Hello Again from Your World Board

Before anything else, we would like to say Happy Birthday NA! 50 years of one addict helping another. Wow what a milestone!

In this edition of NAWS News, we will report to you about the recent activities of NA World Services and our August World Board meeting. Much has happened, and we have lots to tell you about. So let’s get started.

We began our August meeting by reviewing our World Board Membership Values, listed below. We developed these a few years ago and find it useful to spend some time discussing them periodically. Each member of the board offered his or her thoughts and personal experience. The discussion ended with a heightened awareness of our values and of each other, a great exercise.

### World Board Membership Values

- Our primary principles are those embodied in NA’s Twelve Steps, Twelve Traditions, and Twelve Concepts for NA Service.
- We affirm that mutual respect and trust is paramount to the effectiveness of all World Board activities and shall characterize all our interactions and communications.
- We encourage one another to offer our personal views, ideas, dreams, and creativity to all board deliberations and projects.
- We are committed to having the courage and vision to take risks by not confining ourselves to pre-conceived limitations.
- We will strive to achieve consensus whenever possible.
- We will not separate ourselves as individuals from the consensus of the board and will take responsibility for the decisions of the board.
- We will focus ourselves upon establishing unity, mutual respect, and trust at the beginning of each meeting.
- We will meet our stated objectives for each meeting.
- Our meetings and breaks will start and stop on time.
- We affirm that board issues will be discussed – not personalities.
- We affirm that board discussions and deliberations will be balanced – no one person will dominate our discussions, and everyone will actively participate.
- We agree that only one person will speak at a time, and there will be no side-bar conversations.
- We affirm that action groups will be used at board meetings to identify solutions for goals and issues before the board.

We believe that a service body that has thought through and committed to a set of values is most productive and effective in its service to the fellowship. We also think that the environment our values create is appealing to future trusted servants. We have learned much about this in the last five years and still have much to learn. We invite all of you to share your experiences with creating and maintaining healthy service boards and committees with us.

We also continued to work on the strategic plan for NA World Services. We revisited the issues and objectives that we had identified at our May meeting to move us closer to the Vision Statement for the 2004-2006 cycle. As part of the strategic process, we needed to evaluate the areas we had identified as the most important for change and examine our objectives, the specifics that will help to address those areas for change, to ensure that they will in fact move us in the right direction. We enlisted NAWS staff to help us in this effort, because they are the members of the team who will carry out much of the work and also because they have a perspective that complements ours as board members.

With that synergy, we were able to update the strategic framework for NAWS. As a reminder, the framework includes long-term goals concerning the services we provide as well as how we operate. The key result areas (areas for change) include Communication, Fellowship Support, Recovery Literature, Leadership and Management, and Resources. Within each of these areas, objectives help to further define what we need to do. And finally, each objective has measurable milestones that help us monitor our efforts in each conference cycle.

We see this strategic process as critical in our efforts toward achieving the goals outlined in our Vision Statement. Our hope is that you too will see the value of this process and, in turn, support the effort with your thoughts, ideas, and interest. Further, because you are readers of this and other NAWS publications, we hope you will spread the word of how we do what we do, so that all members of our fellowship can be more informed regarding their World Board, NA World Services, and the strategic framework. The updated strategic framework will be available soon, and we look forward to sending it to all conference participants.
Moving Forward Toward Our Vision

You may remember the analogy describing the boat moving down the stream toward our vision from the last NAWS News. We decided to embrace that analogy as our theme for the 2004 World Service Conference: Moving Forward Toward Our Vision. And as you know, the conference is not so far away: 25 April – 1 May 2004. Needless to say, we are busy preparing for the conference, as we know some of you are too.

The release date for the English Conference Agenda Report (CAR) is 24 November 2003; translated versions will be released 25 December 2003. The deadline to submit regional motions to be included in the CAR has passed (25 August 2003), as has the deadline for World Pool Information Forms from those seeking nomination at WSC 2004 (31 August 2003). And don’t forget that regional reports need to be in by 15 February 2004 to be included in the March Conference Report. We will be providing conference participants with specific information to assist with the development of regional reports. Mark your calendar; the conference will be here before you know it.

Considering Changes to the Basic Text

As we have reported, we will be presenting our recommendations regarding changes to the Basic Text in the CAR. At this board meeting, we further discussed the details of this recommendation including some of the mechanics of the process.

