Fellowship Support

The heart of NA World Services beats for one purpose: the still-suffering addict. For this reason, our Fellowship support efforts remain a priority, and it’s why we invest our human and financial resources in helping NA groups and members carry our message of recovery. And perhaps, more than anything else, the efforts demonstrate our dedicated pursuit of a day where addicts worldwide can experience the NA message and find a new way to live.

Assisting NA service bodies all over the world is fundamental to NAWS’ Fellowship support, which means we respond to many requests to attend service events like zonal forums, service symposiums, and regional learning days, to name a few. We support these events by facilitating sessions related to the World Service Conference, current projects, Issue Discussion Topics, NAWS updates, as well as planning and service workshops. While time and money constraints mean we must decline some requests, the following table catalogs all of the events attended and workshops conducted this fiscal year.

Helping NA take root in developing communities is another foundational aspect of Fellowship support. The most tangible way we nurture NA growth is by providing free and subsidized literature where NA is just starting to bloom. But we also support emerging NA communities with guidance and resources that help strengthen service delivery and meeting growth. This support forms a two-way street of communication and collaboration. In one direction, an emerging NA community develops opportunities to network, share best practices, and serve more effectively. In turn, World Board members and NAWS staff can collaborate with members from various NA communities and foster trust and goodwill. What’s more, our travels strengthen connections between the Fellowship and NAWS, and these interactions help inform the NAWS Strategic Plan.

When we work together, we can reach farther to serve the addict who still suffers and carry the message much more effectively. We’re highlighting the results of these
# Fellowship Support 2018–2019

NAWS Participation at Zonal Forums and Other NA Events

<table>
<thead>
<tr>
<th>Event/Location</th>
<th>Workshops Held</th>
</tr>
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<tbody>
<tr>
<td><strong>July 2018</strong></td>
<td></td>
</tr>
<tr>
<td>European Delegates Meeting (EDM &amp; ECCNA) — Krakow, Poland</td>
<td>NAWS Update and participated in zonal meeting</td>
</tr>
<tr>
<td>Rocky Mountain Zonal Forum — Boise, Idaho, USA</td>
<td>NAWS Update, Role of Zones, Attracting Members to Service IDT, and DRT/MAT as It Relates to NA IDT</td>
</tr>
<tr>
<td><strong>September 2018</strong></td>
<td></td>
</tr>
<tr>
<td>Paraguay Regional Convention — Aregua, Paraguay</td>
<td>NAWS role in Fellowship development, a planning session, Creating a Fellowship Development Workgroup, and NAWS Update</td>
</tr>
<tr>
<td>Russian literature distribution — Moscow, Russia</td>
<td>Support for zonal distribution system, training, and quality control</td>
</tr>
<tr>
<td><strong>October 2018</strong></td>
<td></td>
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<tr>
<td>Saudi Arabia NA Convention — Riyadh, Saudi Arabia</td>
<td>Attracting Members to Service and a presentation about the nature of service</td>
</tr>
<tr>
<td>Bluegrass Appalachian Regional Convention — Somerset, Kentucky, USA</td>
<td>NAWS Update, PR, Spiritual Principle a Day (SPAD) book project, and Carrying the NA Message &amp; Making NA Attractive IDT</td>
</tr>
<tr>
<td>Canadian Assembly (CANA &amp; CCNA) — Charlottetown, Prince Edward Island</td>
<td>NAWS Update, leadership and best practices, a PR roundtable, DRT/MAT as It Relates to NA, and Rural and Isolated NA Communities</td>
</tr>
<tr>
<td>Minas Regional Convention — Ouro Preto, Minas Gerais State, Brazil</td>
<td>NAWS Update, Carrying the NA Message &amp; Making NA Attractive, and Attracting Members to Service</td>
</tr>
<tr>
<td>Costa Rica Regional Convention (virtual)</td>
<td>Participated in sessions on the topic of Our Common Ground</td>
</tr>
<tr>
<td>Northeast Zonal Forum — Saco, Maine, USA</td>
<td>Zonal strategic planning, Serving NA in Rural &amp; Isolated Communities Toolbox, and PR best practices</td>
</tr>
<tr>
<td>Western Service Learning Days — Phoenix, Arizona, USA</td>
<td>NAWS Update, SPAD, DRT/MAT as It Relates to NA, Applying our Principles to Technology and Social Media IDT, and What Did I Learn at WSLD</td>
</tr>
<tr>
<td>Brazilian Zonal Forum — Sao Paulo, Brazil</td>
<td>NAWS Update, and sessions concerning the regional/zonal office, literature distribution, and contract with NAWS</td>
</tr>
<tr>
<td><strong>November 2018</strong></td>
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</tr>
<tr>
<td>Multi-Zonal Service Symposium — Bellevue, Nebraska, USA</td>
<td>Websites 101, Mentorship &amp; Continuity, SPAD, DRT/MAT as It Relates to NA, Attracting Members to Service, Carrying the NA Message &amp; Making NA Attractive, NAWS Update, and a zonal discussion</td>
</tr>
<tr>
<td>Japan PR Days — Tokyo, Japan</td>
<td>PR training to further their PR efforts</td>
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<tr>
<td><strong>December 2018</strong></td>
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<tr>
<td>Tanzanian Workshop — Tanga, Tanzania</td>
<td>Funded Kenyan delegates and the printing of materials for the workshop</td>
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<tr>
<td><strong>January 2019</strong></td>
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<tr>
<td>These Areas’ Convention — Auburn, California, USA</td>
<td>SPAD, DRT/MAT as It Relates to NA, and Serving NA in Rural &amp; Isolated Communities</td>
</tr>
<tr>
<td>Western States Zonal Forum — San Diego, California, USA</td>
<td>NAWS Update, Budgeting, and Planning</td>
</tr>
<tr>
<td><strong>February 2019</strong></td>
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<tr>
<td>Cuba Regional Convention — La Habana, Cuba</td>
<td>NAWS Update, Building Strong Home Groups, and Attracting Members to Service</td>
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<tr>
<td>Event</td>
<td>Details</td>
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<td>--------------------------------------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Kenyan Unity Day – Mombasa, Kenya</td>
<td>Funded local Kenyan members and RD/RDA. Fellowship development through strengthening home groups, NA service structure with emphasis on PR/H&amp;I subcommittees, What is the NA Program, and literature with regard to illicit literature and Swahili translations</td>
</tr>
<tr>
<td>Mid-Atlantic Regional Learning Conference – Lancaster, Pennsylvania, USA</td>
<td>NAWS Update, Mental Health/Mental Illness (MH/MI) IP (review and input), Attracting Members to Service, DRT/MAT as It Relates to NA, and SPAD</td>
</tr>
<tr>
<td>Asia Pacific Forum (APF &amp; APFCNA) – Seminyak, Bali, Indonesia</td>
<td>NAWS Update (twice), Carrying the NA Message &amp; Making NA Attractive, H&amp;I, PR 101, Building Strong Home Groups, participated in discussions about zonal delegates, WSC representation, and a SWOT analysis</td>
</tr>
<tr>
<td>European Delegates Meeting – Fuengirola, Malaga, Spain</td>
<td>NAWS Update, MH/MI IP (review and input), SPAD, discussion about strategic planning, and participated in zonal meeting</td>
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**March 2019**

