

Staff and Offices

NA World Services employed a total of 60 full- and part-time staff members in five service and/or distribution centers around the world during the 2014–2015 fiscal year and through the 2015 calendar year. Of those 58 employees, 47 worked in the Chatsworth office.



NAWS – Chatsworth

19737 Nordhoff Place
Chatsworth, California
91311 USA

Tel: 818.773.9999

Fax: 818.700.0700

Website: www.na.org

Our main service center in Chatsworth, California, continues to serve as an important resource for our worldwide Fellowship in a variety of ways. This branch is home to the executive and administrative staff responsible for providing support to the World Board and the World Service Conference. An integral part of that support is working closely with the Board and workgroups to carry out Conference projects and implement the World Convention. Other ongoing responsibilities coordinated from this location include the production and distribution of NA literature and service materials, all literature sales policies, maintenance and protection of the Fellowship's copyrights and trademarks, and the maintenance of our website, www.na.org. This location also serves as a centralized resource for members, groups, and service committees around the world by responding to phone calls, emails, and letters on a day-to-day basis.



NAWS – Europe

B-1050 Brussels, Belgium

Tel: +32.2.646.6012

Fax: +32.2.649.9239

Branch Office Manager:
Paul Decock (paul@na.org)

Assistant: Fred Renaux
(fred@na.org)

The continent of Europe is a mosaic of cultures and languages, and that is why our challenge is still to be able

to stock enough literature in the small warehouse at our European branch office to meet the needs of all communities. We currently maintain a stock of literature at this branch in 44 different languages. This year we started printing some pamphlets in-house, which frees up warehouse space for newly translated products.

This branch office continues to distribute a substantial amount of free literature to emerging NA communities, including many in Eastern Europe and Africa. Some of these communities have become self-supporting and pay for their literature. This enables us to assist newly created communities.

Our European branch also serves as a point of contact for NA in Europe. While some members directly contact NA World Services in California, others find it easier to reach this branch office, which is able to provide basic support and information to groups, members, or institutions seeking information about NA.

More and more communities have chosen to process donations to NAWS through our European account at WSO-Europe. We thank you for responding to our call for help in this challenging time. Your contributions make it possible for us to maintain a service center and provide support to the European communities.

Finally, this branch office provides support to the zonal forum for the continent, the European Delegates Meeting. The EDM legal entity was established in Belgium, and NAWS staff assisted in opening and managing their legal association and bank account in Brussels.



NAWS – Canada

Mississauga, Ontario

Tel: 905.507.0100

Fax: 905.507.0101

Branch Office Supervisor:
Jacquie Sullivan
(jacquie@na.org)

Assistants: Paul Sullivan

Not far from Toronto, Ontario, our Canadian literature storage and shipping facility in Mississauga continues to serve the needs of the Canadian NA communities. The increase in recent years of sales to the local NA groups is helping to stabilize its running expenses. The main function

of the facility is accommodating literature needs in Canada. The employees at this distribution center work hard to ship all orders that are processed. We're very thankful for and proud of all their work, which makes it possible to get our message to those who need it in Canada.



NAWS – Iran
 PO Box 14665-3115
 Tehran, Iran
 Branch Office Manager:
 Siamak Khajeian
 (siamak@na.org)

Other employees: Amir Bondar, Farhad Fallah, Mehrdad Naseri, Hossein Nematzadeh, Farhad Poursohei (farhad@na.org), Reza Tavakoli, Payam Yazdani

Maintaining a literature production and distribution center in the capital of Iran has been the most effective solution for serving the needs of the most rapidly growing NA community in the world. In addition to the production and distribution of NA literature and merchandise, this branch translates and distributes *The NA Way Magazine* in Farsi. The manager of this center coordinated the establishment of the facility. He has the assistance of seven employees, with whom he continues to work very hard to produce and distribute literature to the Iranian NA community. This year we moved offices and obtained a separate warehouse to meet our growing needs. The staff's enthusiasm and dedication contribute to the ongoing success of this venture and the strength of NA in Iran.