We are using NAWS News to keep you apprised of our current thoughts so that you’ll have as much time as possible to consider and discuss this issue. (In the March and May NAWS News, we reported our initial decisions including the decision to recommend no change to chapters one through ten.) Following are the details that will be a part of our proposal.

First, we will be recommending adding a new preface to the Basic Text. We believe that this preface should speak to newcomers, making them feel welcome. We consider it an opportunity to provide an updated understanding of NA. The preface could include statistics on NA, addressing the diversity and growth of the fellowship. In addition, it could encapsulate the publication history and revision history of the text. We will also recommend adding a brief introduction to the personal stories.

As we reported previously, our hope is that a revised personal stories section would reflect the broad diversity of our fellowship. The revision may include replacing some or all of the personal stories, depending on the stories submitted. The board will evaluate all of the stories—the current and the newly submitted—for potential publication at the same time.

Our current vision is that, were the personal stories revised, the revision would include some sort of organization. We will recommend including a description and/or identifying titles to indicate some of the content of the experience covered. In addition, the personal stories might be collected in sections of some kind, for example, several sections related to phases of recovery. We have not decided the specifics of that sectioning or organization as of this writing. It is our hope that some of these recommendations would make it easier for members to go right to the stories and experiences that will help them the most.

Given that aim, we will recommend that the personal experiences be from members throughout our fellowship around the globe. This requires us to be flexible in our approach to this project. There will need to be a large degree of back-and-forth between the workgroup assigned to this project and some of those contributing personal experience in sponsorship book, and IP #11, Sponsorship. If the IP is approved, we will also recommend replacing the three quotations in Just for Today that come from the current IP with quotations from the revised IP. We have identified replacement quotes that do not require rewriting the rest of the entry for that day. The three relevant dates are 8 February and 15 and 26 March. In addition, the motion to approve the IP will authorize replacing the sponsorship section in An Introductory Guide to Narcotics Anonymous with the new material.

The Sponsorship Book & IP #11

By now, those of you on the conference participant mailing list and sponsorship review and input list should have received your approval copies of the new sponsorship material. The approval form includes the sponsorship book and the revised IP #11. Copies can be ordered from NAWS for US $5, plus shipping and handling.

We will be forwarding motions in the Conference Agenda Report (CAR) to approve the finalized draft of the
order to accommodate cultural, linguistic, and literary differences. Our goal is to remove as many impediments as possible that may stand in the way of addicts being able to contribute their personal experience. We will recommend identifying and targeting specific experience to potentially include in a revised personal stories section. Material will be solicited through a combination of News Flash(es), interviews, contacts in the communities, and audiotapes.

We envision that the length of the personal stories section of the book will remain approximately the same as the current edition. This is an important point in considering how long the project plan will take to complete.

We will be recommending a four-year time frame for this project: two conference cycles. The current draft timeline for personal stories is:

- July–Dec 2004: Develop a plan for drafting the text and the solicitation process;
- Jan–Dec 2005: Solicit, compile, and make decisions about input material; then put together a first draft of the text;
- Jan–July 2006: Finalize the draft text, filling in any identified gaps;
- Sept–Mar 2007: Fellowship review and input period;
- Sept 2007: Publish the approval form of the text.

Please keep in mind that this is a draft timeline. A final timeline will be included in our proposal in the CAR.

We had some discussion about the names Book One and Book Two and how they can be misleading; the Basic Text is, after all, only one book. If we undertake a project to revise the personal stories section of the Basic Text, this could present a good opportunity to rename Book One and Book Two either Part One and Part Two or Section One and Section Two. This would help resolve any confusion regarding this aspect of our text.

Finally, we reported to you earlier that we discussed moving the symbol and/or the accompanying text from the front of the book. We also discussed editing the text about the symbol. But we agreed that we will not be making any recommendations on these issues in the CAR.

Did you know that you can download current and previous issues of The NA Way Magazine and NAWS News from our website, at www.na.org?

Other WSC Preparations

Another way we began to prepare for the conference was to discuss the regional motions that had been submitted and our understanding of their impact. We began to develop our recommendations that will appear in the CAR along with these motions. We noticed that none of the submitted motions fully met the requirements for motions called out in A Guide to World Services in NA (GWSNA). The most difficult requirement to meet seems to be the one that requires the maker of the motion to research and identify all of the policy changes that would result from the passage of the motion. We have contacted the motion makers in an effort to assist them in having their motions meet the aforementioned requirements.