<table>
<thead>
<tr>
<th>Event</th>
<th>Details</th>
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<tbody>
<tr>
<td>Mexico Regional Convention – Monterey, Nuevo Leon, Mexico</td>
<td>NAWS Update , Eighth Concept, Technology &amp; Social Media: Applying Our Principles, discussions about the service structure, and literature cost/distribution</td>
</tr>
<tr>
<td>Florida Service Symposium – Tampa, Florida, USA</td>
<td>NAWS Update, Carrying the NA Message &amp; Making NA Attractive, DRT/MAT as It Relates to NA, Attracting Members to Service, SPAD, MH/MI IP, Fellowship development, and special interest vs. common needs</td>
</tr>
<tr>
<td>Central California Regional Assembly – Simi Valley, California, USA</td>
<td>NAWS Update, Attracting Members to Service, DRT/MAT as It Relates to NA, and SPAD</td>
</tr>
<tr>
<td>Namibia Workshop – Windhoek, Namibia</td>
<td>Discussions and workshops about recovery, unity, and service; Creating a Service Structure, and FD/PR</td>
</tr>
<tr>
<td>African Zonal Forum – Johannesburg, South Africa</td>
<td>NAWS Update, and workshops about service structure, planning, the Sixth and Seventh Traditions, and SPAD. A local event to launch the Afrikaans Basic Text was also organized for the day after the zonal forum.</td>
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**April 2019**