As we have mentioned before, the phenomenon of NA in Iran cannot easily be explained in any report. It seems to be a combination of a number of factors: culture, need, relentless public relations, little focus on drug

replacement therapies by the government and professionals, a spirit of service, an effective chain of communications that reaches the individual member, and a service structure designed by the region in which form follows function. With over 18,000 meetings as of WSC 2014 (up from roughly 15,000 meetings in October 2010), they continue to do more public relations than any community we are aware of. While we do not believe that other NA communities can duplicate what has happened in Iran, there is much we can learn from them about service efforts and PR. The distribution charts in this report are a clear illustration of just how many addicts in Iran have the opportunity to hear the NA message.



NAWS – India
 Bangalore, India
 Part-Time Shipper:
 Pramila Dias

As freight and material prices have risen over the last decade, we've had to find ways to decrease the freight overhead and consider local production options. In the case of India specifically, and South Asia in general, literature distribution has been especially difficult because these communities are so far away from our other distribution centers. In 2008, we opened a distribution center in Bangalore, India, to accommodate the NA communities there and throughout Asia, as much as possible. These communities have benefited greatly from being able to receive literature much sooner and in greater quantities than before, and the costs to NAWS have been substantially reduced. Coupled with local production of items such as books and keytags, NAWS-India plays a significant role in furthering our vision.

NA World Services Staff

Chatsworth, California, USA

Administration

Executive Director: Anthony Edmondson (anthony.e@na.org)

Assistant Executive Director: Becky Meyer (becky@na.org)

Executive Assistants: Eileen Perez (eileen.p@na.org), Elaine Wickham (elaine@na.org)

Administrative Support Specialists: Shane Colter (shane@na.org), Johnny Lamprea (johnny@na.org)

Human Resources

HR Manager: Roberta Tolkan (roberta@na.org)

HR Administrative Assistant: Keri Kirkpatrick (keri@na.org)

Receptionist

Camille Klein (cammyk@na.org)

Public Relations

PR Manager: Jane Nickels (jane@na.org)

PR Administrative Assistants: Kelley Taylor (kelley@na.org), Doug Jarrett (doug.j@na.org)

Communications

Director of Communications: Travis Koplow (travis@na.org)

Project Coordinators: Chris Corning (chris@na.org), De Jenkins (de@na.org), Pamela Tindall (pam.t@na.org)

Writer/Editors: Nick Elson (nick@na.org), Stacy McDade (stacy.m@na.org)

Asset Management

Comptroller and Team Leader: Debbie Carnahan (debbie@na.org)

Accounting Assistant: Rochelle Medina (rochelle@na.org)

Customer Service Supervisor: Sylvia Cordero (sylvia@na.org)

Customer Service Representatives: Peggy Labon (peggy@na.org), Pam Martin (pam2@na.org),

Elizabeth Allison Osborne (alli@na.org)

Warehouse

Warehouse Manager: Vince Alcala (vince@na.org)

Shippers: Ryan Gallardo (ryan@na.org), Luis Padilla (luis@na.org), Jeff Rodriguez (jeffrey@na.org)

Information Technology

IT Manager: Stephan Lantos (stephan@na.org)

Database Administrator: Lori Dunnell (lori@na.org)

Network System Specialist: Juan Trejo (juan@na.org)

IT Assistant: Arthur Carbajal (arthur@na.org)

Fellowship Services

Team Leader: Steve Rusch (stever@na.org)

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Team Assistants: William Brundy (billy@na.org), Johnny Czifra (johnny_c@na.org),

Linda DeLeo (linda@na.org), Sarah Johnson (sarah@na.org), Bob Shott (bob@na.org)

Production

Production Manager: Fatia Birault (fatia@na.org)

Production Assistants: Esperanza Lemos (esperanza@na.org), Hugo Ramirez (hugo@na.org)

Translations

Translations Manager: Uschi Mueller (uschi@na.org)

Team Assistants: Ken O'Neil (ken@na.org), Karim Tamim (karim@na.org), Jeff Walsh (jeff@na.org)

New Staff as of October 2015

Stacy McDade, Pamela Tindall

Departing Staff

David Mizrahi*

*After more than 27 years of service to NAWS, David has officially retired, though he continues to work for NAWS on a part-time, contractual basis.