, Sherry V and Mike B, we took some time to review our processes and to establish a foundation for the panel to move forward.

As has become our standard, at our July meeting we developed our 2016–2018 action plan. We engaged in a scan to identify our challenges and determine our goals for the cycle. From that, we identified four areas of focus. We intend to work to improve the blind scoring process. This is the initial evaluation for those members who come forward from the World Pool. At one time that was the only means to gain an HRP nomination, but since 2006 service committees have had the ability to forward candidates to the HRP. With regard to who gets elected at the WSC, this “RBZ process” has all but replaced the blind scoring process. In fact, 94 percent of seated World Board members have had an RBZ recommendation since the RBZ process was created. We intend to review the blind scoring process to consider alternatives or ways to improve it.

We also intend to conduct video interviews of candidates this cycle. As with the past practice of using recorded audio interviews, these will be for the internal use of the HRP. Our hope is that this format will improve the HRP’s ability to evaluate the candidates.

Another area of focus is the material in the Candidate Profile Report. You may recall that these reports (CPRs) are distributed to Conference participants prior to the WSC, and include information on each of the WSC nominees. As a part of our scan we identified that we collect information and gain a perspective on each nominee which is not currently included in the CPR. It may be useful to provide some

measure of that to participants, and we intend to look for ways to do just that.

Finally, we agreed to come together to study and consider changes to the World Pool. As you may know, we are approaching 20 years since the World Pool was established as part of the 1998 resolutions passed at the WSC. Some of the goals of the pool have been reached and some have not or have changed. These are the primary areas of interest for the HRP this cycle in addition to our work of nominating WSC trusted servants. We will be reporting on them as we move forward.

In an effort to fulfill that last goal, we met again in October of this year to take the time needed to study the World Pool. We invited two former HRP members to attend a two-day brainstorming session. Lib E and David J from the 2012–2016 HRP agreed to attend, and over those two days we conducted a thorough analysis of the World Pool. We looked at the history and initial goals of the pool. We collected data from the World Pool and from WSC elections since 1998. We also contacted former World Pool members and former WSC trusted servants to gain their perspective on the pool. Our review of all of that information resulted in some ideas for improvement. We intend to provide a more detailed report once we have been able to fully consider all of the outcomes of that meeting. Stay tuned.

Finally, the RBZ process has opened for the current Conference cycle. Regions, zones, and the World Board have the ability to forward potential candidates to the HRP for consideration. Regional delegates and zonal representatives should have already received information about the 2016–2018 RBZ process. Please consider taking some time as a service body to consider whether there are any potential candidates in your communities who might be forwarded to the HRP. This recommendation adds a valuable facet to the HRP process. And as we noted earlier, since the initiation of the RBZ process in 2006, 94 percent of seated World Board members and 75 percent of all elected WSC trusted servants have had an RBZ recommendation.

As always, we invite any comments, concerns, or questions about our work and this report. Please feel free to contact us at [hrp@na.org](mailto:hrp@na.org).

## CALENDAR

**Travel requests** (considered by quarter)

Please send in your requests as early as possible.

**1 February** for April–June

**1 May** for July–September

**1 August** for October–December

**Input and ideas** to help shape two pieces of literature  
[www.na.org/projects](http://www.na.org/projects)

Deadline 30 April 2017

**GWSNA review** for 90 days

Deadline 28 Feb 2017

**Environmental scan data**

Deadline 30 April 2017