<table>
<thead>
<tr>
<th>Event</th>
<th>Details</th>
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<tbody>
<tr>
<td>First Ukrainian Literature Conference – Dnepr, Ukraine</td>
<td>NAWS Update, Literature (pricing, distribution, what literature is available, translation processes, and online literature), Strategic Planning, NAWS Website, SPAD, and MH/MI IP</td>
</tr>
<tr>
<td>Northern California Regional Convention – Sacramento, California, USA</td>
<td>PR panel with corrections professionals and two sheriffs to support H&amp;I efforts and meetings in jails</td>
</tr>
<tr>
<td>Northeast Zonal Forum – Rochester, New York, USA</td>
<td>Strategic planning</td>
</tr>
<tr>
<td>European Service Learning Days – Prague, Czech Republic</td>
<td>NAWS Update, SPAD, PR, DRT/MAT as It Relates to NA, and a workshop about facilitation</td>
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</tbody>
</table>

**May 2019**

<table>
<thead>
<tr>
<th>Event</th>
<th>Details</th>
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<tbody>
<tr>
<td>Global Online Service Speaker Jam (virtual)</td>
<td>Review of the resources on na.org with a focus on local Fellowship development and tips for contacting NAWS</td>
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<tr>
<td>Brazil Service Day Celebration (virtual)</td>
<td>Service Day Celebration</td>
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**June 2019**

<table>
<thead>
<tr>
<th>Event</th>
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<tbody>
<tr>
<td>Multi Regional Public Relations Service Day – Randallstown, Maryland, USA</td>
<td>What is PR? (PR around the world), PR and the NA Member, phonelines, and H&amp;I Best Practices</td>
</tr>
<tr>
<td>Interactive Service Forum between Brazil and Guyana Regions – Georgetown, Guyana</td>
<td>Service structure, Traditions (with emphasis on the Seventh), H&amp;I, and Carrying the NA Message &amp; Making NA Attractive. NAWS participated virtually with info about World Services and offered as a contact to support local development</td>
</tr>
</tbody>
</table>

**FY 2016–2017**

- Workshops: 86
- Events/Locations: 23

**FY 2017–2018**

- Workshops: 107
- Events/Locations: 36

**FY 2018–2019**

- Workshops: 127
- Events/Locations: 34
In the last few years, our NA community has grown, and Namibia has become a participant of the African Zonal Forum (AZF), which is comprised of 14 NA regions (1 seated at the WSC/13 unseated). The AZF helped members connect with other members on the continent and within the South Africa Region, building networks and awareness of NA meetings in different countries. In fact, a Namibian NA member who was in a rehabilitation clinic in South Africa asked Tanzanian NA members who were making a Twelfth-Step visit at the clinic about starting NA meetings in Namibia, only to be told there was already a meeting in Windhoek. This encounter helped the Namibian member find the meeting in their own home country. Another result of networking was that the South Africa Region provided NA Namibia with printed posters, which were distributed to raise NA awareness.

At the 2017 AZF meeting in Durban, South Africa, we talked with a World Board member and World Services staff about NA Namibia. Upon request, NAWS sent NA Windhoek a massive donation of literature, Group Starter Kits (GSK), and keytags to help stabilize and grow NA in Windhoek. NAWS donated this literature for us to determine the best way to distribute it to help grow NA. NA in Windhoek started supplying the Swakopmund group with literature, and attempts were made to establish meetings in the towns of Otjiwarongo and Usakos with mixed results. The Otjiwarongo meeting is still alive with two members meeting whenever possible, but the Usakos community has not yet utilized the recovering addicts at a “dry-out” clinic nearby to anchor a meeting. The big success, however, is that the Swakopmund group established a meeting 30 kilometers (about 19 miles) away in Walvis Bay in 2019, and members drive the round-trip weekly to keep the doors open.

The literature donation from NAWS was the catalyst for developing NA in Namibia. NA Windhoek was selling the literature to members there and in Swakopmund, slowly raising funds for activities and services. Literature sales also strengthened the Swakopmund and Windhoek groups and enabled them to build a relationship after a lengthy period of little to no interaction and cooperation. NA in Namibia started to become more organized.

At the 2018 AZF in Dar-es-Salaam, Tanzania, NA members built on what had been done by Namibian members. They interacted with NAWS and attended workshops that helped tremendously in understanding what NA service was all about and how to use NAWS as a resource. The experience of other members establishing NA in their own countries gave all of us a sense of solidarity with recovering addicts across the continent. NA South Africa became the benchmark for what is possible on the continent, and NA Tanzania became the inspiration for growing NA over a sustained and consistent period.
In 2019, NA Windhoek held a unity day called the NA Windhoek Rally. The event coincided with AZF 2019 in South Africa so that members of the World Board and NAWS staff could experience NA in Namibia en route to the AZF meeting. Their presence accelerated the progress of NA in Namibia through discussions about issues that needed to be addressed to continue local NA growth. We were also fortunate to have a member from NA Tanzania attend and share their experience, strength, and hope about development in their community. The unity day was essentially about service and building home groups, which empowered the Swakopmund NA community to take the massive step of formally designating their meeting as a NA meeting to differentiate itself from AA.