We have a few thoughts regarding regional motions and our current system. Looking at GWSNA, ongoing communication between NAWS and delegates between WSCs is an integral part of the new two-year conference cycle. The process is designed to ensure that we are doing the work the fellowship wants us to. In theory, regional motions would be used when the parties involved cannot come to a point of agreement. This has not been our recent experience. A number of regional motions submitted for inclusion in the 2004 CAR raised issues we were unaware of previously. We are still in the process of working with delegates to finalize their motions. We did not accept motions offered by two regions after the deadline. We have tried to offer other ways that their ideas can be considered and have encouraged them to use the Conference Report.

We all, NAWS and delegates, have much to learn about how to put the theory of this new system into practice, rather than resorting to familiar habits and positions. One delegate did work with us to reach a solution that works for all concerned, avoiding the use of a motion in the CAR as a “communication” vehicle.

On another topic, and in an effort to help conference participants prepare for the challenges of the WSC, we plan to create an area for conference participants on our website. Those who have previously attended the conference could use this space to share their experience, strength, and hope with first-time conference attendees. This information could cover a broad range of topics, from effectively working with your local community to surviving the conference week. We have more work to do on this, and we will keep you updated as we progress.

And finally, don’t forget in case you need to reference them, current WSC policies, including Operational Guidelines of the WSC and WSC Elections Procedures, are now included in A Guide to World Services in NA, 2002–2004 Conference Cycle.

HRP, Nominations, and Elections

As you remember, at WSC 2002 the conference asked the board to look at nominations and elections. As part of the effort to suggest improvements, the Executive Committee spent a full day in discussions with the HRP for the second time this year. The meetings were a valuable experience, and we plan to continue to forward related issues for discussion between now and WSC 2004. Also, please read the HRP Update in this edition of NAWS News.

At that meeting, we reviewed and discussed the results of the survey completed by conference participants regarding nominations and elections. In addition, we
spent considerable time as a board continuing to discuss the system that was created to (as quoted from GWSNA):

- Facilitate an election/selection process that will allow the World Service Conference to base trusted servant choices upon the principles of ability and experience.
- Allow members to be nominated from around the world without having to be present at the conference to receive due consideration.
- Create a more open opportunity for world services to benefit from our collective resources by providing an established and recognized process by which to do so.

As we reported in the last NAWS News, we believe that the difficulties with nominations and elections will not be fully addressed until we develop a system that cultivates, identifies, and creates a leadership pool and instills confidence in the nominations process.

We recognize that part of the motivation to create the World Pool and the nominating process was to cast a net far and wide, throughout the fellowship, in the attempt to connect with members who otherwise might go unnoticed. Instead, what we have is a process that requires members to pass through a narrow keyhole of sorts, by requiring them to complete an information form or resume to get into the World Pool and then have their resume selected in an anonymous screening. Considering this, we think that we may have lost the initial focus of the effort to create the World Pool and Human Resource Panel, which we desperately need to regain.

Our current system depends on self-nomination: anyone can complete a form thereby nominating him or herself. We have no mechanism for local communities to indicate their level of support for a candidate and no experiential period where someone is brought onto a world services project before he or she is considered for nomination. Our system, which almost completely depends on a person’s ability to write a resume, is unlike any system we know of.

Though we did not come to a final point of agreement on how to get back to that original focus, we had lengthy discussions as a board, revisiting the options previously reported: 1) leave the HRP system as is, 2) change the current system to allow for World Board recommendations on nominations, 3) change the current system by involving the World Board in the nomination/selection process, 4) eliminate the HRP system, reassigning the responsibilities to the World Board with or without external assistance. Again, we did not reach a consensus about solutions, but there was substantial support for a change of some sort.

Considering elections, we are mindful that the system does not seem to result in any higher conference support for candidates nominated by the HRP than the past practices of regions, boards, and committees nominating directly to the conference. We also note that we seem to elect a low number of candidates one conference, a higher number in reaction the next, then back to a low number, which makes the process that much harder to evaluate.

We also considered the possibility of reducing the percentage of the vote required to seat a nominee on the board. You may remember that our guidelines now require a 60% majority vote. Though reducing this percentage may increase the number of nominees who might be elected, we are not sure that lowering the expectation is a helpful solution to this challenge. Again, we believe that what is truly important is that we, as a conference, are forced to discuss what we want to create for the future and how we want to go about creating it.

We did identify ideas that might improve the current elections process. We discussed some members’ desire to “put a face” on candidates, whether by picture, interview, or video. We also discussed related issues including a voting period that lasts days instead of minutes and the use of voting booths. We will develop some of these ideas further, and we welcome your ideas and input.

