

Narcotics Anonymous World Services, Inc.

NA World Services Inc. employs 47 people, 44 of whom work at the headquarters office in Chatsworth, California. The World Service Office is currently comprised of our headquarters in Chatsworth and two branch offices—one in Brussels, Belgium, and one in Mississauga, Ontario, Canada. Fortunately, we currently have a very low staff turnover rate. Fifty percent of our staff has been with us more than five years.

WSO-Chatsworth

This has been a year of extremes for WSO-Chatsworth in both our agony and our ecstasy. We maintained the basic services that the fellowship has come to expect us to deliver without a hitch. This has not always been easy as we have at times been stretched to our limits. It has however always been an honor to be called upon to provide such crucial services to the fellowship.



We should mention that the balance of the financial staff—including Rochelle Medina and Liz Stafford under the team leadership of Tom Rush—pulled together in a most remarkable way to not miss a beat in providing the complex and at times overwhelming financial services needed for WSC 2002 and WCNA-29. At the same time as these events were happening payroll still had to be done every two weeks, bills had to be paid, accounts due had to be mailed out, and all of this needed to be done in a manner consistent with the stature of an organization as large as ours. We think they did a remarkable job, and we are proud of their dedication.

WSO-Canada

The WSO-Canada is a literature and product distribution center with two part-time employees. The staff there work diligently to maintain consistency in shipping all of the orders that are processed—not such an easy task, considering the distance between the WSO-Canada and the direct support and supervision of our headquarters in Chatsworth! Because of the nature of WSO-Canada, the inventory there is monitored by the WSO-Chatsworth office and is restocked according to its needs. WSO-Canada offers us a unique opportunity to do business since English is spoken in most provinces, and there is only one currency to deal with versus the many different languages and currencies in Europe, even with the euro. Canada's operations are online and we communicate with them on a regular basis via email. Jacquie and Paul* use our direct client-server and process orders in real time. We continue to exceed our operating projections.



* Near the end of this period one of our two Canadian employees, Denise, resigned her position and was replaced by Paul Sullivan.

WSO-Europe

WSO-Europe deals with a wider variety of operations than our Canadian office. There is one full-time and one part-time employee. All the business of running the Brussels office is handled from Brussels—phone calls, purchase orders, order entry, banking, invoicing, and shipping. WSO-Europe has the complex challenge of meeting the needs of our members there who speak many different



languages. Remember, not only does WSO-Europe have to deal with a multitude of languages, but a variety of cultural and political realities as well. The efforts of this office should be wholeheartedly applauded!

NAWS will often ship translated literature from WSO-Europe, which maintains its own inventory. Paul Decock, the Brussels office manager, has helped turn this branch into a viable full-service office.

On a personal note, congratulations to Paul and his partner Jo, who gave birth to a baby boy, Kazan, in late July. We hope that Kazan, Mom and Dad all had a terrific summer.

This is the second year since WSO-Europe's inception that it is in a positive operating position. Considering the many hurdles the office has been faced with over the years, this is a major accomplishment! However, as with many of our endeavors, it

remains a work-in-progress.

The client-server software package that directly connects to our main database here in California is up and running. This allows WSO-Europe to work in real time on our server. We are also in the process of establishing a VPN (virtual private network) tunnel, which permits a direct, private, and secure connection to the WSO's main accounting server.

Our branch offices in Canada and Europe, as well as our headquarters in Chatsworth, are vital to our global efforts. Each one plays an important part in offering services to our fellowship. If you have any questions or would like more information about NAWS and the resources we offer to the NA Fellowship, please contact us:

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Branch Office Numbers

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905.507.0100

WSO-EUROPE

32.2.646.6012

New Coordinator Staff at WSO

The World Service Office has long recognized the need to hire additional staff with the skills required to assist us in reaching our goal that one day any addict in the world can find recovery from drug addiction in Narcotics Anonymous. This year we were fortunate enough to hire four individuals with the abilities needed to round out our work force. All were hired as project coordinators and come to us from a variety of professional backgrounds with very diverse talents. Each has had to dive into a tremendous workload from the very first day.

Steve Rusch, our newest employee, hails from Pittsburgh, Pennsylvania, USA. With a masters degree in business administration and considerable world service experience, he is currently assigned to coordinating the worldwide workshops. Fortunately for us, Steve often brings his certified executive-chef skills to the lunch room (and he brings enough for everyone)!

Stephan Lantos, former World Board member and former WSO employee, recently returned to the WSO after pursuing other interests. He comes back to us with lots of computer and Internet expertise much needed to advance our technological requirements.

A long-time resident of the San Fernando Valley, **Karen Chrapek** comes to us after many years at Universal Studios. Well versed in project management with a degree in business, she brings extensive operations and event knowledge to the table. Karen lived and worked in Japan as part of her last assignment. In addition to her substantial skills, Karen brings the warmth and acceptance she experienced from the NA Fellowship in Osaka along with her to WSO.

Travis Koplou is pursuing a doctorate in American Literature. Currently she holds a masters degree and is far past the mid-way point in her doctoral dissertation. Travis has considerable expertise in writing and editing. Having edited a published book on virtual libraries, she is definitely an asset to the Sponsorship Book project currently being undertaken.

The collective skills and experience of today's WSO staff has the capability to bring NA World Services to the highest level of service. This range of expertise is needed to meet our objective of providing top-notch service to a growing worldwide fellowship in an ever-changing world.

Comings and Goings

In addition to the new coordinator staff mentioned above, there were a number of comings and goings at the World Service Office during the past year. We sadly accepted the retirement of George Hollahan, who served us for so long as executive co-director. George retired 31 July 2001. Other employees who concluded their employment during this year were Trish Jaramillo on 9 November 2001 and Michael Lee on 31 May 2002.

New staff welcomed on board were Simon Lev to the Translations Department on 1 October 2001 and Mindy McVey, Fellowship Services, on 3 December 2001. Kim Young returned to us in a part-time capacity as of 1 October 2001. Simon comes to us fluent in Russian and English (both reading and writing). Mindy brings a range of office skills and as she approaches her first anniversary at the WSO, has proven herself to be a valuable member of the team. Kim is a welcome return although we must share her time with her university pursuits.



World Service Office Staff

WSO-Chatsworth

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WSO-Canada

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WSO-Europe

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