NAWS also helped Namibian members focus on their immediate needs and facilitated a workshop about establishing a service structure. Understanding NA’s Twelve Concepts for Service and focusing on the basic issues of Fellowship development was critical to our growth. The importance of Namibian NA members interacting with members from elsewhere in the world cannot be overstated. Not only did the experience, strength, and hope shared help individual members on a personal level; it also helped the Namibian NA community grow by shedding light on the group’s role in building the service structure. One member was so inspired that she decided to commit herself completely to the NA program after speaking to a NAWS member. Another member got a sponsor, and all members gained insight on service, dealing with personality clashes, and how to resolve conflicts—some of the challenges of developing our NA communities.

NAWS continues to support us with literature, which helps us to raise funds needed for NA Namibia to grow. What NAWS has done for NA Namibia is immense. Their dedication to growing NA on the African continent is laudable, and the results of their support to African countries is inspiring. For Namibia, having direct access to NAWS’ support was a watershed moment, and we hope it won’t be the last time that NAWS will visit us. Face-to-face time with members from established NA communities and with World Services is imperative for NA to grow in Namibia, as personal interactions with NA members here have helped our community work together in ways that were not previously possible. Individual members are becoming stronger, who in turn strengthen groups, and this will result in a stronger nationwide service structure. The importance of service can be read about and can be listened to on web platforms, but the personal connection and interaction with members who have so much experience to share is what will be crucial to NA growing in Africa.
Paraguay

Greetings from the Paraguay NA community, and thank you for the opportunity to share about our development.

In 2001, NA in Paraguay took its first steps with the assistance of a non-member who helped the first members to open an NA group. On 15 February 2001, the first NA group in Paraguay was founded in the city of Asunción: Grupo El Despertador (The Alarm Clock Group) was started, and it continued meeting for several years.

Additionally, two other groups had meetings in members’ homes, one of which was owned by the clergy. Sadly, Grupo El Despertador eventually had to close. Back then, we did not have any idea about a service structure. The most important thing for us was to have a place for addicts to meet and to share some literature obtained by addicts who had traveled to Argentina.

One day, one of our first members, who is still clean today, got a surprise: a phone call from NA World Services! After that call, the communication in our NA community increased. NA members from Argentina and Uruguay even came to share their personal and service experience. They guided us on how groups function, the need to meet in places accessible to all instead of in members’ homes, meeting formats, the spirit of the Seventh Tradition, and so on. From that point on, we began to have an understanding of what NA represented and how it functioned globally.

NAWS funded members from nearby NA regions to travel to Paraguay; with their help, we held the first H&I meeting in the Tacumbú prison and in a mental health institution, which is now an addiction treatment center. The Libertad ASC continues to serve both of these institutions.

After we established contact with these members from neighboring regions, we received literature from NAWS, which gave us more literature resources for present and incoming members. One of the groups that met in a member’s home eventually moved to a church and started paying rent, and this is the oldest group in the region Grupo Serenidad (Serenity Group). Then some members of that group decided to open another group, Grupo El Ultimo Vagón (The Last Wagon Group), which still holds six weekly meetings. This group is the first one that fully followed “the NA way” of doing things.

We continued to grow, and in 2005, we became a region of the Latin American Zonal Forum (LAZF). And our first regional delegate attended and participated in the zonal forum meeting. After that, we have had more contact with the NA Fellowship through workshops held by the LAZF, the Brazilian Zonal Forum, the Rio Grande do Sul and Grande Sao Paulo Regions (Brazil), the Southern Multiregional meeting (which includes Argentina, Chile, Paraguay, Uruguay, and Bolivia), and NAWS—all who helped us grow as a region.

In 2014, something that seemed difficult to accomplish became a reality: we held our first regional convention, which was attended by a member of the World Board and a NAWS staff member. The convention was another sign of our development, and in 2018, we held our second regional convention, which again was attended by a member from the WB and a NAWS staff member. In addition, we created two events, a nature gathering, which will be held for the third time in 2020, and the Weaving Recovery, which was held for the third time in 2019.