"So that no addict seeking recovery…"

Help NAWS keep your phoneline information current. Please notify NAWS at 818.773.9999 or via email at FSTeam@na.org if changes are made to your area or regional phoneline numbers. This will help ensure that addicts seeking recovery can find help.

**Takin’ Care of Business**

As you might expect, we adhere to the rules and regulations of California state law that apply to nonprofit corporations. We are required to annually accept corporate resolutions that include the use of our various names (NAWS, Inc., WSO, WSC, WCNA, etc.) and approvals that define our various bank accounts and signators on those accounts. We completed that requirement at the August board meeting.

We also affirmed, by unanimous consent, the current officers of our board for another year. They are Jane N, Chairperson; Bob J, Vice Chairperson; Craig R, Treasurer; and Susan C, Secretary. These members will serve, along with Anthony Edmondson, the Executive Director, as the World Board Executive Committee until the summer of 2004.

**Another Fiscal Year Ends**

As we close the books on our fiscal year 2002-2003, we are happy to report an increase in contributions to NAWS from our previous fiscal year. We would like to send a “thank you” to those who support the services we provide on the fellowship’s behalf. The downside is that much of the increase came from only one region. Also worth noting is the fact that during the last fiscal year (2001–2002) donations decreased from the previous year, as seen in the donations decreased from the previous year, as seen in the
and regions, and so this may be the perfect time to remind you that one of our fellowship-wide discussion topics for this conference cycle is self-support. We encourage you to discuss this important topic in your local communities, as it applies to us as members and trusted servants, and share those discussions with us online.

As you have heard us say time and again, when we adopted the policy that funds RD travel to the WSC, we expected to see an increase in regional contributions. After all, RSCs previously had the money to fund their RD and often an RDA; some funded a Second Alternate. We have yet to see an increase in contributions that would cover the added expense to NAWS of RD travel.

Referring back to the strategic framework, we consider funding services through contributions to be a very high priority. Contributions continue to fund around ten percent of our expenses. Part of our responsibility is to tell the story of how those contributions help in carrying the message of NA around the globe. We will work hard to get that word out, and we hope you will also continue to support our efforts through your contributions.

We have a request to all areas and regions. Please send copies of your approved ASC/RSC meeting minutes, as well as any guidelines you currently use, to NAWS at FSTeam@na.org or PO Box 9999, Van Nuys, CA 91409. Electronic form is preferred, but hard copy is fine too. We constantly receive requests for information from members around the globe. Your minutes and guidelines will help us in our efforts to compile resource material used to respond to those requests. They will also help us to keep abreast of what is going on in your NA community. So, please make it a point to forward copies to NAWS on a regular basis. Thanks!

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important pieces into Korean to take with us; they included a draft IP #1, and the PR tools Starting an NA Meeting and Information About NA. We had the opportunity to distribute this material and, even more exciting, we did a 45-minute presentation about NA to professionals in attendance.

While we were there, we contacted and visited with NA members living in Seoul. There is one NA group in Seoul, with about ten regular NA members who attend the weekly meeting. It was a great experience to fellowship with those members and introduce them to NA World Services.

And in early July, we sent a travel team to Cuba for the First National and Ibero American Congress on Drug Addiction and Alcoholism. There we were able to introduce NA to and interact with health professionals from Cuba and other Latin America countries. Initially, we received a cool welcome, but by the end of the weekend, the event leadership had extended an open invitation to return.

At the same time, we were able to make contact with NA members in Cuba. The first NA group, named Sólo por hoy, started there in 1999. It still meets today, and attending the meeting was emotional and exciting for all of us. After the meeting, we distributed some NA literature and medallions to members. They were very grateful for these gifts because they are very hard to get in Cuba. We also discussed issues typically experienced by new NA communities. This is a fragile and, at the same time, a beautiful stage of growth, considering the passion for recovery and the difficulties encountered. It reminds us of the beginnings of NA elsewhere.

**Public Relations Roundtables**

The second Public Relations Roundtable (PRRT) was held 11 August 2003 in Woodland Hills, CA. Nine physicians participated from a variety of medical fields, including internal medicine, family practice, addiction medicine, sports medicine, pain management, and hospice care.

The purpose of the roundtables is to gather information, increase cooperation, and identify barriers between NA and various professional communities. This information will help us formulate a PR strategy. It is important for NA to have positive working relationships with professionals who may direct suffering addicts to NA. The first roundtable was with professionals in the corrections and criminal justice fields.