As we continued to develop, with help from NAWS, we created a Fellowship development workgroup. Through this workgroup, we opened three groups outside of Asunción,
the capital city. These groups received their group starter kits and literature thanks to a NAWS donation. After the election of our regional trusted servants, the workgroup became a regional subcommittee, which provides services to faraway groups, area service committees, and isolated members to help them open groups in their communities.

Our second convention was the driving force to create our first Metropolitan ASC, followed by the East ASC and the Libertad ASC, and eventually developing the service structure of the Paraguay NA region, which today has 21 groups. In September 2020, we will have our third regional convention, thanks to the efforts of our regional events subcommittee.

Growth is a reality in our region, and we achieved it with the help of our Higher Power, the first service efforts of our members, and committed trusted servants from the groups and the region. But we can’t forget about participation from trusted servants from neighboring regions and NA World Services, all who have demonstrated their dedication to helping us and to share their valuable resources so we can fulfill our primary purpose.

This has taken time, a lot of effort and preparation, workshops, and difficult times that helped us grow. There have also been unforgettable moments that continue to motivate us to work in unity for our present and future members. Thank you, NA, for giving us a purpose: to carry the message to the addict who still suffers!

Translations

Longtime Translations Team Manager, Uschi Mueller, retired in January 2019. Uschi spearheaded the team’s processes and helped create a system that endures to this day. A debt of gratitude will always be associated with Uschi’s contribution to furthering our message far and wide. Another longtime Translations Team member, Shane Colter, was promoted to continue leading the team toward the NAWS Vision for NA Service.

Nary a dull moment befalls the Translations Team! Books, booklets, IPs, SPs, keytags, and more keep coming from NA communities across the planet to become published NA literature. Typically, a draft created by a Local Translation Committee, or LTC, will arrive via email (still our preferred mode of communication). Thus begins that draft’s journey through a stringent process that assures both conceptual fidelity and keeping with that language’s publication standards. Conceptual fidelity is a term that Translation Basics describes as making “sure that NA literature carries the same message, regardless of the publication’s language.” It also works to encourage the translation of ideas, not word-for-word, which has sullied some communities’ work over the years. Through the use of a professional proofreader for that language, word-for-word translations get worked out with the LTC in favor of the translation of ideas that capture the same meaning as the English original. The proofreader also assists us in assuring the publication standards for that language are correct—concerns such as spelling, grammar, and punctuation rules that often are not the same as English.

Once we have a clean draft that the LTC has approved, it moves to the typeset list. The Production Team is responsible for this step, and once the item is typeset, it is returned to the Translations Team for review by the proofreader once again—a process we refer to as QC, or quality check. Occasionally, in the conversion of the draft document to the typesetting software we use, mishaps may occur, wherein the formatting may be skewed, such as the loss of italics or bold or certain accent marks do not come through. Once the QC process is complete and all issues resolved (if any), the final draft joins the production queue, nearing the end of its journey to publication.

As in years past, this year brought to fruition many projects that make a difference in our members’ lives—those who are already here and those yet to arrive. One project that stands to impact the most members (current and future) is the Chinese Basic Text. To get this book published required herculean efforts from the LTC, the proofreader, and NAWS over a period of time. While Fellowship growth has been incremental in comparison to the Chinese population, the potential for explosive growth cannot be discounted. This book was ready in time for a professional event that NAWS attended in the Chinese capital of Beijing in May 2019.

The ever-popular Living Clean made its debut to the Fellowship in Italy in March 2019 and was met with great fanfare across the Italian peninsula. This publication continues to inspire
members across the world as it is translated into more and more languages. Along with this news is the publication of the Basic Text in Bahasa Melayu, a language spoken in Malaysia and Singapore, and the Latvian Basic Text. Also quite busy was the Japanese LTC! While several of their IPs were published over the year, JP #29 was snagged up due to a formatting issue. Japanese publications have a specific layout, and the LTC performs the typesetting of their drafts after proofreading and sends NAWS the final typeset version. Uncharacteristically, IP #29 arrived with problems, and NAWS worked with the LTC to finalize the draft for publication.

With over seven million speakers spread across the Middle East, a standardized form of Kurdish known as Sorani-Kurdish is spoken in NA meetings in Iran and Iraq, which is written with Arabic characters. The Kurdish LTC in Iran translated IP #1 and sent it to NAWS. With coordination among NAWS, the LTC, and a professional proofreader, a glossary was created from the draft. As is frequently the case, significant back-and-forth occurs in proofreading and sent NAWS the final typeset version. Uncharacteristically, IP #29 arrived with problems, and NAWS worked with the LTC to finalize the draft for publication.

Over and over, we hear about communities struggling with a lack of trusted servants to fill available positions. H&I and PR committees around the world are in dire need of members to serve. Imagine if you lived in a community that had the added need for trusted servants to fill the Local Translation Committee. Most English speakers may not have reason to consider this factor, but communities that wish to have the message in their own language sure do! It is with this realization that the NAWS Translation Team applauds those communities that are able to find members to do LTC service, along with doing their level best to carry the message to hospitals, institutions, and the public. All of you may make the difference between life and death for those still suffering from the horrors of addiction, and we are so grateful for your efforts.

Production and Distribution

Making sure addicts seeking recovery have access to NA literature is one of NAWS’ highest priorities, and it’s also why our publishing responsibilities go far beyond supply-
Highlights of the 2019 Fiscal Year

- We produced over 71,000 books, more than 100,000 booklets, almost 25,000 handbooks and reports, and more than 800,000 IPs and small booklets in-house.
- We fulfilled more than 74 orders per day, averaging about 1,490 per month.
- We published 49 new pieces of translated literature, bringing our inventory to 1,142 titles.
- With each piece of literature, and with each order throughout each year, our goal is to help fulfill our Vision for NA Service and NA’s primary purpose: NA meets in 82 languages and IP #1 is published in 56 languages.

Books

The Basic Text continues to be the NA book in the highest demand, making up 42 percent of the books distributed, and 53 percent of our book revenue, in FY 2019. We have distributed over 11.6 million copies of Narcotics Anonymous (aka the Basic Text) since its publication in 1983. Combining this book with other book-length NA literature, Narcotics Anonymous has distributed almost 22 million books to date.

Cumulative Book Distribution, 1983–2019

<table>
<thead>
<tr>
<th>Book (pub date)</th>
<th>Total distributed</th>
<th>% of total</th>
<th>Average per year</th>
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<tbody>
<tr>
<td>Basic Text (1983)</td>
<td>11,668,530</td>
<td>53.2%</td>
<td>324,126</td>
</tr>
<tr>
<td>Just for Today (1991)</td>
<td>3,178,605</td>
<td>14.5%</td>
<td>113,522</td>
</tr>
<tr>
<td>Step Working Guides (1998)</td>
<td>2,961,940</td>
<td>13.5%</td>
<td>141,045</td>
</tr>
<tr>
<td>Living Clean (2012)</td>
<td>750,726</td>
<td>3.4%</td>
<td>107,247</td>
</tr>
<tr>
<td>Sponsorship (2004)</td>
<td>279,758</td>
<td>1.3%</td>
<td>18,651</td>
</tr>
<tr>
<td>Guiding Principles (2016)</td>
<td>192,948</td>
<td>.9%</td>
<td>64,316</td>
</tr>
<tr>
<td>Miracles Happen (1998)</td>
<td>94,717</td>
<td>.4%</td>
<td>4,510</td>
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<td></td>
<td>21,104,077</td>
<td>100%</td>
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Booklets
Booklet distribution in FY 2019 saw an 8 percent decline compared to FY 2018 and 17 percent decrease compared to FY 2017.

Informational Pamphlets (IPs)
Distribution for all 24 IPs decreased by 7 percent from the previous fiscal year. *Am I an Addict?* (IP #7), *Welcome to NA* (IP #22), and *For the Newcomer* (IP #16) continue to top distribution numbers with an average of a 4 percent decrease this year.
Who Buys NA Literature?
As you already may know, NAWS has discount schedules for orders over $500 and for contract customers. The terms and rates of this discount policy apply to Fellowship and non-Fellowship entities alike and are spelled out on our website at https://cart-us.na.org/discount_policy. Many regional service offices order large quantities, so they enter into contracts with us to benefit from our discounts. These regional service office contracts make up nearly 40 percent of NAWS literature sales, followed by sales to groups, and then sales to areas. Taken together, our literature customers within the Fellowship make up approximately 80 percent of our overall literature sales.

Non-NA entities, such as correctional facilities, treatment centers, hospitals, resellers, government offices, and drug courts, account for the remaining 20 percent of our literature sales. From time to time, a narrative emerges claiming that NAWS is beholden to a particular reseller of books on addiction and recovery and that we offer special discounts or even develop literature with this reseller in mind. Let us be clear, there is no truth to these rumors. Not only would that idea conflict with our guiding principles, but the financial reality contradicts that story, as resellers traditionally make up less than 7 percent of our total sales. The fact is, our members buy the vast majority of our literature, which isn’t surprising. After all, our literature is written by addicts for addicts.