The importance of NA’s presence and impact was emphasized throughout the discussion held with the doctors. A common theme was “you’re the only organization that does what you do.” They encouraged us to continue presenting information about NA through conferences, professional associations, and other professional forums. They indicated that it is crucial to have literature and local meeting and contact information readily available so they can refer to NA and their patients can more easily make NA a part of their recovery. The doctors stressed there is a need for initial engagement and identification—that the newcomer’s first impression of NA is key to his or her decision to return or not.

The third roundtable is scheduled for this fall with treatment providers. The fourth, with governmental and public policy agencies involved with addiction and recovery, is scheduled for the spring of 2004. All of us, working together, can improve our image and relationships with professional communities to allow us to better carry the NA message of recovery to suffering addicts.

If you have any experiences, good or bad, in your efforts working with professionals please forward them to us. As always, your help is invaluable.

**Worldwide Workshop News**

When you receive this edition of NAWS News we will have completed the Worldwide Workshop in Lima, Peru scheduled for 12–14 September 2003. As usual, we will compile and distribute a narrative reporting the activities of the workshop.

Our final worldwide workshop for this conference cycle will be held in Bangalore, India, 17–19 February 2004. This workshop will be held at the same location as, and just prior to, the India Regional Convention. This is the first time a worldwide workshop has been scheduled in conjunction with another NA event. In doing so, we are attempting to address the travel constraints on members in India, and our scheduling represents the flexible nature that we envision for the workshops.

We will be evaluating and reporting on the worldwide workshop project to you in the upcoming CAR. We look forward to your input on this exciting and dynamic project.

**NOT Top Secret**

Please, do not keep this a secret: NA World Services is on the lookout for qualified & skilled applicants for various positions, so send in your resume or contact Roberta@na.org if you are interested in becoming a special worker.
Human Resource Panel Update

The Human Resource Panel (HRP) met 7–9 August 2003, following a joint meeting with the World Board Executive Committee on 6 August. This meeting of the HRP focused on preparing for the nominations process that begins 1 September 2003.

For WSC 2004, there will be two open WSC Cofacilitator positions, two open HRP positions, and sixteen open World Board positions. The process we will use to select nominees for WSC 2004 elections is substantially the same as the one used for the WSC 2002 nominations. The process begins with an inquiry letter in September 2003 to all qualified members in the World Pool and ends during the first week of March 2004 when we actually select the members to be nominated.

A brief summary of the process follows. The nomination process timeline begins 1 September 2003 when we select people who are in the World Pool and meet the minimal criterion of ten years clean for World Board candidates and eight years clean for WSC Cofacilitators and HRP members. A letter is sent to every person listing the requirements of the position, inquiring about their willingness to be considered, and asking them to update any pertinent information on their World Pool form. The letter asks for a response within 30 days. All who respond in the affirmative will be considered for the next phase.

A “culling” process then takes place. HRP members begin an evaluation process designed to reduce the number of people to be considered. This evaluation is “blind”: the information form for each member is examined without any name or region attached. HRP members review the candidate profile reports and hold a conference call at the beginning of December to begin the process of selecting the most qualified people to be interviewed. These evaluations are completely confidential. HRP members conduct telephone interviews and reference checks from December 2003 through February 2004. Then the HRP meets in March 2004 to make final decisions about who to nominate (a maximum of three nominations can be made for each open position), as specified in the HRP guidelines in A Guide to World Service In Narcotics Anonymous. Candidates must have a majority of HRP members’ support to receive an HRP nomination for WSC elections.

Since WSC 2002, we have re-examined all aspects of our nominations process, and it is important to note the following changes. The HRP has four members instead of two plus a project worker, allowing us to divide the workload more evenly. There are fewer people overall in the World Pool at this time than at the same time in 2001. For example, as of 1 August 2003, there were 416 total members with new forms in the World Pool and 210 with eight or more years clean. In September 2001, there were 454 members in the World Pool (with the old resume form) who qualified. Another difference this cycle is that we have revised our approach for evaluating each World Pool member’s information. (The new World Pool Information Form means that more usable information is available for each member being considered in the process.) Since the form is different, the method we use to “score” each form is also different (see our March report), and we’ve lowered the “benchmark” score needed to progress to the interview phase of the process. Lowering the score means that a larger proportion of qualified pool members (and their references) will actually be interviewed by an HRP member, instead of being considered solely on the basis of their written form. We’ve also revised the questions to be used for interviewing pool members and their references. One more difference this time is that we have received criteria from the World Board that we can use in evaluating potential nominees. All of the criteria provided by the board are addressed in our nominations process, some by information forms and some by the interview process.