Public Relations in Fiscal Year 2019
Nearly half of our members are referred to NA by a treatment facility or counseling agency, which is why PR committees all over the world work to increase professional and public awareness of NA. These efforts include conducting PR presentations, staffing booths at professional events, and arranging for posters, billboards, and public service announcements. When the public sees NA as a viable and credible means of recovery, more addicts find their way to our meetings, and this makes PR efforts at every level of the NA service system integral to our primary purpose.
we have seen a notable increase in PR and H&I services delivered by zones, and we are excited to continue to facilitate collaboration and growth in this area.

Conferences
NAWS PR extends beyond Fellowship support as we continue to establish and develop relationships with professionals who work with addicts. These efforts include government and media relations, zonal planning, and attending national or international conferences. Attending conferences gives us a particular advantage to build NA’s reputation by interacting with thousands of professionals and informing them about NA over the course of a few days. These opportunities help us demonstrate NA’s viability and give professionals more confidence in sending their clients to our meetings.

In the 2019 FY, we attended the following annual conferences:

- World Federation of Therapeutic Communities (WFTC)—October 2018
- International Society of Addiction Medicine (ISAM) combined with a two-day PR Learning Day for members in Japan—November 2018
- American Society of Addiction Medicine (ASAM)—April 2019
- International Federation of Non-Governmental Organizations for the Prevention of Drug and Substance Abuse (IFNGO)—May 2019
- Innovations in Behavior Health—June 2019

2019 FY PR Highlight

PR Week
PR Week is an annual event during the first week of June for the Fellowship to hold events simultaneously and work together to further PR and PI efforts worldwide. The inaugural PR week was 3–9 June 2019, and the feedback from the Fellowship inspiring. We received pictures and details of events from regions across ten NA zones and Iran. These PR Week events included poster campaigns, learning days with professionals, bus and bus stop posters campaign, and national public service announcements. We are delighted that so many members embraced PR Week, and we look forward to hearing more of your community PR Week stories. For more information on PR Week, please visit www.na.org/pr_act.
Basic Services

Aside from our work related to the biennial World Service Conference, much of the work at NAWS is foundational and ongoing. Each team at NAWS provides essential services to meet the communication, coordination, information, and guidance needs of the Fellowship. We respond to more requests and inquiries than ever before, and we get literature to those who need it with greater efficiency, all while remaining prudent in the use of our limited resources.

Today, we have a center of operations in the US, branch offices in Belgium and Iran, and distribution centers in India and Canada. Our ability to meet the increasing demands of our growing Fellowship together with the indispensable work of regions and zones signals our progress toward our shared vision for NA. You’ll find specifics about these “basic services” in the 2019 FY in the following sections.

Fellowship Services

The Fellowship Services Team responds to hundreds of requests and inquiries each week from NA members seeking information or support. This correspondence includes inmates requesting literature, trusted servants seeking guidance on Traditions and Concepts, and members trying to solve problems at the local level, to name a few.

We provide resources, information, and share anecdotes and observations that have worked elsewhere—our collective experience, strength, and hope. Often, we can connect members to the wealth of resources available at www.na.org, linking to specific handbooks, service pamphlets, bulletins, and recovery literature. Our support also includes fulfilling requests for meeting starter kits and literature from members—many of them behind bars.

Another aspect of Fellowship Services is working with individuals outside of NA looking for information on addiction. We regularly respond to family members of addicts, government officials, clergy members, and health-care professionals who want to start meetings. We put them in touch with local trusted servants for follow-up, opening the doors for public relations opportunities and potential meeting facilities. We thank all local trusted servants for their partnership in dealing with these requests for meetings and H&I. Your service is an integral part of carrying the NA message to the addicts who still suffer.

The data show how we direct resources—human and financial—to respond to the Fellowship’s needs and how that’s changed over the past few years.

Communications

The Communications Team is the primary conduit of information between the World Board and the NA Fellowship. We use every avenue available to hear from the Fellowship—calls, emails, surveys, workshops, web meetings, Issue Discussion Topics, regional reports, and more. We compile and relay all member input we receive so the Board can make decisions based on the Fellowship’s needs and ideas.

In turn, the Communications Team listens to the Board and, with their direction, facilitates webinars and drafts a variety of reports and correspondence to help keep the Fellowship informed. Some of these communications include NAWS periodicals, emails, memos, session materials for workshops, and World Service Conference materials, including reports, session materials, and summaries—most of which you can find at www.na.org.

As we continue to shift our primary distribution methods from paper to electronic, we encourage all members to subscribe to our periodicals at www.na.org/subscribe. If you subscribe electronically to at least one of three quarterly publications or to the daily Just for Today email, you’ll also get periodic emails with World Convention updates, and notifications when various reports and project materials are available.

As a part of NA World Services, “we provide these services so that our groups and members can more successfully carry the message of recovery and so that our program of recovery can be made more available to addicts everywhere.” (A Guide to World Services in NA)
NAWS Technology

Technology is not only integral to NAWS’ day-to-day operations, but it continues to improve our ability to support members as they carry the NA message of hope. Our ongoing services, such as communication, publication, sales, accounting, and translations all depend on technology. In the same fashion, technology improves our Fellowship development efforts by helping us deliver resources and support more consistently and rapidly, as well as enhancing the effectiveness of the World Service Conference and World Convention of NA.

To stay current with technology, we must regularly filter decisions through the reality of our limited resources. We practice extraordinary discernment when we evaluate which technology investments offer the biggest “bang for the buck” while helping provide essential services to the Fellowship. To guide our decisions, we rely on a comprehensive IT assessment conducted in 2013, which helped us prioritize long-term IT goals in the areas of software, connectivity, infrastructure, and security. In the 2018 FY, we implemented new accounting software with a more robust platform to help us handle the growing needs of our Fellowship, as well as improve our online store. In the 2019 FY, we continue to get accustomed to this new accounting software and look forward to conveying the benefits of this improvement.

Focusing on upgrading our software helps us increase digital offerings of literature and resources, and enhances how members, trusted servants, and the public experience NAWS online, regardless of device or platform. Also, embracing software like Zoom helps us meet virtually with workgroups and Conference participants efficiently and effectively, while reducing travel costs.

Achieving sustainability has been the focus of NAWS IT this fiscal year. In this pursuit, we’ve worked toward ensuring we have a robust infrastructure, sound security, and well-tested disaster recovery methods. Our IT infrastructure is a system of hardware, software, networks, and databases, all of which need constant maintenance and regular upgrades. To build a reliable infrastructure while conserving resources, we work to extend the life of our equipment, and this requires much of our effort year in and year out.

Along with maintaining our infrastructure, we continue to implement security measures to keep our network safe and reliable. We regularly assess risks and deploy multiple layers of protection to assure members’ privacy, keep information safe, and secure our network. We also perform nightly backups of our entire system to both local and cloud servers to ensure that we can recover all data and rebound quickly in the event of a disaster. In a word, technology has become an indispensable component of our work at NAWS, and we do everything we can to preserve the integrity of our systems and data.
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Staff and Offices

Two distribution centers—one in Mississauga, Ontario, Canada, and the other in Bangalore, India—play a vital role in furthering our vision. Jacquie Sullivan and Paul Sullivan staff the Mississauga center, serving the literature needs of Canadian NA communities, while Pramila Dias distributes literature in 12 languages throughout South Asia from the Bangalore center.

NAWS has two branch offices—One in Brussels, Belgium, and the other in Tehran, Iran. Paul Decock and Fred Renaux maintain our European branch, where they distribute literature in 35 different languages. They print some of the literature onsite and provide some literature at no cost to emerging NA communities in Eastern Europe and Africa. They also serve members, groups, and institutions seeking information about NA, process contributions to NAWS, and support the continent’s zonal forum, the European Delegates Meeting.

Siamak Khajeian manages the Iranian branch of the World Service Office, which supports NA’s fastest-growing community and its 21,974 meetings. He and his staff at the Tehran service center, Amir Bondar, Farhad Fallah, Mehrdad Naseri, Hossein Nematzadeh, Farhad Poursohehi, Reza Tavakoli, and Payam Yazdani, produce and distribute NA literature in Farsi. They also translate The NA Way Magazine each quarter and support many of the essential services offered by the region.

Narcotics Anonymous World Services in Chatsworth, California, is the central resource hub for NA members, groups, and service bodies worldwide. The executive and administrative staff work with the World Board to carry out Conference-approved projects, coordinate workgroups, and execute the World Convention. They communicate with members through a variety of periodicals, reports, web meetings, and emails, and respond to inquiries from the public. The California office is also responsible for the production and distribution of NA literature, protection of the Fellowship’s copyrights and trademarks, and maintenance of our website, www.na.org.