One additional change this cycle is that, as a direct result of WSC 2002 discussions and input, we will be supplying conference participants with a completed General Information Form for each nominee we put forward at WSC 2004. These forms will contain the nominees’ answers to questions about their personal involvement in their local NA community and their understanding of the traditions and concepts.

At WSC 2002, we were asked about the cost of phone calls made during our nominations process, and the figure was not available at that time but we did promise to find out and report it at a later time. We found out that HRP telephone expense for the interview and reference check process was $5,174.86. We estimate the process will cost approximately the same amount for this cycle.

At our joint meeting with the Executive Committee, many ideas were brought forth from both groups in a brainstorming session. A few of the ideas that were expressed include ways for the World Board to possibly recommend nominees, ways for the World Board to help in evaluating workgroup members who may be potential nominees, how to increase membership in the World Pool, possible changes to the HRP process, ideas to improve the election procedure and process, how to provide more information about nominees to conference participants, how to communicate more effectively with conference participants, etc.

HRP members discussed many of these issues in greater depth in our HRP meeting following our session with the Executive Committee. We had a lengthy discussion about use of the “blind” information form review as a culling tool by the HRP, how this process works in practice and possible alternatives to using a “blind” review. After extensive discussion, we agreed that we will continue to use the “blind” evaluation as one step of our process because we believe conference participants strongly support it. We believe that our nominations process is fair and does result in the most qualified World Pool members being nominated for World Service positions. We also agreed that this could be one item for
discussion at an HRP open forum at WSC 2004. We are aware that many conference participants believe that some changes are needed to some aspects of the overall nominations process, and we look forward to hearing ideas about possible improvements at the HRP open forum at the WSC meeting. In our discussions with the Executive Committee at our joint meeting, we also brainstormed ideas for WSC 2004. We all want to work together, and we hope to have an open forum with the WB at WSC 2004. It is rather early to be forecasting conference week so we will wait and see how the plan for the week unfolds. We believe that all ideas for World Board involvement in the nominations process should be discussed and decided by conference participants before any change is made to the HRP structure and process. For now, we asked that board members encourage qualified NA members to submit their World Pool Information Forms before the deadline so they could be considered in the present process.

Overall, we believe that WSC participants, including the World Board, should make decisions about the future of the HRP process, and our job at this time is simply to provide the best nominees possible under the current system. We are committed to this objective and will work toward it during the next seven months.

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**Upcoming Calendar for NA World Services**

<table>
<thead>
<tr>
<th>Date</th>
<th>Event</th>
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<tbody>
<tr>
<td>12–14 September 2003</td>
<td>Worldwide Workshop in Lima, Peru</td>
</tr>
<tr>
<td>23–26 October 2003</td>
<td>World Board meeting</td>
</tr>
<tr>
<td>24 November 2003</td>
<td>English <em>Conference Agenda Report</em> available</td>
</tr>
<tr>
<td>23 December 2003</td>
<td>Translated <em>Conference Agenda Report</em> available</td>
</tr>
<tr>
<td>15–17 January 2004</td>
<td>World Board meeting</td>
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<tr>
<td>23 January 2004</td>
<td>Conference Approval Track Material deadline</td>
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<tr>
<td>15 February 2004</td>
<td>Regional Report deadline for inclusion in March</td>
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<tr>
<td>17–19 February 2004</td>
<td><em>Worldwide Workshop in Bangalore, India</em></td>
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<tr>
<td>11–13 March 2004</td>
<td>World Board meeting</td>
</tr>
<tr>
<td>25 April–1 May 2004</td>
<td>World Service Conference 2004</td>
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**WSO Product Update**

**Finnish**

- *Nimettömät Narkomaanit*
  - Item No. FI-1101 Price US $5.50

**Italian**

- *In Times of Illness*
  - *Durante le malattie*
  - Item No. IT-1605 Price US $0.65

- *IP #20: H&I Service and the NA Member*
  - *Il servizio in Ospedali & Istituzioni e il membro NA*
  - Item No. IT-3120 Price US $0.21

**Hungarian**

- *Keytags*
  - *Welcome thru Multiple Years*
  - Item No. HU-4100—4108 Price US $0.37/each

**Polish**

- *Keytags*
  - *Welcome thru Multiple Years*
  - Item No. PL-4100—4108 Price US $0.37/each